



MLGW's new collections policy

Some incorrect information appeared in the media recently, stating that MLGW employees would be visiting customer homes to collect money, and that MLGW was not disconnecting customers' utilities due to non payment. In both cases the information is erroneous, and MLGW is hereby clarifying its position.

Due to the fact that excessive delinquent accounts over 90 days are increasing, the utility has implemented some changes to its collections policy. The purpose of these changes is to strengthen MLGW's efforts to work one-on-one with these customers. The utility will be contacting customers individually to work out a payment plan that will bring their account current in six months or less. Here are the main guidelines:

- Most contact will come via telephone.
- Our customer service representatives in the field will NOT be collecting money.
- Service will not be disconnected to customers who

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adhere to the agreed upon payment plan. However, for those who are not participating in a payment plan or are delinquent and have not made payment arrangements, MLGW will follow its normal disconnection procedures.

- *MLGW's goal is to help customers to reduce their debt as well as reduce the utility's overdue accounts and write-offs.*

Our water gets high marks

MLGW's drinking water has been ranked as one of the top five of 100 U.S. cities according to an article in the current issue of *Men's Health* magazine. According to the publication, the ranking is based on recent data regarding level of arsenic, lead, halo-acetic acids and total trihalomethanes, and total coliform bacteria. Only 1 American cities achieved an "A" grade. Here is the list of the five cities with the best water:

1. Denver, CO	A
2. Baton Rouge, LA	A
3. Kansas City, MO	A
4. Norfolk, VA	A
5. Memphis, TN	A

Fitch Ratings affirms MLGW's "AA" financial rating

Fitch Ratings, a leading global rating agency of bond issues, has affirmed its "AA" rating of the utility's electric division. The "AA" rating makes MLGW one of Fitch's most highly rated electric systems, and is further evidence of the utility's solid financial performance. Quality of management, economic diversity of the service territory and the ability to pay down debt were a few of the factors the ratings agency looked at in determining the rating.

"The international financial world recognizes our efforts in maintaining stable rates and outstanding service for our customers," said MLGW President and CEO Joseph Lee III. "This rating complements the two "AAA" ratings our water division has earned from Moody's and Standard and Poor's and speaks directly to the strong performance of our management team."

MLGW honors 11 pioneers

Thirty-three years ago, 11 black men stood up and refused to be held down. They demanded an end to discriminatory hiring and promotional practices, as well as unequal training and development at MLGW. These heroes courageously filed a lawsuit that led to a Consent Decree ensuring MLGW's compliance with the Justice Department's equal opportunity mandate.

The 11 plaintiffs in this groundbreaking legal action were honored as part of Black History Month at a Commemoration Celebration at a recent MLGW Board meeting. Two surviving members and the heirs of nine deceased members of the original 11 received replica plaques honoring their efforts.

Today, as a result of the courageous actions of these 11 employees and subsequent programs implemented by the Division, along with IBEW Local 1288, MLGW is the premier organization in the city for employee development and diversity. The processes for selection and promotion ensure equal opportunities for all employees, providing career development with the focus on upward mobility, and a diverse workforce at every level that mirrors the customers we serve.



MLGW President & CEO Joseph Lee III presents MLGW retiree Junior Holloway and wife Martha with a plaque to commemorate the filing of the Consent Decree.

No lines, no waiting

MLGW hears you and is making changes to improve your customer service experience. When you call 544-MLGW (6549), our customer service advisors can handle your concerns over the phone. You no longer have to go to an MLGW community office to reconnect services after a non-pay disconnect, arrange for an extended payment plan (EPP),

transfer services when you still have a balance, or obtain a letter of credit or a letter of clearance. However, a payment at our Web site, by telephone, or at a community office or paying agent may be required. You can also visit any of MLGW's five community offices, which are open every day to serve you.



March 17 and 18 – First Tennessee Masterworks Concert "Harrell Plays Shostakovich." March 17, 8 p.m. March 18, 2:30 p.m. For tickets, call 537-2525 or visit www.memphissymphony.org.

March 31 – 13th Annual American Heart Association Black Tie Blue Jeans Ball. Pink Palace Museum, 3050 Central Ave. VIP tickets \$100 (7 p.m. admission.) Regular tickets \$50 (8:30 p.m. admission). For tickets, call 383-5400 or visit www.americanheart.org.

April 13 – 31st Annual Volunteer Recognition Luncheon and Spirit of Giving Awards, presented by Volunteer Memphis. 12 p.m., East Memphis Hilton. For tickets, call 523-2425 or visit www.volunteermemphis.org.

April 21 – 13th Annual Servathon, presented by Hands On Memphis. 9 a.m.-1 p.m., First Congregational Church. For details, call 523-2425 or visit www.handsonmemphis.org.

