Jerry R. Collins Jr. Reappointed

Congratulations to MLGW President and CEO Jerry R. Collins Jr. on his reappointment at the helm of the utility. Recently, the Memphis City Council voted unanimously to confirm Collins’ reappointment as President and Chief Executive Officer for a five-year term. His appointment became official on March 19.

“I am deeply grateful to the Mayor and the Council for the opportunity to continue to lead MLGW,” said Collins. “MLGW will continue to provide reliable service to our customers at the lowest possible rates, and we will continue to work hard to improve the quality of life for Shelby County residents.”

Collins has served as President and CEO of MLGW since 2007. He is the 10th person to lead the utility. A native Memphian, Collins previously served as Director of Public Works for the City of Memphis. He is a Registered Professional Engineer in the State of Tennessee.

MLGW Releases New Android App

MLGW has released a new application for Android devices that allows MLGW customers to access a variety of utility related information, including outage status and a new mobile-friendly outage map. The app is available for free at https://play.google.com/store or through Android devices. One of the app’s most useful features is the ability for customers to check the status of an outage at their address.

In order to download the app, customers will need the phone number associated with their MLGW account and the last four numbers of their social security number OR their 16-digit MLGW account number.

Other features:
- Bill due date and amount
- Payment and MLGW office locations
- Energy usage per month
- Bill due date and amount
- Energy tips

MLGW’s app is also available to iPhone and iPad users via iTunes at www.apple.com or through iPhone, iPad or iPod devices. MLGW hopes to add a bill payment component to these apps within the next year.

2013 United Way Results: Mission Accomplished

MLGW’s United Way Campaign exceeded its goal for the first time since 2006 by more than $10,000! Holding a huge check for $655,150 at a recent MLGW Board meeting are (l-r) President and CEO Jerry R. Collins Jr., 2012 Steering Committee Co-Chairs Ashley Campbell and Charmaine Fleming, United Way of the Mid-South President Bryce Haugsdahl, MLGW Board of Commissioners Chairman Steve Wishnia, and United Way Fundraising Specialist Reginald Green.

Watch Your Mail for Upcoming Water Quality Report

The 2012 Water Quality Report ensures the quality of Memphis water. Watch for MLGW’s annual Water Quality Report to be mailed to all water customers in May. The report shows that MLGW customers enjoy some of the purest drinking water in the nation. This federally mandated publication provides a comprehensive look at the content, origin and treatment, and production process of our drinking water. You can view a copy of the report by going to www.mlgw.com.
MLGW Average Residential Bills: Nation's Lowest

Memphis Light, Gas and Water customers pay the lowest combined bill for electricity, natural gas, and water usage in the U.S., according to a 2013 survey of about 50 utilities across the nation. The survey provides a snapshot of average utility bills and rates effective January 2, 2013. Full results can be found at www.mlgw.com/ratesurvey. The average residential bill of $234.40 represents a $40.28 decrease compared to $274.68 last year. In the latest survey, Memphis was followed by Springfield, MO ($266.33), Reno, NV ($218.97), Omaha, NE ($283.53) and Columbus, OH ($293.95). Nashville, Chattanooga and Knoxville ranked 12th, 15th and 21st respectively.

The annual survey is conducted by MLGW and is based on 1,000 kilowatt-hours of electricity, 200 hundred cubic feet (CCF) of natural gas, 10 CCF of water and 10 CCF of wastewater, which is the usage of a typical MLGW customer.

“We are always striving to provide value for customers and our low rates reflect that commitment,” said MLGW President and CEO Jerry R. Collins Jr.

Having the lowest combined bill in the nation is not the only good news for MLGW customers. The numbers above reflect a 14.6 percent decrease in the MLGW customer’s average bill, the lowest amount since 2004. The decrease is attributable to a warmer winter as well as lower natural gas prices.

