UTILITY USE

Customers	Electric	Gas	Water
Residential	368,848	290,918	228,471
Commercial	43,319	21,525	19,911
Industrial	118	95	
Other	17,214	407	5,840
Total	429,499	312,945	254,222

Commercial and industrial water customers are combined under commercial usage figures. Figures indicate average number of customers for 2018.

Sales	1,000 kWh	1,000 cf	100 cf
Residential	5,596,144	22,439,731	22,596,541
Commercial	6,264,086	11,640,262	25,321,447
Industrial	1,865,158	423,747	
Other	267,701	2,820,790	1,524,525
Total	13,993,089	37,324,530	49,442,513

Includes metered water used by the city of Memphis. Does not include non-metered free water used for firefighting, street cleaning, etc. $\frac{1}{2} \left(\frac{1}{2} \right) = \frac{1}{2} \left($

AVERAGE ANNUAL USE PER RESIDENTIAL CUSTOMER

Electricity (kWh) .									15,172	
Gas (ccf)	 								771	
Water (ccf)									99	,

AVERAGE RESIDENTIAL ELECTRIC USE PER MONTH				
	[¢] kWh			
15,000 watt furnace (cold month)	4,860			
Air conditioner (mild month)				
Three-ton central unit (36,000 Btu) 1	,260			
Two-ton window unit (24 000 Rtu)	700			

Water heater

AVERAGE RESIDENTIAL NATURAL GAS USE PER MONTH

**ccf
75,000 Btu/hour furnace (cold month)
Pilot light
Water heater
40 gallon
60 gallon45

APPLIANCE OPERATING COST

Calculate the hourly cost of household appliance operation by using the following formulas. Current rate information is included in the section titled Average Residential Cost Per.

- *Electricity: One kWh equals the amount of electricity required to burn ten 100-watt lightbulbs for one hour.
- * Watts x hours used \div 1000 = kWh kWh x current electric rate = operating cost

**Natural Gas:

Input Btu/hour x hours used \div 100,000 = ccf ccf x current gas rate = operating cost

UTILITY SOURCES

Electricity

Supplier - Memphis Light, Gas and Water Division Source - Tennessee Valley Authority (TVA) at 161,000 volts

Maximum hourly demand (2018) -3,096 megawatts on June 28, 2018

Record maximum hourly demand -

3,533 megawatts on Aug. 15, 2007 Maximum high temperature (2018) -

96 degrees on 6/28, 7/4, 7/5, 7/11, 7/13-15 (Record High Temperature - 107.1 degrees on July 13, 1980)

Natural Gas

Supplier - Memphis Light, Gas and Water Division Source - Various sources, via Texas Gas Transmission, Trunkline Gas Company & ANR pipelines Maximum daily delivery (2018) - 568,880 Mcf (thousand cubic feet) on Jan. 16, 2018 Record maximum daily delivery - 575,516 Mcf (thousand cubic feet) on Jan. 4, 1999 Record system demand - 631,058 Mcf (thousand cubic feet) on Dec. 22, 1989

Supplier - Memphis Light, Gas and Water Division Source - Pumped from artesian wells by MLGW at 10 water pumping stations owned by MLGW Maximum hourly rate (2018) - 211.7 mgd (million gallons daily) on June 26, 2018

Btu content - over 1,000 per cubic foot

Record maximum hourly rate - 343 mgd (million gallons daily) on Aug. 29, 2000 Maximum daily pumpage (2018) - 153.3 mg

(million gallons) on June 18, 2018

Record maximum daily pumpage - 257 mg (million gallons) on Aug. 28, 2000

Water Analysis (average 2018) -

Hardness - 45 parts per million Alkalinity - 52 parts per million Iron - 0.03 parts per million pH - 7.2

Fluoride - 0.6 parts per million

FINANCIALS (In Thousands of Dollars)

UTILITY PLANT IN SERVICE

CONSTRUCTION EXPENDITURES	
Water	
Gas	
Electric	
BONDED DEBT	
Water\$349,254	
Gus	

Water
OPERATING REVENUE
Electric
Gas

For more information about Memphis Light, Gas and Water Division, please visit our website at mlgw.com.

