

(Pay by Phone continued from inside.)

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Memphis City Council Approves MLGW 2016 Budget

The Memphis City Council recently approved the 2016 Budget for Memphis Light, Gas and Water Division. The \$1.9 billion budget allows for full smart meter implementation. MLGW plans to begin installing 200,000 smart meters annually starting in 2016.

A 22 percent water rate increase was approved along with an offsetting 2.9 percent decrease for electric rates for residential and small commercial customers. On average, residential customers will see a decrease of 14 cents on their monthly bills.

En Español: Encuentre este informativo, *Customer Connection*, traducido al español en nuestro sitio de red visitando mlgw.com/customerconnection.

Interact with MLGW via: Pinterest, Twitter, Facebook, Blogspot and YouTube



Community Calendar

January 30: The 31st Annual Chocolate Fantasy will be held at Oak Court Mall from 11 a.m. to 5 p.m. Info: National Kidney Foundation of West Tennessee at 683-6185 or visit nkfwtn.org.

February 4, 5: The Juneteenth story play "From African Slaves... to African Americans" will be held at the Cannon Center for the Performing Arts located at 255 N. Main Street. Info: thejuneteenthstory.com.

Tuesdays and Thursdays: Southwest Tennessee Community College Industrial Readiness Training (IRT) classes are held each week on Tuesdays and Thursdays from 9-10 a.m. at the Allied Health Building, 761 MLK Drive, room 101. Please bring a valid driver's license or State ID, Social Security Card and High School Diploma or GED. Info: southwest.tn.edu/irt.

Cold Weather-Related Moratorium

MLGW will not disconnect any residential accounts for nonpayment whenever the wind chill is predicted to be at or below 32 degrees Fahrenheit during a 24-hour period.



Customer Reference Number: 1/16



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW Employees Rescue Man from Pit Bull Attack

Normally the guys who cut off utilities are the last ones you want to see pull up in front of your home. Homeowners Gerald Applewhite and his wife, Argentia, are the exceptions. Mr. Applewhite considers Customer Service Account Investigators Greg Willey and Mark Love his guardian angels. If it had not been for Willey and Love, Mrs. Applewhite said her husband could have been killed.



Left to right: Jerry Collins, MLGW President and CEO; Mark Love, Gerald Applewhite, Greg Willey, Argentia Applewhite and Derwin Sissett, Board of Commissioners Chairman. (continued inside)

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Left to right: Jerry Collins, MLGW President and CEO; Mark Love, Gerald Applewhite, Greg Willey, Argentia Applewhite and Derwin Sissett, Board of Commissioners Chairman. (continued inside)

(Pit Bull continued from front page.)

One of the couple's five pit bulls attacked Mr. Applewhite as he was spraying flea ointment on their dog, Blue.

When Willey and Love drove by the couple's home in Southeast Memphis, they saw a man leaning over a dog. "We thought they were playing. But actually the dog had him. Then we saw a lot of blood on the guy's white shirt and down his arm," Willey said.

When Willey stopped the vehicle, they could hear the man yelling for help. Love called 911. They ran toward the chain-link fenced in the yard, but the gate was locked. Both Willey and Love sprayed the dog with mace. But Willey said, "It didn't bother the dog at all."

Love ran back to the MLGW truck and found a two-foot cheater pipe used to loosen bolts and handed it to Applewhite. "He busted the dog across the temple," Love said. "The dog finally let go of him and ran off."

Memphis Police, animal control and paramedics arrived. Applewhite received 17 stitches on his arms. The dog was captured and later euthanized.

Both men downplayed their actions. "We stopped and did whatever we could," they said. The MLGW Board of Commissioners recognized Love and Willey's efforts for going above and beyond with a MLGW Hero award.

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Space Heater Safety

Space heaters can keep you warm during the winter months and help save on heating costs, but safety should be a top consideration when using space heaters. The U.S. Consumer Product Safety Commission estimates that more than 25,000 residential fires every year are associated with the use of space heaters, resulting in more than 300 deaths.

To use space heaters safely and effectively, follow these guidelines:

- Follow the manufacturer's warnings and directions.
- Keep heaters away from furniture, curtains, bedding and other combustible items.
- Never leave heaters unattended, and keep them out of reach of children and pets.
- Do not use space heaters overnight while sleeping.
- Place the space heater on the floor for maximum efficiency and stability.
- Make sure your space heater has no frayed wires.
- Run the heater's electric cord behind furniture to prevent tripping.
- Avoid using a space heater in a bathroom or wet area.
- Plug the heater into a circuit that has no other appliance or device in operation.



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MLGW Donates Space Heaters and Blankets

Neighborhood Christian Center (NCC) volunteer Tonya Williams helps Yolanda Gray with MLGW's Power of Warmth program on Wednesday, Dec. 16, 2015. For the fifth consecutive year, MLGW and the NCC teamed up to give away 100 space heaters and 200 electric blankets to help low-income and disabled residents in Shelby County just in time for Christmas.



Use MLGW's "My Account" for the New Pay by Phone System

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