

What's New With Your Bill

My Account Access Code. Starting with bills issued beginning September 1, you will notice a line near the bottom of the text within the blue box on the right-hand side of page 1 that reads, My Account Access Code, followed by a six-digit number. This is the personal code that you will use to access your bill online when MLGW offers its Electronic Bill Payment Service (EBPS) later this year. Watch for information in the coming months on how you can use My Account Access Code when the EBPS service becomes operational.

My Bill Dashboard Feature. If you have often wished you could look up your past utility bills and compare them to the one you just got in the mail for an explanation of monthly fluctuations in your utility costs, then here's some good news: you can now view your past and present utility bills and trends online through MLGW's new My Bill dashboard feature. This puts you in the driver's seat of home energy and utility bill management. Just click on the "My Account" option on MLGW's home page at www.mlgw.com

Visit the MLGW booth at the
Mid-South Fair
for more information about the above items.



Oct. 4 -7—The 2007 Pink Palace Crafts Fair will be held in Audubon Park. Hours are 10am to 6pm Thursday through Saturday, 10am - 5pm on Sunday. Admission: Adults \$7, Seniors \$5 and Children \$3; two-day pass-\$12. Now in its 35th year, this all-volunteer event attracts over 30,000 visitors annually. For more information call 901-320-6408, or e-mail Ann.Smith@memphistn.gov

A Place At The Table (APATT) is a series of fundraising parties, held in individuals' homes, celebrating 10 years of supporting the crucial work of Friends For Life, the Mid-South's largest and most comprehensive AIDS service organization. The finale costume party will be held October 27 at the Mid-South Fairgrounds Creative Arts Building. Please call 272-0855 for more information or visit the Web site at www.friendsforlifecorp.org

CoverKids now brings health insurance coverage to thousands of Tennessee's uninsured children. The program provides free, comprehensive health insurance to qualifying children 18 and under. More information on CoverKids is available at www.CoverTN.gov or by calling 1-866-COVERTN.



Customer Reference Number: 09/07



Customer CONNECTION

PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION



Memphis is . . . Hot! Hot! Hot!

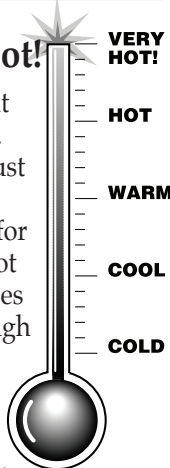
There's no other way to say it: lately, it has been hot in the City of Good Abode. The numbers don't lie. Starting on August 9 and continuing through August 18, temperatures rose to break 100 degrees for 10 straight days. The heat index (how hot it actually felt) began to break 100 degrees every day back in June, continued through the entire month of July, and has heated up most of August, as well.

First, the bad news:

- MLGW customers have been uncomfortable for a long time. We mourn those who unfortunately succumbed to this unbearable, killer heat wave.

- In order to keep their comfort and their health, MLGW customers have been forced to use more energy to power additional fans and to keep air conditioners running overtime. On August 15, MLGW customers set a new all-time peak for electric usage of 3,484.1 megawatts. This usage beat the record set just the day before on August 14, as MLGW customers used

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3,442.7 megawatts of electric power. This increased usage will undoubtedly translate into higher energy costs for most MLGW customers.

Now, the good:

- The heat wave will end soon. It always does.
- The higher-cost utility bills we will soon be paying for that cool air purchased in July and August were the result of increased usage only—electric rates have remained the same.

**A 2007 survey of large metropolitan areas showed that MLGW has the sixth lowest combined utility rates in the nation.*

**Memphis is ranked first among selected cities across the nation for having the lowest water and wastewater rates. Call 544-MLGW to request a copy of MLGW's "2007 Utility Bill Comparisons Report."*

**The City of Memphis Sewer Charge, collected by MLGW and shown on your monthly utility bill, remains the lowest in the nation.*



Fans donated by MLGW head for customers' homes.

well during this unusually stressful time. Most of the very limited outages have been the result of storms, or wind damage, not performance breakdown.

- When cold weather returns, MLGW wants to ensure uninterrupted service to senior citizens and disabled customers during

- Last year MLGW began a process of completing a thermal imaging scan of the entire electric system, and made improvements where needed. The result: the electric system performed

the winter months through the Winter Moratorium program. Deadline for application is November 15; applications may be downloaded from www.mlgw.com. There are no income restrictions for the Winter Moratorium program, but applicants cannot have an outstanding balance on their utility bill on November 30 when the program begins. Call 544-MLGW for more information.

- Despite the peak energy usage, MLGW customers are determined to save energy and money. Most frugal energy savers set the thermostat at 78 degrees or higher, knowing that each degree below this setting adds 6% to their cooling costs.
- MLGW has created a Summer One-Stop page that provides customers valuable energy saving tips as well as an online evaluation of their home's energy usage. The Summer One-Stop can be found on the bottom left corner of MLGW's homepage, www.mlgw.com

- Memphis' most valuable resource—its water—remains pure and abundant. While the MLGW water system has not hit any historic peaks yet, an August 13 peak load of 302.9 MGD (Maximum Hourly Rate) exceeded last year's peak of 299 MGD. The all time max hourly peak is 342.8 MGD which occurred on August 29, 2000, and included a major break in a water main. The average residential cost for one hundred cubic feet of water is \$1.31. The average monthly water use by an MLGW residential customer is approximately 11 ccf (hundred cubic feet).

- Memphians are getting involved, taking care of their neighbors and friends who may be overcome by the heat. That care extends to strangers, as well. For example, Tonya Patton, an



Tonya Patton

MLGW employee, was taking her usual lunchtime walk when she came upon a man lying on the sidewalk outside a downtown Memphis restaurant crying for help.

Tonya recruited two passersby to help her lift the man from the hot concrete and take him inside the air-conditioned restaurant where he was given water and respite from the heat. Tonya spent her lunch hour with him in the restaurant until he had revived from the heat, saving him from heat exhaustion and possible fatal complications. A simple act possibly saved a life. "I just happened to be in the right place at the right time," said Tonya.

- Earlier during this heat wave, MLGW donated 300 box fans to the Aging Commission of the Mid-South to be distributed to senior and disabled customers. MLGW also donated bottled water to eight Memphis Community Centers that served as cooling shelters and is continuing to help customers through the current heat wave by donating 200 air conditioning window units to customers identified by the Community Services Agency (CSA) as those in need of help during this time of extreme temperatures. The units are being delivered and installed by MLGW employees.

"We provide life-giving services, especially in times of temperature extremes. While we have limited resources to assist our customers, we want to ensure that we are able to help those who are in need right now," said Jerry Collins, MLGW's Interim Chief Utility Officer.



MLGW employee David Pace (inside window) helps a customer battle the heat by installing a window air conditioner.