UTILITY USE

Customers	Electric	Gas	Water
Residential	368,848	290,918	228,471
Commercial	43,319	21,525	19,911
Industrial	118	95	
Other	17,214	407	5,840
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Commercial	6,264,086	11,640,262	25,321,447
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Other	267,701	2,820,790	1,524,525
Total	13,993,089	37,324,530	49,442,513

Includes metered water used by the city of Memphis. Does not include non-metered free water used for firefighting, street cleaning, etc

AVERAGE ANNUAL USE PER RESIDENTIAL CUSTOMER

Electricity (kWh)	15,172
Gas (ccf)	. 771
Water (ccf)	99

AVERAGE RESIDENTIAL ELECTRIC USE PER MONTH

*	kWh
15,000 watt furnace (cold month) 4	,860
Air conditioner (mild month)	
Three-ton central unit (36,000 Btu) 1,	260
Two-ton window unit (24,000 Btu)	700

Water heater

AVERAGE RESIDENTIAL NATURAL GAS USE PER MONTH

**ccf
75,000 Btu/hour furnace (cold month)
Pilot light
Water heater 40 gallon. 25 60 gallon. 45

APPLIANCE OPERATING COST

Calculate the hourly cost of household appliance operation by using the following formulas. Current rate information is included in the section titled Average Residential Cost Per.

- *Electricity: One kWh equals the amount of electricity required to burn ten 100-watt lightbulbs for one hour.
- * Watts x hours used \div 1000 = kWh kWh x current electric rate = operating cost

**Natural Gas:

Input Btu/hour x hours used \div 100,000 = ccf ccf x current gas rate = operating cost

UTILITY SOURCES

Electricity

Supplier - Memphis Light, Gas and Water Division Source - Tennessee Valley Authority (TVA) at 161,000 volts

Maximum hourly demand (2018) -

3,096 megawatts on June 28, 2018 Record maximum hourly demand -

3,533 megawatts on Aug. 15, 2007

Maximum high temperature (2018) -

96 degrees on 6/28, 7/4, 7/5, 7/11, 7/13-15

(Record High Temperature - 107.1 degrees on July 13, 1980)

Natural Gas

Supplier - Memphis Light, Gas and Water Division Source - Various sources, via Texas Gas Transmission, Trunkline Gas Company & ANR pipelines

Maximum daily delivery (2018) - 568,880 Mcf (thousand cubic feet) on Jan. 16, 2018

Record maximum daily delivery - 575,516 Mcf (thousand cubic feet) on Jan. 4, 1999 Record system demand - 631,058 Mcf

(thousand cubic feet) on Dec. 22, 1989 **Btu content** - over 1,000 per cubic foot

Water

Supplier - Memphis Light, Gas and Water Division **Source** - Pumped from artesian wells by MLGW at 10 water pumping stations owned by MLGW

Maximum hourly rate (2018) - 211.7 mgd (million gallons daily) on June 26, 2018 Record maximum hourly rate - 343 mgd

(million gallons daily) on Aug. 29, 2000 Maximum daily pumpage (2018) - 153.3 mg (million gallons) on June 18, 2018

Record maximum daily pumpage - 257 mg

(million gallons) on Aug. 28, 2000

Water Analysis (average 2018) -

Hardness - 45 parts per million Alkalinity - 52 parts per million Iron - 0.03 parts per million pH - 7.2 Fluoride - 0.6 parts per million

FINANCIALS (In Thousands of Dollars)

UTILITY PLANT IN SERVICE

Electric
Gas
Water\$349,254
BONDED DEBT
Electric
Gas
Water
CONSTRUCTION EXPENDITURES
Electric
Gas

OPERATING REVENUE \$1 289 906

Flectric

Liccon	_	•	٠	٠	٠	٠	•	•	•	•	•	•	٠	•	•	٠	•	•	•	•	٠	٠	٠	•	~	1,200,000
Gas .																										\$274,188
Water																										\$103,140

For more information about Memphis Light, Gas and Water Division, please visit our website at mlgw.com.

