

## FINANCIALS

(In Thousands of Dollars)

### UTILITY PLANT IN SERVICE

Electric	\$977,338
Gas	\$306,869
Water	\$256,713

### LONG-TERM DEBT

Electric	\$592,272
Gas	- 0 -
Water	- 0 -

### CONSTRUCTION EXPENDITURES

Electric	\$72,440
Gas	\$16,036
Water	\$12,225

### REVENUE AND OTHER INCOME

Electric	\$1,331,536
Gas	\$226,395
Water	\$85,265

### PAYMENTS IN LIEU OF TAXES

Electric	\$40,584
Gas	\$15,633
Water	\$2,500

### AVERAGE RESIDENTIAL COST PER

kwh of Electricity	\$0.0956
ccf of Gas	\$0.8599
ccf of Water	\$1.1658

### AVERAGE ANNUAL REVENUE PER RESIDENTIAL CUSTOMER

Electricity	\$1,409.78
Gas	451.99
Water	181.78

### MISCELLANEOUS

Population of Memphis	656,269
Population of Shelby County	937,962
<small>(Source: Research360.net)</small>	
Area of Memphis (square miles)	343
<small>(Source: cityofmemphis.org)</small>	
Area of Shelby County (square miles)	744
<small>(Source: shelbycountyttn.gov)</small>	

Electric street lights in service:	106,026
-Memphis	82,915
-All other cities in Shelby County	22,739
-Total for MLGW, Railroad, Airport, Parks	372
Leased outdoor lights in service	54,490
Fire hydrants in service	30,735
Distribution pole miles (Electric Division)	4,336.35
U.R.D. circuit miles	2,680.89
Miles of gas mains	4,838
Miles of gas transmission mains	182.41
Miles of water mains	3,871
Overhead transmission structure miles	436.0
Overhead transmission circuit miles	625.0
Underground transmission circuit miles	17.58

### PERSONNEL

Total permanent employees	2,635
Temporary, part-time and co-ops	135
Total Employees	2,770

<b>ANNUAL PAYROLL</b>	<b>\$179,121,819.67</b>
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### 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 Dr.

**Millington Community Office** - 5131 Navy Road,

Monday - Friday 8 a.m. - 4:30 p.m.

• **TIO 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 Dept.  
P.O. Box 430, Memphis, Tennessee 38101-0430  
(901) 528-4557  
[www.mlgw.com](http://www.mlgw.com)



# Facts & Figures

For Year Ending  
**December 31, 2012**

**Memphis Light, Gas  
and Water Division**

**UTILITY USE**

Customers	Electric	Gas	Water
Residential	361,029	290,147	227,961
Commercial	43,499	22,289	20,313
Industrial	142	163	-- --
Other	17,056	17	5,564
<b>Total</b>	<b>421,726</b>	<b>312,616</b>	<b>253,838</b>

Commercial and industrial water customers are combined under commercial usage figures. Figures indicate average number of customers for 2012.

Sales	1,000 kwh	1,000 cf	100 cf
Residential	5,326,644	15,251,028	25,647,247
Commercial	6,521,467	8,910,754	28,609,765
Industrial	1,930,759	736,980	-- --
Other	278,653	1,670,740	2,191,993
<b>Total</b>	<b>14,057,523</b>	<b>26,569,502</b>	<b>56,449,005</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)	14,754
Gas (ccf)	526
Water (ccf)	113

**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 gallon	450
60 gallon	750

**AVERAGE RESIDENTIAL NATURAL GAS USE PER MONTH**

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

$$\text{* Watts x hours used} \div 1000 = \text{kwh}$$

$$\text{kwh X current electric rate} = \text{operating cost}$$

$$\text{**Natural Gas: Input Btu/hr. x hours used} \div 100,000 = \text{ccf}$$

$$\text{ccf X current gas rate} = \text{operating cost}$$

**UTILITY SOURCES**

**Electricity**

Supplier - Memphis Light, Gas and Water Division

Source - Tennessee Valley Authority (TVA) at 161,000 volts

Maximum hourly demand (2012) - 3,255 megawatts on July 16, 2012

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

Maximum high temperature (2012) – 103 degrees on July 5, 2012

(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 (2012) - 405,082 MCF (thousand cubic feet) on February 11, 2012

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 (2012) - 250.0 MGD (million gallons daily) on July 5, 2012

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

Maximum daily pumpage (2012) - 193.7 MGD (million gallons) on July 4, 2012

Record maximum daily pumpage – 256.6 MG (million gallons) on August 28, 2000

**Water Analysis (average)**

hardness - 48 parts per million  
 alkalinity - 52 parts per million  
 iron - 0.03 parts per million  
 pH - 7.3  
 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)