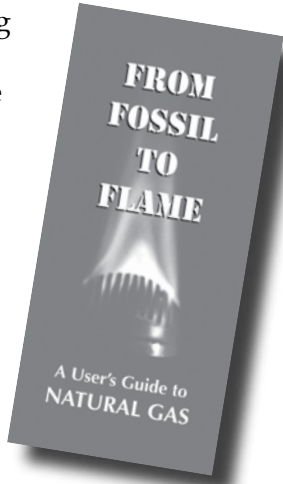


## For the Natural Gas User

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Your furnace is usually dormant during the spring and summer months, but most of us continue to use natural gas throughout the year to cook, to wash dishes and clothes, and to bathe. Natural gas safety not only means furnace safety, but also safety and maintenance of all natural gas appliances. Now is a good time to examine your gas oven and gas water heater for safety and efficiency.



## Community Calendar

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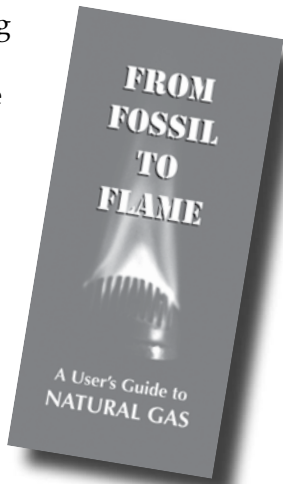
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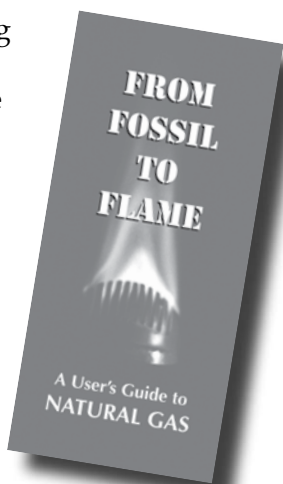
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## Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

### MLGW Natural Gas Customers to Receive Utility Bill Credit Adjustment

MLGW residential, commercial, and industrial customers who purchased natural gas from September 2006 through April 2007 will soon receive a billing credit. The credit is a result of charges that were added to customer bills during that period in order to finance the purchase of natural gas inventories related to a new storage contract. These charges were added to the Purchased Gas Adjustment (PGA) component of bills rendered for the seven-month period. This financing method has been discontinued, and customers will receive a one-time credit adjustment to refund the amounts collected for storage gas.

*continued on inside*

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*continued on inside*

## Credit Adjustment *(continued from front)*

The credits will appear on customers' bills rendered between July 9, 2007 and August 6, 2007. Accompanying those bills will be a special insert outlining the history of this adjustment and how the credit was calculated. **The amount of credit will be unique to each customer and is based on the amount of gas consumed over the seven-month period.** Inactive accounts, with appropriate forwarding addresses, will receive special checks by mail.

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Jerry Collins

## Call Before You Dig

The approach of summer signals new construction and renovation. Most major gas leaks in Shelby County occur because of accidental damage from construction equipment digging in the vicinity of underground gas lines. To help reduce accidents caused by third party digging, at least three days before you are planning to dig notify the "call before you dig" hotline at 1-800-351-1111. MLGW will come out and mark off utility owned underground pipes and cables.

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