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MLGW recently won the American Public Gas Association's 2015 Marketing & Sales Award for the Compressed Natural Gas (CNG) Program at APGA's Annual Conference in Broomfield, Colo.



The APGA Marketing & Sales Award for CNG is an annual award to recognize APGA public natural gas systems who have worked hard to market natural gas this past year.

In 2013, MLGW opened the first CNG fueling station in Memphis at its North Service Center. This year, MLGW opened its second CNG fueling station at the South Service Center located at 3701 S. Center Rd. MLGW created a CNG Strategic Plan consisting of eight drivers to increase awareness of CNG as a transportation fuel in our community: Mission, Expertise, Education, Stations, Leading by Example, Marketing, Alliances and Price.

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

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



Just visit [mlgw.com](http://mlgw.com) and click on the logos.

## Community Calendar

**September 7:** The 13<sup>th</sup> Annual Chick-fil-A 5K benefiting Junior Achievement of Memphis at AutoZone Park. Info: [jamemphis.org](http://jamemphis.org), contact [csurett@jamemphis.org](mailto:csurett@jamemphis.org) or call 366-7800.

**September 26:** Inaugural St. Jude Walk/Run to End Childhood Cancer during Childhood Cancer Awareness Month. Info: [walk.stjude.org](http://walk.stjude.org).

**Oct. 8:** Feed the Soul, benefitting MIFA, The Warehouse at 36 East G.E. Patterson, from 6 to 10 p.m. Tickets are \$45. Info: [MIFA.org](http://MIFA.org) or 529-4569.

**October 9-11:** The Pink Place Crafts Fair in Audubon Park located at the corner of Perkins and Southern. Attendees can watch, learn and shop. Tickets sold at the Pink Palace box office. Info: [memphismuseums.org](http://memphismuseums.org) or 636-2362.

**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](mailto:admin@dsamemphis.org).

**October 31:** 23<sup>rd</sup> Annual Komen Memphis-Mid-South Race for the Cure, AutoZone Park. Info: [komenmemphis.org](http://komenmemphis.org).



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# Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

## Are you Prepared for an Emergency?

September is National Preparedness Month and Ready Shelby wants to make sure you and your family are



prepared for any kind of emergency. In the event of a county-wide emergency, it is important to be prepared with specific attention given to the first 72 hours afterwards. It is unlikely emergency response services can respond to everyone's needs in a natural or man-made disaster. Take the steps to gather emergency facts and plan for what to do to keep you and your family prepared.

**Make a Plan** – Learn about emergencies that could occur in the Mid-South. Designate an emergency contact person outside the family. Keep records of emergency contacts and personal information.

**Build a Kit** – When a major emergency strikes, life's everyday conveniences such as running water,

(continued inside)

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(continued inside)

(Lowest Utility Bills continued from front page.)

refrigeration, telephones, heat and air conditioning can suddenly be knocked out and unavailable for days or even weeks. Give yourself some peace of mind; build your family's emergency kit today.

**Pack a Go Bag** – These bags should include items like lifesaving prescriptions, food, water and extra clothing to get you through the first few critical days.

**Find a Safe Place** – Determining a Safe Place could be the key to saving lives during an emergency. Practice getting to your designated safe place quickly.

Learn more at [readyshelby.org](http://readyshelby.org).

### Just a Reminder

Make your appointment now for MLGW's Pilot Safety Inspection program which runs through February 29, 2016. Appointments scheduled before September 30 are free. Appointments scheduled between October 1 and December 31 will incur a \$54 fee. The fee will be billed to your account and covers up to three gas heating appliances. Each additional appliance over three will cost an additional \$16 fee. The service is free to physically challenged customers and seniors (60 years and older).

To schedule an appointment, please call 820-7878 as soon as possible. You may also use our Interactive Voice Response (IVR) system to schedule an appointment. You will need your 16-digit account number when using this system.

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## Water Conservation: Ways to Conserve and Preserve Our Drinking Water

MLGW is committed to providing you not just with the best service, but the safest possible service, as well. In addition to our dedication to safety, MLGW is also an environmentally friendly company. Energy conservation is an issue that affects us all, and MLGW is happy to offer many helpful tips that can help you conserve energy and lower your utility costs.

### Did You Know?

Running a tap can waste two gallons per minute and increase your water bill.



- Keep a supply of drinking water in the refrigerator instead of letting the faucet run until cool enough to drink.
- Fill a drinking glass with enough water to brush your teeth instead of continuously running the faucet.
- Plug the sink to capture enough water for your shave instead of continuously running the water.
- Recycle instead of wasting it down a drain by watering your plants from a fishbowl or aquarium and

from your pet's water dish when it's time to replenish their water.

- Repair all household leaks (inside and outside faucets, toilets, water heaters, hoses and washer connections) to save more than 11,000 gallons per year or enough to fill a backyard swimming pool!
- Water plants or lawn during the earliest and coolest part of the day.
- Place sprinklers to only water lawns and gardens instead of the sidewalk or street.
- Soaker hoses or trickle irrigation works best for shrubs and trees.



**Notice: Beginning November 15, 2015, MLGW customers who use the pay by phone option (1-866-315-0277) to pay their MLGW bill will be required to use an ID/PIN number to make payments. Customers can create an ID/PIN number by setting up an account at [mlgw.com](http://mlgw.com) through the "My Account" page. Customers who are not currently signed up for "My Account" must do so in order to create an ID/PIN number. More details to follow in the October edition of Customer Connection.**

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