UTILITY USE

Customers	Electric	Gas	Water
Residential	368,848	290,918	228,471
Commercial	43,319	21,525	19,911
Industrial	118	95	
Other	17,214	407	5,840
Total	429,499	312,945	254,222

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Other	267,701	2,820,790	1,524,525
Total	13,993,089	37.324.530	49.442.513

Includes metered water used by the city of Memphis. Does not include non-metered free water used for firefighting, street cleaning, etc. $\frac{1}{2} \left(\frac{1}{2} \right) = \frac{1}{2} \left($

AVERAGE ANNUAL USE PER RESIDENTIAL CUSTOMER

Electricity (kWh)											15	,172
Gas (ccf)												771
Water (ccf)												. 99

AVERAGE RESIDENTIAL ELECTRIC USE PER MONTH

	*kWh
15,000 watt furnace (cold month)	. 4,860
Air conditioner (mild month)	
Three-ton central unit (36,000 Btu)	. 1,260
Two-ton window unit (24,000 Btu)	700

Water heater

AVERAGE RESIDENTIAL NATURAL GAS USE PER MONTH

	**ccf
75,000 Btu/hour furnace (cold month)	259
Pilot light	5-8
Water heater	
40 gallon	25
60 gallon	45

APPLIANCE OPERATING COST

Calculate the hourly cost of household appliance operation by using the following formulas. Current rate information is included in the section titled Average Residential Cost Per.

- *Electricity: One kWh equals the amount of electricity required to burn ten 100-watt lightbulbs for one hour.
- * Watts x hours used \div 1000 = kWh kWh x current electric rate = operating cost

ccf x current gas rate = operating cost

**Natural Gas: Input Btu/hour x hours used \div 100,000 = ccf

UTILITY SOURCES Electricity

Supplier - Memphis Light, Gas and Water Division Source - Tennessee Valley Authority (TVA) at 161,000 volts

Maximum hourly demand (2018) -

3,096 megawatts on June 28, 2018 Record maximum hourly demand -

3,533 megawatts on Aug. 15, 2007

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Maximum daily pumpage (2018) - 153.3 mg (million gallons) on June 18, 2018

Record maximum daily pumpage - 257 mg (million gallons) on Aug. 28, 2000

Water Analysis (average 2018) -

Hardness - 45 parts per million Alkalinity - 52 parts per million Iron - 0.03 parts per million pH - 7.2 Fluoride - 0.6 parts per million

FINANCIALS (In Thousands of Dollars) UTILITY PLANT IN SERVICE

Water.....\$349,254 BONDED DEBT

CONSTRUCTION EXPENDITURES	
Electric	\$83,816
Gas	, ,
Water	\$32,340
OPERATING REVENUE	

For more information about Memphis Light, Gas and Water Division, please visit our website at mlgw.com.

PAYMENTS IN LIEU OF TAXES
Electric \$48,386 Gas \$20,320 Water \$2,500
AVERAGE RESIDENTIAL COST PER
kWh of Electricity \$0.0966 ccf of Gas. \$0.7286 ccf of Water \$2.2180 Gallon of Water. \$0.002965
AVERAGE ANNUAL REVENUE PER
Residential customer
Electricity \$1,465.79 Gas \$562.06 Water \$219.37
Miscellaneous
Population of Memphis
Area of Memphis (square miles)
Electric street lights in service: 108,715 Memphis. 84,499 All other cities in Shelby County. 23,847 Total for MLGW, railroad, airport, parks. 369 Leased outdoor lights in service. 42,717 Fire hydrants in service. 30,374 Overhead electric distribution circuit miles. 4,387
Overnead electric distribution circuit fillies 4,307

DAVMENTS IN LIFTLAT TAVES

Underground electric distribution circuit miles 2,780.8 Miles of gas mains
Personnel
Total full-time regular employees 2,621 Permanent part-time .7 Temporary part-time .92 Total Employees 2,720 ANNUAL PAYROLL \$208,350,601.77
BILL PAYMENT OPTIONS:
MLGW Community Offices
Monday - Thursday, 8:30 a.m 5 p.m. Friday until 6 p.m., except Millington Community Office
Main Community Office - 245 South Main Street
North Community Office - 2424 Summer Avenue
South Community Office - 2935 Lamar Avenue
Whitehaven Community Office - 1111 E. Shelby

