

### PAYMENTS IN LIEU OF TAXES

Electric	\$44,525
Gas	\$17,511
Water	\$4,400

### AVERAGE RESIDENTIAL COST PER

kWh of Electricity	\$0.0970
ccf of Gas	\$0.7388
ccf of Water	\$1.7972
Gallon of Water	\$0.0024

### AVERAGE ANNUAL REVENUE PER RESIDENTIAL CUSTOMER

Electricity	\$1,401.08
Gas	\$515.27
Water	\$179.70

### MISCELLANEOUS

Population of Memphis	653,480
Population of Shelby County (Source: memphischamber.com)	945,757

Area of Memphis (square miles)	317
Area of Shelby County (square miles) (Source: shelbycountyttn.gov)	783

Electric street lights in service:	106,519
Memphis	83,273
All other cities in Shelby County	22,877
Total for MLGW, railroad, airport, parks	369
Leased outdoor lights in service	42,047
Fire hydrants in service	31,018
Distribution pole miles (Electric Division)	4,360
Underground cable path miles	2,715
Miles of gas mains	4,474

Miles of gas transmission mains	179.91
Miles of water mains	3,879
Overhead transmission structure miles	450
Overhead transmission circuit miles	626
Underground transmission circuit miles	17.58

### PERSONNEL

Total full-time regular employees	2,585
Temporary, part-time and co-ops	65
Total Employees	2,650

**ANNUAL PAYROLL** \$192,939,063.85

### 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
- **EXXON Hop-In Markets**
- **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  
[mlgw.com](http://mlgw.com)



06-16/MLGW/KF/3M

**Facts & Figures**  
For Year Ending  
**December 31, 2015**

**MLGW**  
**Memphis Light, Gas and Water Division**

**UTILITY USE**

Customers	Electric	Gas	Water
Residential	366,721	291,448	228,562
Commercial	43,761	21,931	20,315
Industrial	152	189	-- --
Other	17,155	748	5,863
<b>Total</b>	<b>427,789</b>	<b>314,316</b>	<b>254,740</b>

Commercial and industrial water customers are combined under commercial usage figures. Figures indicate average number of customers for 2015.

Sales	1,000 kWh	1,000 cf	100 cf
Residential	5,295,187	20,326,974	22,853,763
Commercial	6,326,434	10,951,838	25,159,192
Industrial	1,866,238	544,046	-- --
Other	268,149	3,181,950	2,082,007
<b>Total</b>	<b>13,756,008</b>	<b>35,004,808</b>	<b>50,094,962</b>

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)	14,439
Gas (ccf)	697
Water (ccf)	100

**AVERAGE RESIDENTIAL ELECTRIC USE PER MONTH**

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 gallon	450
60 gallon	750

**AVERAGE RESIDENTIAL NATURAL GAS USE PER MONTH**

80,000 Btu/hour furnace (cold month)	**ccf
Pilot light	259
Water heater	5-8
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/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 (2015) 3,226 megawatts on July 29, 2015

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

Maximum high temperature (2015)  
99 degrees on July 29, 2015  
(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 (2015) - 543,944 Mcf (thousand cubic feet) on January 7, 2015

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 (2015) - 192.0 mgd (million gallons daily) on August 2, 2015

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

Maximum daily pumpage (2015) - 159.1 mg (million gallons) on August 24, 2015

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

**Water Analysis (average 2015)**

Hardness - 49 parts per million  
Alkalinity - 55 parts per million  
Iron - 0.04 parts per million  
pH - 7.2  
Fluoride - 0.6 parts per million

**FINANCIALS**

(In Thousands of Dollars)

**UTILITY PLANT IN SERVICE**

Electric	\$1,041,753
Gas	\$363,741
Water	\$270,988

**LONG-TERM DEBT**

Electric	\$11,306
Gas	- 0 -
Water	\$90

**CONSTRUCTION EXPENDITURES**

Electric	\$70,702
Gas	\$29,346
Water	\$11,618

**REVENUE AND OTHER INCOME**

Electric	\$1,268,561
Gas	\$249,905
Water	\$84,491

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