

Communications and Public Relations
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MLGW assistance programs for residential customers

We realize that our customers sometimes have extenuating circumstances that prevent the timely payment of utility bills. To help ease this burden, we've developed the following payment and assistance programs:

Extended Payment Plan: In certain instances, MLGW may establish a repayment plan of a past due balance in addition to the regular utility bill.

Net Due Date: If you are retired or on a fixed income and receive only one check at the beginning of each month, you may qualify for this plan. You may request that the net due date on your bill be delayed until after you have received your check.

Holiday Bill Break: MLGW will defer cutoffs for nonpayment for all residential customers annually between December 15 and January 14 if they have an unpaid balance of \$399 or less. The program allows customers extra cash for the holidays while protecting them from serious debt.

Winter Moratorium: MLGW's Winter Moratorium provides elderly (60 and older) and disabled customers uninterrupted utility service during the coldest months of the year (December through February). However, customers are not relieved of their obligation to pay.

Third party notification: You may designate a third party for us to notify in the event of a pending service cutoff due to non-

payment or insufficient payments. The third party will not be responsible for paying your bill, but will act as an additional communication link.

Plus-1: This program provides one-time utility assistance due to unforeseen events like a job loss. You can help by adding a dollar or more to your utility bill each month. For Plus-1 assistance, contact MIFA at (901) 527-0208.

On Track: Behind on your bills? On Track may be able to help you. The program provides energy and financial information to customers needing help.

Budget Billing: MLGW's Budget Billing is designed so that you can pay the same amount every month on your utility bill. Your payment is calculated by averaging your utility bills over two six-month periods from the previous year.

AutoPay: With the MLGW AutoPay program, your utility bill is deducted from your bank account each month. You still receive a statement so you can keep track of your usage, but your checking account is automatically deducted on the net due date shown on your bill.

For more information about these programs, call the MLGW Customer Care Center at (901) 544-6549, visit one of our Community Offices or go to mlgw.com.



Community Outreach is produced by MLGW's Communications and Public Relations department. If you have questions, concerns or suggestions about this publication, please feel free to contact the Community Relations area of MLGW's Communications and Public Relations department at (901) 528-4820. Or call Communications and Public Relations, at (901) 528-4557.

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Community OUTREACH

News to the Neighborhoods from Memphis Light, Gas and Water Division

January/February 2016

Teens rev up engines with sun's rays in A-Blazing Race

As a part of a fun-filled Engineering Day (E-Day), 22 local high school and middle school teams recently harnessed the sun's rays to see who was the fastest and coolest solar-powered car on the track, during MLGW's A-Blazing Race, which is a part of the University of Memphis' E-Day.

Arlington, Bartlett and East High schools participated in the high school category, while White Station, Collierville, Sherwood, Germantown, Houston, Millington and Memphis Home-school Tutorial represented the middle



White Station Middle students toast their success in having the fastest solar car. They also won for having the best use of materials.

schools. Some schools had three separate teams made up of two to eight students on each team, and the

teams raced in a series of head-to-head competitions with double elimination.

The solar-powered car race part of the day took place at the University of Memphis parking lot at Zach Curlin and Norriswood, and prizes were awarded for speed, best design (best use of materials) and best notebook.

During E-Day, dozens of students also competed in various events and activities like the Egg Drop contest and FIRST Lego League, a robotics competition. The day was hosted by Herff College of Engineering.

MLGW named in 100 Best Fleets in North America

Memphis Light, Gas and Water Division was recently announced as one of the 100 Best Fleets in North America. The utility was named 46th in the Government Green Fleet Awards for 2015, scoring higher than its previous honorable mention award in 2014.

The Government Green Fleet Award is open to all federal, state and local government fleets in North America. The rating criterion is based on hundreds of sources of green fleet planning and methodology. The evaluation standards are divided into several key categories: fleet composition; fuel and emissions; policy and planning; fleet utilization; education; executive and employee involvement; and supporting programs.

MLGW owns and operates a diverse fleet of alternative fuel vehicles used by employees for service calls, field inspections and project deployments. The portfolio includes:

- **Flex-fuel:** More than 200 on-road light-duty vehicles which utilize unleaded gasoline or ethanol (E-85) fuel.

