

PAYMENTS IN LIEU OF TAXES

Electric	\$48,080
Gas	\$19,439
Water	\$4,400

AVERAGE RESIDENTIAL COST PER

kWh of Electricity	\$0.0972
ccf of Gas	\$0.8017
ccf of Water	\$2.2423
Gallon of Water	\$0.002998

AVERAGE ANNUAL REVENUE PER

Residential customer

Electricity	\$1,321.90
Gas	\$434.46
Water	\$209.48

Miscellaneous

Population of Memphis	668,228
Population of Shelby County	960,562

(Source: memphischamber.com)

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

(Source: shelbycountyttn.gov)

Electric street lights in service:	108,173
Memphis	84,386
All other cities in Shelby County	23,542
Total for MLGW, railroad, airport, parks	245
Leased outdoor lights in service	42,547
Fire hydrants in service	30,311
Distribution pole miles (Electric Division)	4,379.7

Underground cable path miles	2,745.1
Miles of gas mains	4,530.67
Miles of gas transmission mains	200.22
Miles of water mains	3,943
Overhead transmission structure miles	450
Overhead transmission circuit miles	626
Underground transmission circuit miles	17.58

Personnel

Total full-time regular employees	2,679
Temporary, part-time and co-ops	128
Total Employees	2,807
ANNUAL PAYROLL	\$206,898,367.42

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.

- Paying Agents website - mlgwagents.com
- Paying Agents - Authorized groceries and pharmacies
- 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

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	370,693	292,019	229,285
Commercial	43,469	21,621	20,132
Industrial	118	134	---
Other	17,222	312	5,902
Total	431,502	314,086	255,319

Commercial and industrial water customers are combined under commercial usage figures. Figures indicate average number of customers for 2017.

Sales	1,000 kWh	1,000 cf	100 cf
Residential	5,042,850	15,824,781	21,419,459
Commercial	6,138,759	9,099,362	24,496,864
Industrial	1,870,301	370,190	---
Other	256,271	2,337,815	1,624,293
Total	13,308,181	27,632,148	47,540,616

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)	13,604
Gas (ccf)	542
Water (ccf)	93

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 (2017) -
3,086 megawatts on July 26, 2017

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

Maximum high temperature (2017) -
98 degrees on July 21-22, 2017

(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 (2017) - 503,850 Mcf
(thousand cubic feet) on Dec. 31, 2017

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 (2017) - 200.3 mgd
(million gallons daily) on May 24, 2017

Record maximum hourly rate - 343 mgd
(million gallons daily) on Aug. 29, 2000

Maximum daily pumpage (2017) - 152.0 mg
(million gallons) on July 19, 2017

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

Water Analysis (average 2017) -

Hardness - 45 parts per million
Alkalinity - 52 parts per million
Iron - 0.05 parts per million
pH - 7.2
Fluoride - 0.6 parts per million

FINANCIALS

(In Thousands of Dollars)

UTILITY PLANT IN SERVICE

Electric	\$1,109,598
Gas	\$400,150
Water	\$327,788

BONDED DEBT

Electric	\$312,685
Gas	\$78,725
Water	\$67,170

CONSTRUCTION EXPENDITURES

Electric	\$101,353
Gas	\$47,042
Water	\$45,022

OPERATING REVENUE

Electric	\$1,234,074
Gas	\$226,403
Water	\$99,513

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