With spring here and summer approaching, now is a good time to prepare your home to be energy efficient. Combining a few steps such as adding insulation, caulking windows and installing a programmable thermostat can add up to big savings. Here are a few more tips:

• Check your air conditioner’s filter every time you receive your utility bill.
• Set the thermostat at 78 degrees or higher for the most energy efficient operation. Each degree below this setting adds 6 percent to your cooling costs.
• Use fans to move the air inside your home. This gives the sensation that it is five degrees cooler than the actual temperature.


Plus–1 Push Telethon Raises More than $47,000 for MLGW Customers

It was a day-long effort on Monday, April 8, sponsored by MLGW, MIFA and Channel 3, to increase awareness and participation of the Plus–1 program in the metropolitan Memphis community. The event featured live reports all day on WREG News Channel 3, ending with a 30 minute program at 6:30 p.m.

The Plus–1 Push Telethon received more than $47,000 in pledges and donations! This means that more than 230 additional families facing a temporary hardship will be able to receive utility assistance this year.

The telethon combined the collective efforts of MLGW, News Channel 3, MIFA and the residents of Memphis & Shelby County to help MLGW customers in need.

The Plus–1 program was created in 1982 and is a partnership between MIFA and MLGW that provides utility assistance for individuals and families in financial crisis. MLGW customers sign up to donate by agreeing to add at least $1 per month to their utility bill to go to the program. Anyone can also make a one-time donation for any amount. MIFA screens clients for eligibility and priority and authorizes payments from the Plus–1 fund to their accounts. The average eligible household receives $200 in assistance, plus negotiation with MLGW to establish a payment plan for the balance.

Smart Meter Project Pilot Results

MLGW's Smart Grid Demonstration began in 2010 as a combination of equipment, communications and processes employed to enhance internal operations, improve customer service and empower customers. The project concluded December 31, 2012 with approximately 1,200 residential volunteers utilizing Smart Meters to monitor utility usage and provide invaluable feedback on their experiences.

Smart Meters performed well, providing 100 percent of meter readings by 7 a.m., compared to a three percent estimation rate for manual meter readings. As meter communication issues were encountered, MLGW found solutions including more powerful antennas and cellular modem configurations.

Volunteers reduced energy consumption and most reported making energy home improvements. The vast majority also made simple changes like installing more efficient light bulbs and adjusting their thermostats. Ninety-five percent of participants surveyed said they were more aware of when their home uses electricity, 78 percent are more aware of how much electricity their appliances and devices use. Ninety-five percent would recommend Smart Meter usage.

Communications & PR of MLGW Shine at VOX Awards!

MLGW’s Communications & Public Relations Department performed very well at the Society Public Relations of America’s VOX Awards, winning two VOX Awards and two Gold Awards. Capturing PRSA Memphis top honors were the MLGW 2012 United Way Campaign and the “Connect With Us” TV public service announcement. The Neighborhood Leaders Conference won two VOX Gold Awards, in the Community Relations and Special Event: One Day categories.

Elementary School Students Enjoyed a Redesigned Spanish Website

Elementary school students enjoy a redesigned version of its website in Spanish. www.mlgw.com/espanol, which features easier navigation, improved graphics, an increased emphasis on interactivity and social media, and a mobile-friendly design. The site also features an increased emphasis on information search engine and quick access to a number of multi-media options such as “How To” videos and related content in Spanish.

Small Business Owners Take Advantage of MLGW’s Smart Grid

Smart Grid’s Small Business Demonstration performed very well as the Society Public Relations of America’s VOX Awards, winning two VOX Awards and two Gold Awards. Capturing PRSA Memphis top honors were the MLGW 2012 United Way Campaign and the “Connect With Us” TV public service announcement. The Neighborhood Leaders Conference won two VOX Gold Awards, in the Community Relations and Special Event: One Day categories.

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MLGW launches Redesigned Spanish Website

As part of its continuous efforts to better serve the growing Latino segment of its customers, MLGW has launched a redesigned version of its website in Spanish, www.mlgw.com/espanol, which features easier navigation, improved graphics, an increased emphasis on interactivity and social media, and a mobile-friendly design. The site also features an increased emphasis on information search engine and quick access to a number of multi-media options such as “How To” videos and related content in Spanish.

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