

MLGW Corporate Scores Show Significant Gains in J.D. Power Results

MLGW's Corporate Scorecard for the second quarter, ending July 30, was 2.6 points higher than in 2014. Of the eight indices used to track performance, six showed improvement or remained the same.

MLGW's J.D. Power score, which indicates overall customer satisfaction on a 750-point scale, continues its positive trend, rising to 662 year-to-date, higher than the 2015 target of 650. The J.D. Power score has risen 114 points since 2008, making MLGW one of the most improved utilities in the nation.

The overall customer service delivery index rose 1.3 points, indicating an increase in MLGW's success in providing prompt, efficient service to customers. The Customer Care Center service level—a measurement of the percentage of calls answered by the CCC within 60 seconds—is at 95 percent, the highest score since tracking began.

En Español: Encuentre este informativo, *Customer Connection*, traducido al español en nuestro sitio de red visitando mlgw.com/customerconnection.

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



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Community Calendar

October 4: 2015 Puppy Up! Memphis from noon to 4 p.m. at Overton Park. Festival and two-mile walk through Overton Park.

Info: puppyupmemphis.kintera.org.

October 24: Annual Underwater Pumpkin Carving Contest benefiting Creative Aging at The Dive Shop, 999 S. Yates from noon to 3 p.m. Sign up at CreativeAgingMidsouth.org. Info: 272-3434.

October 24: Lindenfest City-Wide Harvest Celebration at Lindenwood, 2400 Union Avenue from 10 a.m. to 4 p.m. Info: Lindenwoodcc.com.

October 25: 2015 STEP Up for Down Syndrome from noon to 4 p.m. at the Memphis Botanic Gardens. Family friendly event with food and entertainment. Info: 547-7588 or admin@dsamemphis.org.

October 31: 23rd Annual Komen Memphis-Mid-South Race for the Cure, AutoZone Park. Info: komenmemphis.org.

Nov. 13 – Nov. 22: Women's Theatre Festival of Memphis, Inc. at TheatreWorks. Plays Fridays and Saturdays at 7:30 p.m., Sundays at 2 p.m. TalkBack Sessions: Nov. 15 and Nov. 20. Info: michelle@womenstheatrefestivalofmemphis.org or 213-7566.



Customer Reference Number: 10/15



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW Employees Add \$32,500 for Food Bank's Operation Feed

Memphis Light, Gas and Water joined hands with dozens of other businesses and raised enough money to make over a half-million meals for the Mid-South Food Bank's 2015 Operation Feed.

MLGW set its own internal bar high and won second in its division (companies with 1,000 to 4,999 employees) for this year's food drive by bringing in \$32,511.99, the most the utility has raised in any previous years.

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Left to right: MLGW's Operation Feed co-chairman Patricia O'Connor, Food Bank CEO Estella Mayhue-Greer, Food Bank Board member Dr. Nadeem Zafar of UT Health Science Center and MLGW's Operation Feed co-chairman Cliff DeBerry Jr. pose with the 2015 second place award.

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(continued inside)

(Food Bank continued from front page.)

new record by having 143 companies participate. Paraphrasing the Memphis Grizzlies, Mid-South Food Bank president and CEO Estella Mayhue-Greer proclaimed, "That's real grit and grind. This effort is moving people from hunger to hope."

"The whole intent of Operation Feed is to help those who need our assistance. That's why we're here. At MLGW, we don't just help people with their problems of getting enough food to eat. Our goal is to improve their quality of life and their economic well-being," said Jerry Collins Jr., MLGW president and CEO.

Public Power Week

MLGW celebrates Public Power Week October 4-10. Public utilities deliver reliable service at the lowest rates. We exist to serve our fellow citizens with responsive service, local control, customer ownership and involvement in our communities.

MLGW is the largest three-service public utility in the U.S., and a national survey shows that MLGW has the lowest combined rates of comparable utilities in the country.



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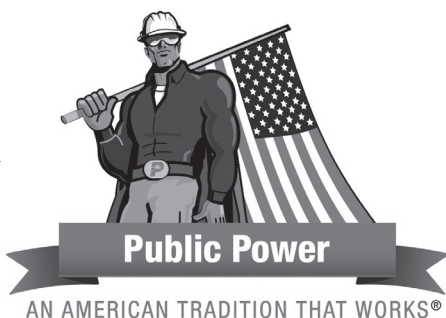
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MLGW's Pay by Phone System Change Beginning Nov. 15

Due to regulatory changes by the banking industry, beginning Nov. 15, MLGW can no longer accept credit cards on banking information from customers through its automated phone payment system. This change protects customers from identity theft and reduces fraud when using the Interactive Voice Response (IVR) System.

With this new change, customers must first create an IVR Login or phone pay ID and PIN using MLGW web site's "My Account" feature. My Account will store payment preferences and make bill paying via the phone easier.

New users to My Account will need to visit mlgw.com and use their 16-digit account number and My Account access code found on their utility bill. Then create an IVR Login ID and PIN through the User Profile. Existing My Account users login and create an IVR Login ID and PIN through the User Profile.

If you have any questions, please contact:

Residential: Customer Care Center - 901-544-MLGW (6549), Monday through Friday, 7a.m. to 7 p.m. CST.

Business/Commercial/Non-residential: MLGW's Commercial Resource Center - 901-528-4270, Monday through Friday, 7:30 a.m. to 5 p.m. CST.

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Get Rewarded for Making Your Home More Energy Efficient

eScore™ is an exciting new Program developed through a partnership between Tennessee Valley Authority (TVA) and MLGW. eScore provides homeowners with a simple way to make existing homes as energy-efficient as possible. eScore is designed for you, the customer, to receive instant rebates through installations and expert recommendations on your home's way to the highest possible score of 10! These installations and recommendations are performed and offered by members of TVA and MLGW's Quality Contractor Network.



By participating in eScore, you will receive an eScore card that ranks the efficiency of your home from 1-10, an eScore report with photos of the areas evaluated, a list of instant rebate options for qualified energy-efficiency improvements, photos for areas evaluated, direct-install items (for example, CFL bulbs, low-flow showerheads and aerators) and expert recommendations from a TVA-certified Energy Advisor.

To register and find out more information about the eScore program, visit 2escore.com or call 1-855-237-2673 Monday through Friday, 7 a.m. to 5 p.m.

Get Rewarded for Making Your Home More Energy Efficient

eScore™ is an exciting new Program developed through a partnership between Tennessee Valley Authority (TVA) and MLGW. eScore provides homeowners with a simple way to make existing homes as energy-efficient as possible. eScore is designed for you, the customer, to receive instant rebates through installations and expert recommendations on your home's way to the highest possible score of 10! These installations and recommendations are performed and offered by members of TVA and MLGW's Quality Contractor Network.



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