

Stay cool this summer with MLGW's tips and tools

Don't let rising temperatures blow your utility budget. Take control of your summer cooling bills by following these money-saving energy tips.

- Set thermostats at 78 degrees and use fans to circulate air.
- Install a programmable thermostat to regulate temperatures when no one is at home.
- Check air conditioning filters every month when your utility bill arrives. Look for dust build-up that can restrict the airflow and lead to increased costs.
- Keep blinds and curtains closed on sunny days to block outside heat.

To learn more about reducing your summer energy costs, request MLGW's "Energy Savers" guide by phone at 544-MLGW (6549) or online at www.mlgw.com. MLGW also offers an online energy survey called "Home e-Valuation" for customers with Internet access. You can find it and many other helpful energy-saving tools on your "My Account" page at www.mlgw.com.

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



Visit MLGW's website: www.mlgw.com



Community Calendar

Summer 2011 – C.H. Nash Museum and Chucalissa have resumed Family Day Activities for summer on Tuesdays, Thursdays and Saturdays at 10 a.m. and 1 p.m. For the regular admission price, visitors can participate in the Drumming Across Cultures program, tour the Hands-on Archaeology Lab, participate in a Scavenger Hunt in the Museum Hall and create a ceramic pinch pot. No reservations needed for groups of less than 10. Call 785-3160 or visit www.memphis.edu/chucalissa for more information.

July 30 – 14th Annual SportsBall Gala benefiting Big Brothers Big Sisters of Greater Memphis at Minglewood Hall, 1555 Madison Ave., 7 p.m. to midnight. For more information, call 323-5440.



Call 811 before you dig

Don't risk hitting a gas line, disrupting neighborhood service, and facing potential fines and repair costs. Before you begin a digging

project, contact Tennessee One Call at 811 to request that a professional locating crew mark the underground utility lines on your property. The service is free, and it is federally mandated.



Customer Reference Number: 6/2011



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Save on home energy improvements with IHEE

Single pane windows, sparse attic insulation, door gaps and a host of other issues contribute to lost heating and air conditioning that drive up your energy costs. Unfortunately, household budgets often don't allow for the expense of making the needed home energy efficiency improvements. Thanks to the In-Home Energy Evaluation Program (IHEE), jointly sponsored by MLGW and TVA, homeowners can get reimbursed for a portion of their qualifying home improvement costs.



Here's how it works:

• Call 1-866-441-1430, Monday through Friday, between 8 a.m. and 6 p.m., to arrange for an In-Home Energy Evaluation by a TVA-certified Evaluator.

-- A \$150 fee is payable to the Evaluator at time of service (no cash; checks payable to 'Energy Right').

-- The house must be at least one year old; new construction is not eligible.

(continued on inside)

(continued from front page)

-- If rental property, the landlord and tenant must both sign the Participation Agreement at the time of the Evaluation.

- The TVA-certified Evaluator will spend 1.5 to 2 hours reviewing your home, creating a report identifying needed energy-efficiency improvements and available TVA cash incentives. (Evaluators will drive marked vehicles and carry program identification with an MLGW phone number to call if you have concerns about identity.)
- Improvements must be made by a member of the TVA Quality Contractor Network to qualify for cash incentives, except for items noted by the Evaluator as do-it-yourself projects. The Evaluator will provide the names of qualified contractors who work in Memphis and Shelby County so you can obtain bids and select the contractor(s) who best meets your needs. Contractor payment is the responsibility of the customer.
- To qualify for cash incentives, the recommended improvement(s) must be completed within 90 days of the Evaluator's visit.
- Once the work is finished, submit the paperwork for review and to schedule the free, follow-up inspection by the Evaluator to ensure that everything is installed properly to maximize your energy savings.

Financial Incentives:

Each qualifying energy improvement is subject to a maximum rebate of up to 50 percent of the home improvement's cost. No matter how many improvements are made, \$500 is the total maximum reimbursable amount for all work done at each address. Provided you make at least \$150 in improvements, you also will receive a refund for the initial cost of the Evaluation.

Special Assistance for recent storm and flood victims:

TVA has implemented expedited processes for qualified residential customers to receive financial incentives for energy improvements made during disaster recovery for properties in federally declared disaster areas. Call 1-877-634-9442 to get a program information package.

New video highlights MLGW's earthquake preparedness efforts

For the past several years, MLGW has taken a leading role in local earthquake preparation through its proactive seismic retrofitting efforts. Seismic retrofitting is the modification of existing structures to make them more resistant to seismic activity, ground motion or soil failure due to earthquakes.

To illustrate MLGW's efforts as a company, MLGW has produced a series of videos titled "Structurally Sound," that highlight the utility's efforts to brace its system against earthquake damage. Customers with YouTube access can view the videos at www.youtube.com/mlgwwaystosave or request to receive a DVD by mail by contacting MLGW at 528-4557 or e-mailing corpcomm@mlgw.org.

MLGW hosts Natural Gas Awareness Day to spotlight gas safety

As a tribute to "Safe Digging Month" in April, MLGW hosted a Natural Gas Public Awareness Day on April 29

at MLGW Community Offices and several libraries in Shelby County. Employees from MLGW's natural gas departments talked to customers and distributed information concerning natural gas safety, gas pipeline awareness, digging safely and natural disaster preparedness.



Gas safety is especially relevant in the spring-time, when many homeowners and contractors engage in digging, excavating, landscaping and gardening. Recent natural gas accidents around the country and the ensuing news coverage placed more focus on the importance of natural gas and pipeline safety public awareness.

For more information about safe digging practices mandated by Tennessee state law, visit www.tennessee811.com.

Plus-1

Plus-1 provides one-time assistance for eligible residents who are unable to make their utility bill payment because of unforeseen circumstances. Simply make a pledge by completing the form on our website at mlgw.com or call 544-MLGW (6549) to request a form via mail. You are welcome to make a one-time donation or to have any amount you indicate added to your monthly utility bill. MLGW sends all donations to MIFA which, in turn, administers the program.
