

PAYMENTS IN LIEU OF TAXES

Electric	\$46,892
Gas	\$19,158
Water	\$4,400

AVERAGE RESIDENTIAL COST PER

kWh of Electricity	\$0.0950
ccf of Gas	\$0.7190
ccf of Water	\$2.2050
Gallon of Water	\$.0029

AVERAGE ANNUAL REVENUE PER

Residential customer

Electricity	\$1,381.00
Gas	\$415.00
Water	\$217.84

Miscellaneous

Population of Memphis	655,770
Population of Shelby County	934,603

(Source: memphischamber.com)

Area of Memphis (square miles)	317
Area of Shelby County (square miles)	783

(Source: shelbycountyttn.gov)

Electric street lights in service:	107,221
Memphis	83,574
All other cities in Shelby County	23,278
Total for MLGW, railroad, airport, parks	369
Leased outdoor lights in service	42,330
Fire hydrants in service	31,159

Distribution pole miles (Electric Division)	4,378
Underground cable path miles	2,740
Miles of gas mains	4,488
Miles of gas transmission mains	179.91
Miles of water mains	3,881
Overhead transmission structure miles	450
Overhead transmission circuit miles	626
Underground transmission circuit miles	17.58

Personnel

Total full-time regular employees	2,589
Temporary, part-time and co-ops	85
Total Employees	2,674

ANNUAL PAYROLL \$196,271,892.55

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 Drive

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

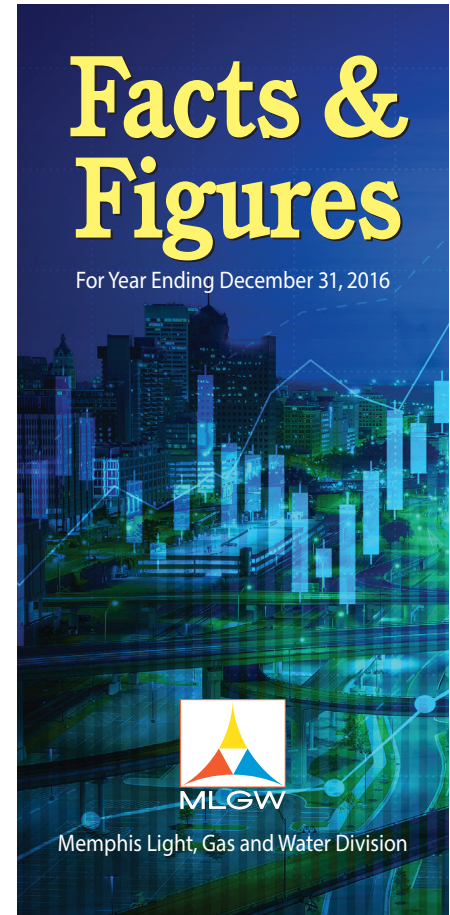
- TIO Kiosks - Cash only + \$2 convenience fee
- 24-hour Express Payment stations at community offices

- 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 (6549)
Monday – Friday, 7 a.m. – 7 p.m.

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

For additional copies:

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



UTILITY USE

Customers	Electric	Gas	Water
Residential	366,265	289,592	227,171
Commercial	43,373	21,634	20,068
Industrial	133	162	---
Other	17,045	227	5,870
Total	426,816	311,615	253,109

Commercial and industrial water customers are combined under commercial usage figures. Figures indicate average number of customers for 2016.

Sales	1,000 kWh	1,000 cf	100 cf
Residential	5,322,901	16,713,964	22,442,729
Commercial	6,286,966	9,308,766	24,556,963
Industrial	1,859,280	405,442	---
Other	252,696	2,578,950	1,731,718
Total	13,721,843	29,007,122	48,731,410

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)	14,533
Gas (ccf)	577
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	
40 gallon450
60 gallon750

AVERAGE RESIDENTIAL NATURAL GAS USE PER MONTH

	**ccf
80,000 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 ÷ 1000 = kWh
kWh x current electric rate = operating cost

****Natural Gas:**
Input Btu/hour x hours used ÷ 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 (2016) -
3,155 megawatts on Aug. 4, 2016

Record maximum hourly demand -
3,533 megawatts on Aug. 15, 2007

Maximum high temperature (2016) -
99 degrees on July 22, 2016

(Record High Temperature - 107.1 degrees)

Natural Gas

Supplier - Memphis Light, Gas and Water Division

Source - Various sources, via Texas Gas Transmission, Trunkline Gas Company & ANR pipelines

Maximum daily delivery (2016) - 471,770 Mcf
(thousand cubic feet) on Dec. 19, 2016

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 (2016) - 181.7 mgd
(million gallons daily) on June 23, 2016

Record maximum hourly rate - 342.8 mgd
(million gallons daily) on Aug. 29, 2000

Maximum daily pumpage (2016) - 156.4 mg
(million gallons) on June 24, 2016

Record maximum daily pumpage - 256.6 mg
(million gallons) on August 28, 2000

Water Analysis (average 2016) -

Hardness - 46 parts per million
Alkalinity - 53 parts per million
Iron - 0.06 parts per million
pH - 7.2
Fluoride - 0.6 parts per million

FINANCIALS

(In Thousands of Dollars)

UTILITY PLANT IN SERVICE

Electric	\$1,079,463
Gas	\$383,630
Water	\$292,880

LONG-TERM DEBT

Electric	\$341,455
Gas	\$40,000
Water	\$43,870

CONSTRUCTION EXPENDITURES

Electric	\$94,247
Gas	\$42,798
Water	\$31,039

OPERATING REVENUE

Electric	\$1,249,535
Gas	\$205,876
Water	\$99,847

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