- **Compressed Natural Gas:** 36 on-road light-duty half ton series trucks, 56 on-road heavy-duty three-quarter ton trucks and a one ton series truck.
- **Hybrid:** Twenty-four (Ford Prius, Ford Escape and Ford Fusion) vehicles powered by unleaded gasoline and a lithium battery.
- **Plug-In Electric:** Four Nissan Leaf vehicles powered 100 percent by lithium ion batteries which are charged by electricity from Level 2 EV charging stations. MLGW has five charging site locations.
- **Plug-In Hybrid Electric:** One Odyne on-road heavy-duty bucket truck used in electric line repair and installations.

"This award shows we are committed to making our community a better place to live for everyone," said Jerry Collins Jr., president and CEO of MLGW.



Heath Consultants conducting gas leak survey

We'd like to inform our customers that MLGW's Gas Matrix's contractor, Heath Consultants, is making phone calls to our gas customers to arrange for a follow up natural gas leak survey of their service and/or atmospheric cor-

rosion meter check due to non-access issues (locked gates, etc). Be assured these calls and requests are legitimate. Heath Consultants is working on behalf of MLGW. Heath Consultants is an authorized contractor and is scheduling

mandatory, regulatory checks of natural gas services and meters. For more information, call 544-6549.



One pleased customer's experience

Robert Gallaher says he was a little skeptical of smart meters. He'd heard the rumors, but hasn't had one complaint after his meter was upgraded. The new electric meter was installed on his Midtown home last year. An analysis of Gallaher's consumption shows that his household's electric consumption for the 12-month period starting in May 2014 (an electric smart meter was installed in April 2014) was 10.4 percent less than in the 12-month period starting in May 2013. (In comparison, the average residential customer's electric consumption system-wide for the 12-month period starting in May 2014 was only three percent less than in the 12-month period starting in May 2013.)

Gallaher's reduction is consistent with the results of MLGW's 1,000 smart meter pilot. The findings show custom-

ers with smart meters consume less energy than customers who do not have smart meters. For whatever reason, smart meters appear to make customers more energy efficient.

There are other advantages seniors like Gallaher and his wife Sylvia can enjoy. The remote meter reading capability means they don't have to leave their gate open for MLGW to measure their consumption for billing, nor do they have to report an outage. The two-way communication of the smart meter tells MLGW when there's a problem.

When Gallaher was asked about the perception of some seniors that smart meters are a threat, he replied, "People are afraid of change." He added, "My wife and I are very well pleased."



1-2-3 How electric meters are installed

Customers frequently have questions about smart meter installation, wondering if they need to be home.

They also wonder what's the big difference between a digital meter and a smart meter. Any time a new meter is installed at a home, MLGW workers snap a photo with their cell phones (photo 1) of the old electric meters they are replacing. They pull out the old meter (photo 2) and snap a second photo of the new



smart meter once it is in place (photo 3). It's simple, and in most cases a customer doesn't have to be at their residence.

The process takes a matter of minutes unless a worker discovers there is a problem with the electric socket that the meter plugs into. While the meter



is MLGW's property, the homeowner is responsible for having a working electrical socket. When lights in a home flicker or

fade, it is often the result of the home's electric socket. The socket is similar to an electrical wall socket in a home. Just like wall sockets sometimes go bad and stop working, so do outdoor electric sockets at homes. MLGW has committed to repairing any socket problems discovered during installation.

MLGW named APEX Corporation of the Year by MMBC Continuum

The Mid-South Minority Business Council Continuum has awarded MLGW the title of 2015 APEX Corporation of the Year. The announcement was made recently during the annual Robert R. Church, Sr. Achievement Awards luncheon.

The award recognizes a company that shows leadership in supporting companies and small businesses owned by minorities, women and local residents. In 2015, MLGW's spending among these categories has been over \$30 million — 34 percent of the company's overall spending with outside suppliers.

This is the fifth year MLGW has earned the title, underscoring the company's increased focus on supplier diversity. Procurement and Contracts Manager Jozelle Booker was excited for the recognition of the company and her co-workers' diligent efforts. "We are proud of our contributions to growing local businesses. It is great to see the Division's results recognized," said Booker.

Previous wins for MLGW were in 2011, 2007, 2004 and 2001. Other finalists this year were International Paper

and the Memphis-Shelby County Airport Authority.

"The responsibility of supporting business diversity in our community is something we take seriously," said Jerry Collins Jr., president and CEO of MLGW. "It's an honor for MLGW to be named as a leader in this important effort."

