

## Winter Energy Saving Tips

Heating bills can average 40 percent or more of your annual utility costs. Help reduce your winter utility bills by following these free or low-cost steps that save you money and conserve precious energy:

- Set thermostat at 68°. Every degree above 68° adds four percent to your heating bills.
- Wear layered clothing and thick socks to keep warm.
- At bedtime, lower thermostat even more and add extra blankets.
- Close garage doors; cover foundation vents; close off vents and doors to seldom-used rooms.
- Keep curtains and blinds closed at night and on cloudy days; open curtains on sunny days for warmth.
- Make sure central-heating air filters are clean or replaced regularly.
- Place rolled-up towels inside against bottom of exterior doors and window sills to block wintry drafts.
- Adjust water heater temperature down to 120° or "warm" – it still provides hot water. Find energy conservation tips at [mlgw.com](http://mlgw.com).



## Community Calendar

**Dec. 8:** Tiffany Family Day. The Memphis Brooks Museum of Art, 10 a.m. - 1 p.m. Contact: 544-6246 or [brooksmuseum.org](http://brooksmuseum.org).

**Through Dec. 31:** The Enchanted Forest Festival of Trees at the Pink Palace Museum. Contact: [memphismuseums.org](http://memphismuseums.org) or call 636-2362.

**Jan. 17:** The Association for Women Attorneys (AWA) 33rd annual Banquet and Silent Auction, benefits student scholarships to the University of Memphis law school. Contact: 844-4438 or e-mail [KeatingL@LawrenceRussell.com](mailto:KeatingL@LawrenceRussell.com).

**Jan. 26:** Memphis Scottish Society's 30th Annual Burns Night Dinner, Woodland Hills Event Center, 10000 Woodland Hills Drive, Cordova, TN. Contact: 385-1938 or [memphisscots.com/Events/BurnsReservations.php](http://memphisscots.com/Events/BurnsReservations.php).

**Feb. 16:** IRIS Orchestra at the Germantown Performing Arts Centre, 1801 Exeter, will feature Gil Shaham (violin). Contact: [irisorchestra.org](http://irisorchestra.org) or 751-7669. For single tickets call 751-7500.



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## Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

### MLGW Crews Assisted with Hurricane Sandy Restoration

Thirty-three MLGW employees helped with restoration efforts in Long Island in the wake of the destruction caused by Hurricane Sandy. The hurricane left millions along the East Coast without power, with Long Island being a particularly hard-hit area. The employees assisted with repairing overhead and underground services. These employees played an important part in helping restore power to the residents of the northeast. MLGW covered the linemen's efforts through its blog, "Bird on a Wire" at [www.mlgw.blogspot.com](http://www.mlgw.blogspot.com) while they were there.



### Project CARE Arrives

Annie Moore is welcomed to her newly refurbished home by Robert Johnston of MLGW, Residential Services. Moore had been living in three inches of water after her water heater broke and leaked for two months. Not knowing where the water was coming from or how to turn it off, damage to sheetrock, doors and furniture occurred. MLGW learned of Moore's situation and teamed up with a combined volunteer effort of ServiceMaster by Cornerstone in Cordova, CRND of the MidSouth of Collierville, Carpet Tech, Habitat for Humanity, Terminix as well as others to return her house to a livable residence.



Approximately \$40,000 was used to repair Moore's home through donated materials and time from local companies and nonprofit agencies. Eleven MLGW Energy Technicians volunteered on weekends and after hours repairing Moore's house.

MLGW's Project CARE has served the community for more than 27 years, helping more than 120 customers in need each year. Through Project CARE, MLGW employees and other volunteers weatherize homes and build wheelchair ramps for elderly and low-income customers in Memphis. More than 150 MLGW volunteers participate in Project CARE each year.

### Upcoming Natural Gas Prices

Gas prices are currently estimated to be about the same as last year. Even with an anticipated return to more traditional winter temperatures, natural gas prices are about half of what they were five years ago.

#### Fast Facts:

Last year's unseasonably warm weather coupled with low gas prices helped MLGW customers save about \$110 on their winter heating bills.

The biggest impact to customer bills will still be weather and customer usage.

Remember, the best way to control your utility costs is reducing energy usage. Get started on your winter weatherization efforts now.



**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: Twitter, Facebook, Blogspot and YouTube



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

### Cold Weather-Related Moratorium

MLGW will not disconnect any residential accounts for nonpayment whenever the wind chill is predicted to be at or below 32 degrees Fahrenheit during a 24-hour period.

### Holiday Bill Break Program

MLGW will defer cutoffs for nonpayment for all residential customers between Dec. 15 and Jan. 14 annually. Customers must have an unpaid balance of \$399 or less. This program will allow customers to have extra cash during the holidays while protecting them from getting into serious debt.

### Make a Difference through Plus-1

During this season of giving, many Memphians are suffering from financial problems, major medical emergencies and other difficulties and are unable to pay their utility bills. Help make a difference by donating \$1 or more per month to Plus-1 on your utility bill. Administered by MIFA, Plus-1 donations help qualifying customers who are provided immediate, one-time assistance with their utility payment. All funds go directly to MIFA and are never used for any other purpose. Visit [plus1memphis.org](http://plus1memphis.org), sign up at [mlgw.com](http://mlgw.com) or call 544-6549 to enroll.