

MLGW kiosks at Dollar General stores

Now you will be able to pay your utility bill at a Dollar General store near you. The stores have been equipped with payment kiosks like the ones at the Exxon On The Run (formerly TigerMarket) stores. The kiosks are cash only, with a \$2 convenience fee, and real-time update of payment to MLGW. To make a payment, customers need either their MLGW account number or the phone number associated with the account, plus the last four digits of their social security number.

The following are the 10 Dollar General stores now active for processing MLGW bill payments:

5083 Raleigh-LaGrange Rd.
2226 Lamar Ave.
8274 Airways Blvd.
5924 Steteline Rd.
6690 Macon Rd.
8271 Dexter Rd.
5841 U.S. Hwy. 70
3685 Hickory Hill Rd.
2450 Central Ave.
5141 Quince Rd.



April 1-30 – National Cancer Control Month. Screening is necessary to detect colorectal cancer in its early stages. Contact the American Cancer Society at 1-800-ACS-2345 or www.cancer.org.

April 28 – Playhouse on the Square's 30th Annual Original Art Auction. Playhouse on the Square at 51 South Cooper. Live Auction at 6:30 p.m. Silent auction all day. For information, call 725-0776.

April 28 – Memphis Symphony Orchestra Bank of America Pops Series: "Broadway Divas." Sat., April 28 at 8 p.m. Cannon Center for the Performing Arts. For tickets, call 537-2525 or go to www.MemphisSymphony.org.

May 31, June 1 & 2 – 17th Annual Memphis Italian Festival, Marquette Park (corner of Park Ave. and Mt. Moriah). For tickets and other information, visit www.memphisitalianfestival.com.

June 2 – 5th Annual Kidney Walk on Sat., June 2 for the National Kidney Foundation of West Tennessee. For information, call 683-6185.

 Customer Reference Number: 3457



MLGW President testifies before City Council

MLGW President and CEO Joseph Lee III recently testified before the City Council on matters regarding the utility account of Edmund Ford. During the testimony, Lee stated that he:

- Received nothing of value at any time from any Council member, in either his personal or professional life.
- Did not participate in anything that was illegal.
- Has tried to bring compassionate service to all customers.
- Has never once issued a cut-off order for a customer.
- Had personally worked with many residential and commercial customers in trying to help work out solutions for their issues with bills, and provided several examples of these customers.

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President testifies, *continued from front page*

- Believe that Ford's account is not unique in that there are many accounts with high balances that MLGW is currently trying to work with.
- Wished that Ford had paid his accounts in a timely manner, and that he possibly would have done things differently now in dealing with the account.

The preliminary results of a recent internal audit revealed that MLGW did not follow its custom-

ary policies and procedures with Ford's account. In February, Lee took responsibility for this and apologized to the public. In addition, the On Track code has been removed from Ford's account and his accounts are no longer included on MLGW's Third Party Notification list. The names of all other elected and appointed officials, MLGW employees, and other customers that listed MLGW employees as third party contacts have been removed.

Cash balances protect MLGW

A recent media report suggested that MLGW maintains excessive cash balances that should be distributed to customers in the way of lower rates or refunds. The utility would like to clarify that MLGW's cash balances are appropriate for an operation of its magnitude. These reasonable levels of cash on hand are required to meet these and other obligations as they become due. In addition, some reasonable level of cash is required to meet unexpected needs such as emergency expenditures.

Typically, utilities maintain minimum cash balances equivalent to between 30 and 60 days of total operating expenses. MLGW's 2006 pre-audited financial statements showed unrestricted cash, cash equivalents and investments totalling approximate-

ly \$145 million, and total operating expenses for the year were \$1.5 billion. This results in cash on hand for 35 days of operating expenses.

"To simply look at cash balances at a point in time, without looking at the obligations that are payable at the same time, would be similar to looking at your checking account balance on payday, without acknowledging the fact that your mortgage payment is due tomorrow," said John McCullough, VP and CFO for MLGW.

In a recent study of regional utilities, MLGW's cash on hand was comparable to that of Chattanooga (36 days), Knoxville (34 days) and Nashville (31 days), and less than that of Huntsville (60 days),

U of M survey on MLGW shows great results

An official from the University of Memphis gave recently an overview of an independent customer satisfaction survey done by the university in December 2006. The Sparks Bureau of Business and Research (SBBR) surveyed 183 commercial and 125 residential customers and the results were very positive for MLGW.

In separate surveys done in the second and third quarters of 2006, the percentage of residential customers who said that they "agreed" or "strongly agreed" that they were satisfied with MLGW's service was 98 and 96 percent. The percentage of commercial customers surveyed over the first three quarters who "agreed" or "strongly agreed" that they were satisfied with MLGW's service was 97 percent, 93 percent and 97 percent, respectively.

Visit MLGW's Web site: www.mlgw.com