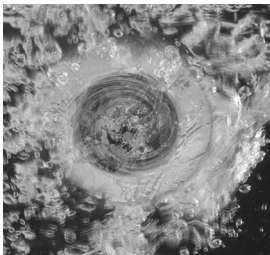


## City Sewer/Storm Water Rates Rise

Due to soaring cost in operations as well as capital expenditures, the City of Memphis must from time to time pass rate increases on to its customers for some services, especially those provided by the Division of Public Works.



Although many customers were not aware of a recent increase in some rates, the new rates for City Solid Waste Services, Storm Water Services, and Sewer Treatment Services did appear on MLGW bills for the month of July. The largest rate increase was in sewer charges, which prompted an increase in calls to MLGW's Customer Care line.

Considering the rate charges were implemented by the City of Memphis, the Division of Public Works has established a Sewer Hotline for customers to contact their office with questions, concerns or comments regarding the recent sewer fee increase. The Hotline number is 636-7006, which is fully staffed Monday - Friday, 8 a.m. - 5 p.m., by qualified personnel who can respond to any of the rate increases or direct the caller to someone who can.

## Downtown Grid Gets Smarter

Thanks to a Department of Energy grant, MLGW's Downtown Network distribution automation project, referred to as a "smart grid," is making steady progress. MLGW is building a fiber optic communications system throughout downtown and the medical center to support present and future business and operational needs.

A monitoring, control and analysis system for the area's power distribution network is being developed, and underground 'innerduct' is being installed to carry fiber optic cable for the network's distribution automation system.

Benefits include enhanced safety for our crews, improved efficiency of operation and maintenance, fewer outages due to equipment operation errors and targeted preventive maintenance. MLGW will be able to model the system with "real-time" data to improve its design and emergency response.

The project, being implemented by MLGW employees using internal resources, represents an unprecedented opportunity to move MLGW to the forefront of utilities in understanding and controlling its systems to deliver the best service to our customers, now and into the future.



**Sept. 24-26:** Clanjamfry: A Scottish Festival. Evergreen Presbyterian, 613 University. Info: 274-3740 or [www.clanjamfrymemphis.org](http://www.clanjamfrymemphis.org).

**Sept. 30:** Feed the Soul. The Warehouse, 36 East G.E. Patterson, 6-9 p.m. Benefits MIFA. Food, live entertainment. Tickets: 529-4525.

**Oct. 1-3:** Mistletoe Merchants of Memphis. Agri-center. For more info: 662-890-3359 or [www.midsouthmediagroup.com](http://www.midsouthmediagroup.com)

**Oct. 2:** American Heart Association's Heart Walk. Fundraiser. AutoZone Park, 8 a.m. Info: 383-5406 or [www.midsouthheartwalk.org](http://www.midsouthheartwalk.org).

**Oct 7:** Navy League Memphis Wine Tasting & Military Appreciation Night. Wilson Air Center, Memphis Intl., 7-11 p.m. For more info: [home.comcast.net/~workep/site/](http://home.comcast.net/~workep/site/).

**Oct. 7-10:** Pink Palace Crafts Fair. Audubon Park. Info: 320-6362 or [www.memphismuseums.org](http://www.memphismuseums.org).



Customer Reference Number: 9/10



## In Case of a Gas Leak...

MLGW's gas pipelines are extremely strong, durable and safe, yet there is a potential for natural gas leaks due to digging, construction or excavation. Gas leaks can lead to life-threatening conditions such as carbon monoxide poisoning or an explosion. While it's highly unlikely you will encounter a gas pipeline leak, here's how to recognize the signs and respond:

- The rotten-egg-like odor of natural gas could indicate a pipeline leak.
- Warning signs near a gas line include bubbling water, blowing dirt, dead plants or a hissing sound.
- Don't look for a leak or try to stop it; don't use anything electrical near it – not even a cell phone.
- Leave the area, then call MLGW's emergency line at 528-4465.

Before doing any digging, call Tennessee One Call at 811 to have pipeline locations marked. For more information, visit [www.mlgw.com](http://www.mlgw.com).



# Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

## MLGW Offers Weather-Related Payment Options

In light of the summer's triple-digit heat waves, weather-related moratoriums and high energy usage this summer, MLGW is taking steps to assist customers by expanding bill payment options and lowering the amount owed to qualify for deferred payment plans.

Through September 17, MLGW will lower the limit of money owed to qualify for its deferred payment plan from \$500 to \$225 and relax the minimum initial payment required to get into the deferred payment plan to 25 percent of the outstanding balance owed or \$225, whichever is less.

Also, MLGW is offering to change a residential customer's bill due date to match up with their Social Security, disability, government assistance or pension checks, if they are on a fixed income.

For more information on MLGW's deferred payment plans, please call 544-MLGW (6549) or visit [www.mlgw.com](http://www.mlgw.com).

## MLGW's Mobile Alerts

Looking for an even easier way of keeping up with your MLGW bill? Then look no further than your cell phone. MLGW now offers mobile alerts to its customers.

Sign up for MLGW's Mobile Alerts program and you'll receive text-message mobile notification approximately three business days prior to billing due dates and possible impending cut-offs. Register for the program at [www.mlgw.com/mobilealerts](http://www.mlgw.com/mobilealerts) using your 16-digit MLGW account number and access code found on your MLGW bill. You will be responsible for any fees charged by your cell phone carrier.



## Light Up Your Pilot

Schedule your free pilot light inspection and light-up by calling 820-7878. There are no fees for inspections and pilot light-ups scheduled before Oct. 5 and after Dec. 31; between those dates, a \$27 fee applies. There are no fees for seniors (ages 60+) or disabled customers.