

MLGW in the Community

Community outreach and volunteer programs are always part of MLGW's schedule. Some of the upcoming events that MLGW will be participating in include the following:

Nov. 6 – Germantown Senior Expo, 11 a.m. – 3 p.m., 1801 Exeter Rd., Germantown.

Nov. 12 – MLGW Business of Faith Conference, MLGW Joyce M. Blackmon Training Center, 9 a.m. – 2:30 p.m., 4949 Raleigh-LaGrange, Memphis.

Dec. 5 – La Prensa Latina Annual Christmas Fiesta 2010, Agricenter Intl., 7777 Walnut Grove Rd., Memphis.

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 is produced by the Communications and Public Relations department of MLGW. If you have questions, concerns, or suggestions about this publication, please feel free to contact the Community Relations area of MLGW's Communications and Public Relations department at (901) 528-4820. Or call Glen Thomas, Supervisor, Communications and Public Relations, at (901) 528-4557. Address all correspondence to:

Communications and Public Relations, Memphis Light, Gas and Water Division
P.O. Box 430, Memphis, TN 38101-0430

Community OUTREACH

News to the Neighborhoods from Memphis Light, Gas and Water Division

November/December 2010

Winter Moratorium Deadline Approaching

The MLGW Winter Moratorium program for senior (60+) and disabled customers has been in place for more than two decades and prevents cutoffs for registered customers during the months of December, January and February. Participants are still responsible for paying their utility bills during this time, but in the event that the customer is unable to pay, he/she will not be disconnected. If there is a balance left at the end of the February billing cycle, registered customers can qualify for a short-term payment plan.

There are no income restrictions for the Winter Moratorium program. However, applicants cannot have an outstanding balance on their utility bill on November 28 when the program begins. The deadline for application is November 15. Simply download the Winter Moratorium application found at www.mlgw.com/wintermoratorium_form.pdf, fill it out and mail to:

Credits and Collections

Memphis Light, Gas and Water Division
PO Box 430
Memphis, TN 38101-9969

Applications are also available at the Aging Commission, Meritan, MIFA, MLGW Business Offices, or by calling 544-MLGW.

Note: Please remember to include proof of age (copy of driver's license, birth certificate or another legal form of ID) along with your application if you qualify because you are age 60 or over. If you are applying because of a disability, please remember to send in the proper certification information along with your application.



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



point 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 dishwash-

ers, 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 tncd.gov/recovery/energystar.html.



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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.

smart grid

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 activi-

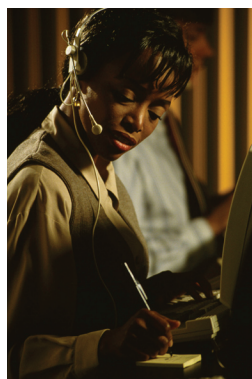
ties. "Institutions of faith are the hub of many communities and they serve as an excellent vehicle to communicate through," says Glen Thomas, MLGW Supervisor of Communications and Public Relations. "It is our hope that conference attendees use and disseminate the information gained at the conference 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.

Getting a 'Live' Customer Service Rep



MLGW's Interactive Voice Response (IVR) phone system is designed to give quick and easy automated access to certain MLGW programs and services. However, we understand you may want to speak to a customer service representative. Here are some tips to use when calling MLGW Customer Service:

- Call (901) 544-6549 for billing, payment arrangements and payment issues.
- Call (901) 820-7878 for services (start/stop/transfer), trouble calls and pilot safety inspections.

- For non-emergency calls, press 1 for English or press 3 for Spanish and then press 2. Then listen closely to the menus.
- Listen to each menu option. Press 9 to hear menu options again.
- Select menu option that most closely matches your need. Almost every prompt in the IVR can transfer you to a live agent.
- Majority of IVR menus will present "Press Zero to speak to a customer service representative" on the second pass through the menu.
- Invalid prompt selections create an error and transfer you to end of the queue with longer wait times and improper categorization of the reason you're calling.

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 a 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 such a noble organization as 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

Memphis Light, Gas and Water Division has been identified as one of the top 10 performing utilities in the nation for economic development, according to *Site Selection* magazine. MLGW also made *Site Selection's* Top 10 List in 2000 and 2001.

According to *Site Selection*, the designation is based on calendar year 2009 performance in four categories: capital investment, job creation, capital investment per capita and jobs per 10,000 in population. More broadly, the designation gauges the ability of U.S. utility companies to complement power delivery with the powers of persuasion in fostering corporate investment in their territories, according to the magazine.

"No group benefits from successful economic development in a city more than the existing customers of a municipal utility," said Jerry Collins Jr., President and CEO of MLGW.



"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 located 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.

MLGW Heroes in the Community

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 Fayne discovered an ill, bed-ridden customer and her physically disabled husband on oxygen who had no utilities in sweltering conditions. Fayne was very concerned and called Customer Metering to notify them of the customer's condition and to inquire about any available assistance. He felt that if nothing was done, the outcome would be tragic.

MLGW Customer Metering employees spoke with the social agency clerk

in the Credit Operations area who inquired about utility assistance through the Shelby County Community Services Agency (CSA). Meter reading foreman Robert Williams went by the home to

arrange a meeting between CSA and the customer, who was unable to walk or get to CSA's office, and MLGW employees arranged for transportation. Utility assistance was set up, and power was restored that day.



MLGW heroes Robert Fayne, Customer Metering and Robert Williams, Foreman, Customer Metering.

A few days later, MLGW employees at Netters Business Center collected \$225 to get an 82-year-old disabled customer's utilities restored. During the heat wave, MLGW employees knocked on doors to check up on at-risk customers, and helped install donated air conditioners as well. MLGW employees care about our customers, and these are just a couple of examples of our employees going the extra mile.

In Case of a Gas Leak...

MLGW's gas pipelines are extremely strong, durable and safe, yet there is a potential for natural gas leaks due to digging, construction or excavation. Gas leaks can lead to life-threatening 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.

