

## FINANCIALS

	Thousands of Dollars
UTILITY PLANT IN SERVICE	
Electric	\$929,401
Gas	299,687
Water	254,328

## LONG-TERM DEBT

Electric	\$807,287
Gas	-0-
Water	1,612

## CONSTRUCTION EXPENDITURES

Electric	\$61,249
Gas	19,178
Water	11,822

## REVENUE AND OTHER INCOME

Electric	\$1,320,280
Gas	341,681
Water	84,958

## DIVIDENDS TO THE CITY OF MEMPHIS

Electric	- 0 -
Gas	- 0 -
Water	- 0 -

## PAYMENTS IN LIEU OF TAXES

Electric	\$38,991
Gas	15,715
Water	2,500

## AVERAGE RESIDENTIAL COST PER

kwh of Electricity	\$0.0909
ccf of Gas	0.9642
ccf of Water	1.4895
gallon of water	0.001991

## AVERAGE ANNUAL REVENUE PER RESIDENTIAL CUSTOMER

Electricity	\$1,475.33
Gas	714.81
Water	182.03

## MISCELLANEOUS

Population of Memphis	676,640
Area of Memphis (square miles)	324.24
Population of Shelby County	904,703
Area of Shelby County (square miles)	755

(Source: Greater Memphis Chamber)

Electric street lights in service:	105,726
Memphis	82,685
All cities in Shelby County	22,669
Total for MLGW, Railroad, Airport	372
Leased outdoor lights in service	54,431
Fire hydrants in service	30,570
Distribution pole miles (Electric Division)	4,312
U.R.D. circuit miles	2,667
Miles of gas mains	4,831
Miles of gas transmission mains	181
Miles of water mains	3,866
Overhead transmission structure miles	423.0
Overhead transmission circuit miles	618.0
Underground transmission circuit miles	17.58

## PERSONNEL

Total permanent employees	2,639
Temporary, part-time and co-ops	95
Total Employees	2,734

**ANNUAL PAYROLL** \$177,991,140.60

## BILL PAYMENT OPTIONS:

### MLGW COMMUNITY OFFICES

8:30 a.m. - 5 p.m. Monday - Thursday, 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, 8 a.m. - 4:30 p.m.  
Monday - Friday

- **E-Wiz Kiosks** - cash only + \$2 convenience fee
- **24-hr. Express Payment stations at community offices**
- **EXXON Hop-In markets**
- **Paying Agents** - Authorized groceries, pharmacies and banks
- **Online Payments** - [www.mlgw.com](http://www.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 - 544-MLGW (544-6549)  
Monday - Friday 7 a.m. - 7 p.m.
- Commercial Resource 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, Tennessee 38101-0430  
(901) 528-4557  
[www.mlgw.com](http://www.mlgw.com)

05-11/MLGW/RP/3M

# FACTS & FIGURES

For Year Ending  
December 31, 2010

Memphis Light, Gas and  
Water Division

## UTILITY USE

Customers	Electric	Gas	Water
Residential	362,104	291,983	229,429
Commercial	43,496	22,515	20,317
Industrial	141	101	-- --
Other	17,103	16	5,554
<b>Total</b>	<b>422,844</b>	<b>314,615</b>	<b>255,300</b>

Commercial and industrial water customers are combined under commercial usage figures. Figures indicate average number of customers for 2010.

Sales	1,000 kwh	1,000 cf	100 cf
Residential	5,875,646	21,646,835	28,039,007
Commercial	6,693,794	12,165,518	29,073,734
Industrial	1,791,856	686,226	-- --
Other	388,740	4,226,131	2,395,702
<b>Total</b>	<b>14,750,036</b>	<b>38,724,710</b>	<b>59,508,443</b>

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

## AVERAGE ANNUAL USE PER RESIDENTIAL CUSTOMER

Electricity (kwh)	16,226
Gas (ccf)	741
Water (ccf)	122

## AVERAGE RESIDENTIAL ELECTRIC USE PER MONTH

15,000 watt furnace (cold month)	*kwh	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 gallon	450	
60 gallon	750	

## AVERAGE RESIDENTIAL NATURAL GAS USE PER MONTH

75,000 Btu/Hour furnace (cold month)	**ccf	250
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.

$$\begin{aligned} & * \text{ Watts X hours used } \div 1000 = \text{ kwh} \\ & \text{ kwh X current electric rate} = \text{ operating cost} \end{aligned}$$

\*\*Natural Gas: Input Btu/hr. 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 (2010) - 3,453 megawatts on August 3, 2010

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

(Record High Temperature-106 degrees)

### Natural Gas

Supplier - Memphis Light, Gas and Water Division

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

Maximum daily delivery (2010) - 514,704 MCF (thousand cubic feet) on January 8, 2010

Record maximum daily delivery - 575,516 MCF (thousand cubic feet) on January 4, 1999

Record system demand - 631,058 MCF (thousand cubic feet) on December 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 (2010) - 240.5 MGD (million gallons daily) on June 21, 2010

\*Record maximum hourly rate - 342.8 MGD (million gallons daily) on August 29, 2000

Maximum daily pumpage (2010) - 189.1 MGD (million gallons) on June 22, 2010

\*Record maximum daily pumpage - 256.6 MG (million gallons) on August 28, 2000

### Water Analysis (average)

hardness - 49 parts per million  
alkalinity - 54 parts per million  
iron - 0.04 parts per million  
pH - 7.2  
fluoride - 1.0 parts per million

For more information about  
Memphis Light, Gas and Water Division  
please visit our website at  
[www.mlgw.com](http://www.mlgw.com)