Millington Office - 5131 Navy Road Monday - Friday, 8 a.m. - 4:30 p.m.

ric distribution circuit miles 2,780.8	 Paying Agents - Authorized groceries, pharmacies and banks Online Payments - mlgw.com Phone - 1-866-315-0277 By Mail - MLGW Accounts Payable P. O. Box 388 Memphis, TN 38145-0388 Disputed Bills - Customer Care Center
lar employees 2,621	901-544-MLGW (544-6549)
ne	Monday - Friday, 7 a.m 7 p.m.
ne	Business Solutions Center - For business customer inquiries: 901-528-4270

ents - mlgw.com

- 6-315-0277
- GW Accounts Payable

For additional copies:

Memphis Light, Gas and Water Division Corporate Communications P.O. Box 430 • Memphis, TN • 38101-0430 901-528-4557

mlgw.com

05-19/MLGW/kcf/2.5M



PAYMENTS IN LIEU OF TAXES

Electric \$48,386 Gas \$20,320 Water \$2,500
AVERAGE RESIDENTIAL COST PER
kWh of Electricity \$0.0966 ccf of Gas. \$0.7286 ccf of Water \$2.2180 Gallon of Water. \$0.002965
AVERAGE ANNUAL REVENUE PER
Residential customer
Electricity

AVERAGE ANNUAL REVENUE PER
Residential customer
Electricity \$1,465.79 Gas \$562.06 Water \$219.37
Miscellaneous
Population of Memphis
Area of Memphis (square miles)
Electric street lights in service:

Leased outdoor lights in service 42,717

Overhead electric distribution circuit miles 4,387

Underground electric distribution circuit miles 2,780.8 Miles of gas transmission mains 200.35 Miles of water mains $\dots \dots 3,948$ Overhead transmission structure miles. 450 $\,$ Overhead transmission circuit miles 626 Underground transmission circuit miles 17.58

· 24-hr. Express Payment stations at community

• Paying Agents website - mlgwagents.com

Personnel

Total full-time regular employees 2,621
Permanent part-time
Temporary part-time
Total Employees
ANNUAL PAYROLL \$208,350,601.77

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Underground electric distribution circuit miles 2,780.8

Miles of gas mains 4,518.19

Miles of gas transmission mains 200.35

Miles of water mains $\dots 3,948$

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- · Paying Agents Authorized groceries, pharmacies and banks
- Online Payments mlgw.com
- Phone 1-866-315-0277
- · By Mail MLGW Accounts Payable P.O. Box 388

Memphis, TN 38145-0388 • Disputed Bills - Customer Care Center

901-544-MLGW (544-6549) Monday - Friday, 7 a.m. - 7 p.m.

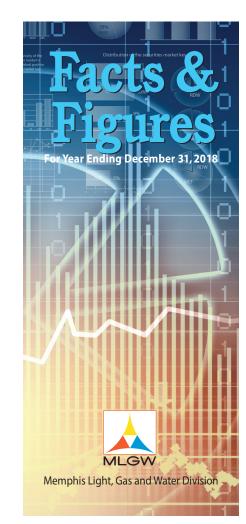
Business Solutions Center - For business customer inquiries: 901-528-4270

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mlgw.com

05-19/MLGW/kcf/2.5M



PAYMENTS IN LIEU OF TAXES

Gas\$20,320 Water\$2,500				
AVERAGE RESIDENTIAL COST PER				
kWh of Electricity \$0.0966 ccf of Gas. \$0.7286 ccf of Water \$2.2180 Gallon of Water. \$0.002965				

AVERAGE ANNUAL REVENUE PER

Residential customer

Population of Memphis 662,038

(Source: memphischamber.com)	
Area of Memphis (square miles)	
Electric street lights in service: 108,715 Memphis 84,499 All other cities in Shelby County 23,847	

Total for MLGW, railroad, airport, parks 369

Leased outdoor lights in service 42,717

Overhead electric distribution circuit miles 4,387

Overhead transmission structure miles. 450 $\,$ Overhead transmission circuit miles 626 Underground transmission circuit miles 17.58 Personnel Total full-time regular employees 2,621 **BILL PAYMENT OPTIONS:**

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Millington Office - 5131 Navy Road

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