

## Stay Safe in the Heat

- Stay cool indoors if possible. Use an air-conditioner or go to a community center, library or mall.
- Drink plenty of water.
- Wear loose, lightweight, light-colored clothing.
- Seek medical care immediately if you experience sickness related to the heat.
- If you are 65 or older, ask someone to check on you a few times a day.
- Schedule outdoor activities during the coolest part of the day.
- Make sure your pet has access to shade and plenty of cool, clean water.



Follow the Shelby County Health Department on Twitter @SCHDRresponse.

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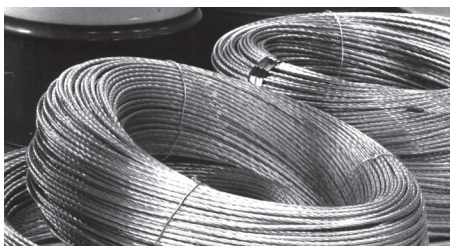
**Strengthening Electric Service to Critical Facilities** – MLGW recently made system and equipment improvements to some of our local critical facilities such as hospitals.

**Line Inspections** – MLGW has a dedicated line inspector, who is in the field every day working to identify possible issues with the utility's electric lines.

**Tree Trimming** – Tree-related damage is the top cause of outages, so MLGW has an ongoing tree trimming program in order to lessen this possibility.

**Utility Pole Inspection** – MLGW contractors inspect between 30,000-40,000 wooden poles each year.

**Increased Spending on Cable Replacement** – MLGW has increased its budget for cable retrofitting, which involves replacing older underground cable with newer, more reliable cable.



## Community Calendar

**June 1 - July 28:** Children, teens and adults can sign-up for Memphis Public Library's Summer Reading Program. Earn great prizes for reading. Visit your local branch, call 415-2700 or log on to [www.memphislibrary.org](http://www.memphislibrary.org).

**July 14-15:** Home for the Holidays Housing Conference at Southwest Tennessee Community College, Union Campus.

**Aug. 3:** MLGW Neighborhood Leaders Conference, 4949 Raleigh-LaGrange, 8:30 a.m. to 3:30 p.m.

**Aug. 2-4:** Women's Theatre Festival of Memphis. The Circuit Playhouse, Playhouse on the Square, TheatreWorks. More info. call 901.213.7566 or [www.womenstheatrefestivalofmemphis.org](http://www.womenstheatrefestivalofmemphis.org).

## Weather-Related Moratorium Policy

MLGW will not disconnect any residential accounts for non-payment whenever the forecast heat index will be 100 degrees Fahrenheit\* or above at any time during a 24-hour period.

\* The National Weather Service is the official source of forecasted conditions.



Customer Reference Number: 7/12



## MLGW's Bills Rate Third Lowest

In a recent survey, MLGW's average monthly residential utility bills rated third lowest for a combined bill for electricity,

natural gas, water and wastewater, according to a survey of 60 utilities in cities across the nation. MLGW had the lowest water rates of any utility in the survey, which is based on average usage and on rates effective January 1, 2012.

The typical winter monthly residential utility bill for MLGW customers was \$274.68, closely trailing Omaha, NE (\$268.53) and Springfield, MO (\$270.10) in this year's survey. The annual survey is conducted by MLGW and is based on 1000 kilowatts of electricity, 200 hundred cubic feet (CCF) of natural gas, 10 CCF of water and 10 CCF of wastewater.

The full survey can be found at [www.mlgw.com/ratesurvey](http://www.mlgw.com/ratesurvey).

MLGW customers pay less on average than customers in Nashville, Knoxville, St. Louis, Jackson and Olive Branch, MS.



## Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

## MLGW Strengthens System Against Outages

With the large number of significantly damaging weather events in the South during 2011, MLGW realizes how important reliability is to our customers. We continue to strengthen our electric system against the possibility of outages. Here are several actions MLGW is taking to help increase reliability:

**Installation of Automated Switches** – MLGW is installing 50 automated switches that will help reduce the number of customers affected by a particular outage.

**Network Smart Grid Project** – Crews are now installing conduit, wiring, and the devices that will give greater intelligence to our power distribution equipment on the downtown network, with information being reported back to our control system.

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## Musicians Jam for Plus-1

During the month of May, MLGW helped celebrate Memphis Music with live music on a stage set up on Beale Street beside MLGW's Administration Building. MLGW sponsored the first "MLGW Celebrates Memphis Music" event to showcase local music and to raise funds for Plus-1. Each weekend throughout the month of May, musical acts volunteered their talents. Many of the acts included talented musicians who were MLGW employees or relatives of employees. Visitors to the music stage donated nearly \$1,200 to help Plus-1, which is administered by MIFA to help those in need of utility assistance.

