Customers can now Make Payments at Walgreens

MLGW customers can now make self-serve automated bill payments through the TIO Kiosk Network located in participating Walgreens stores in the Memphis area. Transactions may be securely completed in English or Spanish, and all payments will be posted to the customer’s account within 30 minutes. To make a payment, the customer needs either their MLGW account number or the phone number associated with the account, plus the last four digits of their social security number. At this time, the touch screen kiosks will accept cash payments only and no change is given. TIO Networks will collect from customers a $2 processing fee for each transaction; MLGW does not receive any revenue from this fee. For a complete listing of the kiosks located at local Walgreens, please visit www.mlgw.com.

Community Outreach

More Tennesseans Eligible for LIHEAP Help with Utility Bills

More Tennesseans are eligible for help paying their cooling and heating bills this year, and the state is encouraging eligible residents who need the help to apply. After an expansion of federal funding for the Low Income Home Energy Assistance Program (LIHEAP), the state legislature this year raised the income ceilings for eligibility from 125 percent of federally defined poverty levels to 200 percent. That means a one-person household with an annual income up to $21,660 might qualify for two-person households, the new ceiling is $29,140; three-person households, $36,620; and four-person households, $44,100.

In addition to income, eligibility for LIHEAP is determined on a priority system that targets households with elderly, disabled or children under age six. LIHEAP assistance is paid directly to the local utility or energy supplier. The Department of Human Services (DHS) says about 83,000 Tennessee households receive LIHEAP assistance. In Shelby County, the program is administered by Shelby County Community Services Agency. For more information on the LIHEAP program, call 362-6518.

Tennessee Appliance Rebate Program

Tennessee’s Appliance Rebate Program, implemented in July, offers rebates to customers who buy energy-efficient air conditioning and heating equipment. Eligible equipment, purchased on or after April 22, 2010, includes Energy Star-qualified room air conditioners, central air conditioners, air-source heat pumps and gas furnaces. Kitchen appliances, such as refrigerators or dishwashers, are not eligible. Rebates range from $250 for central heating and cooling systems and air-source heat pumps to $40 for room air conditioners. For more information on the Tennessee Appliance Program, visit tnedc.gov/recovery/energystar.html.
**Downtown Grid Gets Smarter**

Thanks to a Department of Energy grant, MLGW’s Downtown Network distribution automation project referred to as a “smart grid,” is making steady progress. MLGW is building a fiber-optic communications system throughout downtown and the medical center to support present and future business and operational needs.

A monitoring, control and analysis system for the area’s power distribution network is being developed, and underground ‘innerduct’ is being installed to carry fiber-optic cable for the network’s distribution automation system. Benefits include enhanced safety for our crews, improved efficiency of operation and maintenance, fewer outages due to equipment operation errors and targeted preventive maintenance. MLGW will be able to model the system with “real-time” data to improve its design and emergency response.

The project, which is being implemented by MLGW employees using internal resources, represents an unprecedented opportunity to move MLGW to the forefront of utilities in understanding and controlling its systems to deliver the best service to our customers, now and into the future.

**MLGW Business of Faith Conference**

The annual MLGW Business of Faith Conference is scheduled for Friday, November 12, 2010 from 9:00 a.m. – 2:30 p.m. The conference is an annual event hosted by MLGW for ministers, their staffs and others leading faith activities, and aimed at providing this audience the opportunity to network and acquire new skills.

The conference offers an array of workshops to aid organizations in building their ministry and is also a forum for MLGW to share information about its programs, services and activities. “Institutions of faith are the hub of many communities and they serve as an excellent vehicle to communicate through,” says Glen Thomas, MLGW Supervisor of Communications and Public Relations. “It is our hope that conference attendees use and disseminate the information gained at the conference with members of their congregation.”

This year’s conference will range from workshops on Accounting for Churches to Business Continuity for Faith Organizations. The conference will be held at the MLGW Joyce M. Blackmon Training Center, 4949 Raleigh-LaGrange at Covington Pike. Registration is $5 and includes a continental breakfast and buffet lunch. For more information, call MLGW Community Relations at 528-4322.

**MLGW Executive is Habitat for Humanity’s New Board Member**

When Habitat for Humanity of Greater Memphis sought to round out their Board of Directors with someone with construction expertise, they found Nick Newman, MLGW’s VP of Construction and Maintenance, to be the perfect fit. Recently, Newman began serving a three-year term as a new board member. The Board is comprised of 18 members who set policy for the organization and oversee fundraising efforts. “I look forward to working with my fellow organizations to build Habitat and contributing in any way I can to its continued success in meeting a critical need in our community,” said Newman.

**MLGW Named Top 10 Utility for Economic Development**

MLGW employees care. Simple, but true. During the summer’s dangerous, life-threatening heat waves, MLGW employees kept an eye out for at-risk customers. On August 4, meter reader Robert Payne discovered an ill, bedridden customer and her physically disabled husband on oxygen who had no utilities in swelling conditions such as carbon monoxide poisoning or an explosion. While it’s highly unlikely you will encounter a gas pipeline leak, here’s how to recognize the signs and respond:

- The rotten-egg-like odor of natural gas could indicate a pipeline leak.
- Warning signs near a gas line include bubbling water, blowing dirt, dead plants or a hissing sound.
- Don’t look for a leak or try to stop it; don’t use anything electrical near it — not even a cell phone.
- Leave the area, and then call MLGW’s emergency line at 528-4465.

Before doing any digging, call Tennessee One Call at 811 to have pipeline locations marked. For more information, visit www.mlgw.com.

**In Case of a Gas Leak...**

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“MLGW is proud to continue its long-time partnership with the Greater Memphis Chamber in both attracting new industry to Memphis and assisting existing industry. MLGW’s key focus is helping make our business customers more profitable to not only maintain their operations, but consider expansion as well. More than 90 percent of the employment gains and investment in 2009 were from customers already in the county.”

The Site Selection designation is the latest example of national recognition for MLGW. In July, MLGW residential electric rates were the seventh lowest out of the 56 public and private utilities surveyed by the Jacksonville Energy Authority (JEA). The JEA survey compared the cost for 1,000 kilowatts of electricity (a universal standard of measure), and not average utility bills, MLGW customers paid $94.50 per 1,000 kilowatts, about $19.27 less than JEA customers.

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