MLGW participates in many MMBC Continuum programs annually as well as providing financial and in-kind support. The company also hosts a number of internal programs to support minority- and women-owned businesses, including the annual Procurement Opportunity Fair, which provides a venue for business owners to meet one-on-one with MLGW project managers, end users and procurement professionals to discuss opportunities for the upcoming fiscal year.

To learn more about MLGW's Supplier Diversity Program, visit mlgw.com/commercial/supplierdiversity.

For more info on natural gas safety, visit mlgw.com/about/brochures.



MLGW named an "Environmental Champion" in customer survey

The 2015 Residential Utility Trusted Brand & Customer Engagement survey by Cogent Energy Reports named MLGW recently as one of the top three combined energy providers in the South for environmental dedication.

The survey, according to Cogent, measures "operational satisfaction, product experience and brand trust" among utility customers across the country. One hundred twenty-five of the largest utility companies are included. MLGW was the only three-service utility company among the environmental category's top performers.

Barbara Vergetis Lundin of Smart

Grid News said that the rankings in that category were based on "the extent to which consumers believe providers are supporting environmental causes, committed to environmentally friendly energy sources, encouraging green initiatives and offering tools to help consumers save energy."

Earlier this year, MLGW's J.D. Power Score was reported as 114 points higher than in 2008, making MLGW one of the nation's most improved utility companies for customer satisfaction. Both of these survey results indicate a positive trend in customers' overall perception of MLGW.

"Customer confidence is an important measure of how well we're performing as a company," said Jerry Collins Jr., president and CEO of MLGW. "Earning and keeping that trust is one of our top priorities, and we'll continue our focus on customer service to do just that."

Customers can learn more about MLGW's environmental initiatives by visiting mlgw.com/community/greeninitiativesreportcommunitysection.



Raving Fans

I wanted to send you a note to commend the absolutely wonderful MLGW crew in High Point Terrace. A year ago, when I moved out of my home/marriage of 19 years, this team (Dwayne Leek and crew) saw my pain and was always so kind to me. I was walking my two dogs when I moved in a year ago, and I lost my glasses. Those dear, sweet souls traced my steps for two weeks; however, they could not find my glasses. About a week after they left the area, someone put the glasses on a rock!

When they started working in the area a few weeks ago, the first thing they asked me was "Did you find your glasses?" When I told them the story, they were ALL so happy!



Dwayne gave me a birthday card on my birthday, and he actually came and cut a few hanging limbs in my rental home.

The reason I am emailing you is that there are some people that have to complain about everything, and shouldn't.

Dwayne and crew have been so kind to me through my bad times a year ago, and they are so happy that I am a happy camper now! I truly believe that the Lord puts people in one's life for a reason, and I thank the Lord every day for these loving, kind souls.

Sincerest regards,
High Point Resident

Your utilities deserve a vacation, too!

Finally ... vacation time! But before you firmly close and lock that door, take one last look around your house. Utility usage does not stop when you leave. In fact, unless you made some adjustments before departing, your usage could be nearly as high as when you are home. Before you leave, take some time to flip a few switches, turn a few knobs, and fix a few leaks.

Touch that dial... Start with the thermostat to maximize savings. Nearly 60 percent of your home's annual energy bill is used for heating and cooling the house. Since you won't be home, why keep the house at your regular comfort level? During the summer, keep the thermostat above 85°, or turn off the air conditioner completely. Factors to consider are the presence of pets, plants and heat-sensitive decorations such as candles and oil paintings.

Getting into hot water... Your water heater maintains water at a constant temperature 24 hours a day, whether or not you are home. But you can adjust the thermostat to

its "vacation" or lowest setting. Since electric water heaters have two thermostats — an upper and a lower — you must adjust both. Electric water heaters can be turned off at the circuit breaker also.

Money down the drain... A constant water drip the size of a pinhead can waste more than 1,500 gallons of water each week. Why not save money on your vacation and repair leaky faucets, toilets and showerheads before you depart?

Shine some light on crime... Use a timer to operate lights instead of burning constantly during your absence. There are several other measures you can take to deter crime while you are away. Stop mail and newspaper delivery. Ask someone to mow the lawn. Have a neighbor pick up your mail.

Saving energy pays... By taking a few minutes to make adjustments around your house, you can have your vacation and save energy dollars in the process!

