

Outdoor Water Winterization

You may have thought about protecting your home's water pipes from freezing, but have you considered your irrigation systems, hoses and outside faucets?

Sprinkler Systems: Winterize your underground irrigation system before the first winter freeze. It's easy if you have the proper equipment – mainly an air compressor. You can rent one, or a lawn company can winterize for you.

Turn off the water source; drain the system as much as possible. Open the manual drain valves, connect the air compressor and force air into the system from the backflow device, evacuating the remaining water in the system's lines. Go through each station several times to ensure only air is being blown through the sprinkler heads.

Sprinklers and Hoses: Water can also freeze inside sprinkler housings and hoses and may burst or rupture parts. Clean and store sprinklers in a dry place. Disconnect hoses from their water source and drain them of any remaining water. Then neatly coil and store hoses in a dry area. Also wrap and protect outside water faucets. More information about water winterization can be found at www.mlgw.org.

Winter Moratorium Deadline

MLGW's Winter Moratorium program prevents cutoffs for registered senior and disabled customers from December through February.

Participants are still responsible for paying their utility bills during this time, but if the bill exceeds a customer's means, they will not be disconnected. If there is a balance left at the end of the February billing cycle, registered customers can qualify for a short-term payment plan.

There are no income restrictions. However, applicants cannot have an outstanding balance on Nov. 28 when the program begins. The application deadline is Nov. 15. Download the application at mlgw.com/wintermoratorium_form.pdf, fill it out and mail to:

Credit Operations

**Memphis Light, Gas and Water Division
PO Box 430; Memphis, TN 38101-0430**

Please include proof of age (copy of driver's license, birth certificate or other legal form of ID) to submit with your application if you are age 60+. If applying because of a disability, send in the proper certification information along with the application. Application forms are also available at MLGW Business Offices. For more information, call 544-MLGW (6549).



Nov. 20: Great American Family Day. Memphis Brooks Museum of Art, 10 a.m.-1 p.m. For more info: 544-6246 or www.brooksmuseum.org.

Dec. 5: Annual Christmas Fiesta. Agricenter, 12-5 p.m. Presented by La Prensa Latina. For more info: 751-2100 or www.laprensalatina.com.

Dec. 12: Light Festival. Memphis Brooks Museum of Art, 4-6 p.m. For more info: 544-6246 or www.brooksmuseum.org.

MLGW Hero Billy Diotte

MLGW troubleshooter Billy Diotte may have saved the lives of two children while attending to his duties in Frayser on Oct. 5. Seeing a pit bull aggressively attack one child, Diotte courageously stepped in, pulled off the dangerous dog and protected the child using pepper spray. He then prevented the dog from attacking another child and called 911. Diotte was recognized for his heroism at MLGW's Board meeting Oct. 21.



Customer Reference Number: 11/10



Going Paperless: My Account

Save paper and postage by "going paperless" to view and pay your MLGW utility bill. It's quick, easy and it's good for the environment.

To enroll in paperless eBilling, go to the "My Account" page at www.mlgw.com and set up an account. Each month, you'll receive an e-mailed reminder and can login to view your bill, then pay online or through any other method. Those already using My Account can switch to eBilling under the **My User Profile** link. My Account users will notice a few recent changes.

- Click **My Bills** or **Pay Bill** (now a graphic button in the Account Balance section) to view and pay your MLGW bill.
- The Residential Dashboard includes links for **Bill History** (details about your utility bills) and **Bill Analysis** (why your bills may vary).
- Use the **Go** button to access the Carbon Footprint Calculator, which shows the environmental impact of your energy, water, transportation and recycling actions. You'll find links to it on the Dashboard, Home Energy Center and Learn About Energy pages.



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Pay MLGW Bills at Walgreens

You can now make self-serve automated MLGW bill payments through the TIO Kiosk Network located in participating Walgreens stores in the Memphis area.

Transactions may be securely completed in English or Spanish, and all payments will be posted to the customer's account within 30 minutes. To make a payment, you will need either your MLGW account number or the phone number associated with the account, plus the last four digits of your Social Security number.

At this time, the touch-screen kiosks will accept cash payments only, and no change is given. TIO Networks will collect a \$2 transaction processing fee for each transaction. MLGW does not receive any revenue from this fee. For a complete listing of the kiosks located at local Walgreens, please visit www.mlgw.com.



Fire in the Hole!

Today's weather may be so nice that building a fire is not in your plans. However, here are a few things you should know about your fireplace, even in warm weather.

Your chimney may be sucking conditioned air out of your house. Many older homes were built with fireplaces designed to burn coal, and many have no or inoperable dampers. If you use your fireplace and burn wood, be sure you have a properly functioning damper that is closed when not in use and opened before use. Wood burning fireplaces give lots of ambiance, but often deliver little net heat to a home.

If you have vented gas logs, you must have any chimney damper fixed in the open position. These gas logs produce colorless and odorless carbon monoxide, and the only safe way to use them is with a permanently open damper. If you have these logs, consider retrofitting them with modern ventless models which burn cleanly and deliver 100 percent of the heat to the indoors (with a closed damper or sealed chimney). Look into the pros and cons of ventless gas logs and don't neglect fireplace safety.

