For the Natural Gas User

You can find more information about natural gas and its safe use by downloading the Fossil to Flame brochure online at www.mlgw.com. On the MLGW homepage, click on the About MLGW section and find the brochure under the Publications link. For more information call 544-MLGW.

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

July 4 – MLGW Administrative and Community Offices will be closed on Wednesday, July 4 in celebration of Independence Day. Of course, crews are always on standby in case of an emergency or outage. The number for MLGW’s Automated Outage Hotline is 544-6500.

June 11-July 27 – The Morgan Keegan Summer Junior Tennis Camps offer children ages 5-14 the opportunity to learn how to play tennis. The 1-week camps are held at Memphis public tennis centers and city parks. For more information about Tennis Memphis, call 398-8797 or visit www.tennismemphis.org.

July 21 – 19th Annual WEVL Blues on the Bluff (Part 1) features live blues high on the South Bluffs with cold drinks, hot BBQ, and the Mississippi River as a backdrop. For ticket information call 528-0560.

Customer Reference Number: 06/07

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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.
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.

New Leadership at MLGW

On May 3, 2007, Memphis Mayor W.W. Herenton accepted the resignation of MLGW President and CEO Joseph Lee III and Vice President and General Counsel Odell Horton Jr. On May 4, MLGW Board of Commissioners Chairman Rick Masson began service as acting President and CEO, as provided in the MLGW Charter. Rick Masson currently serves as the Executive Director of the Plough Foundation and spent more than 20 years working for the City of Memphis. During his tenure with the City, Masson held several positions in the area of finance including Director of Finance, Deputy Director of Finance and Budget Manager. He served as Chief Administrative Officer of the City of Memphis from 1996 to 2003. Masson was selected to serve on the MLGW Board of Commissioners in 2004 and was immediately elected Vice Chairman. He was elected Chairman in 2005.

On May 8, Masson named tenured MLGW attorney Charlotte Knight Griffin Interim Vice President and General Counsel. She has been with the utility for more than 29 years. As General Counsel, Griffin is responsible for advising the MLGW Board and staff concerning all legal obligations and privileges, as well as performing other legal services for the Division. She also oversees the Purchasing, Contract Management and Supplier Diversity Departments of MLGW. Griffin was admitted to the Tennessee Bar in 1977. She is admitted to practice in the U.S. Court of Appeals and the U.S. Supreme Court. She began at MLGW in 1978.

Mayor W.W. Herenton has named the city of Memphis Director of Public Works Jerry Collins to oversee the day-to-day operations of MLGW in the newly created position of Interim Chief Utility Officer. His appointment was approved by the MLGW Board of Commissioners on May 17 and must also be approved by the Memphis City Council on June 5. Upon approval by those two bodies, Collins would continue to serve as the Director of Public Works as well as Interim Chief Utility Officer and would split time between MLGW and City Hall.

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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