Plan Ahead to Stay Warm this Winter

Before you start planning for the holidays, plan to stay warm this winter with our Winter Moratorium.

MLGW’s Winter Moratorium program ensures uninterrupted service to senior citizens at least 60 years of age or disabled citizens during the winter months. The program is set up to assist these customers—most of whom are on fixed incomes—during the coldest time of the year, when utility costs and usage are typically higher than usual.

The Winter Moratorium delays any pending cutoff of residential service for qualified customers during the months of December, January, and February. MLGW will not disconnect any services due to non-payment during these months. However, participants will not be relieved of their obligation to pay their utility bill.

There are no income restrictions for the Winter Moratorium program; however, applicants cannot have an outstanding balance on their utility bill on November 30 when the program begins. All applicants who meet the program requirements will be approved to participate. Deadline for application is November 15. Applications are available at www.mlgw.com, at MIFA offices, at any MLGW Community Office, or by calling 544-MLGW (6549).

MLGW offers weather-related payment options

Recognizing that the recent weather-related moratoriums and high energy usage this summer could result in higher bills for MLGW customers, MLGW is taking steps to assist customers by expanding bill payment options. From now until September 17, MLGW will lower the dollar limit of money owed to qualify for its deferred payment plan from $500 to $225. During this time, MLGW will also relax the minimum initial payment required to get into the deferred payment plan to 25 percent of the outstanding balance owed or $225, whichever is less. In addition, MLGW is offering to change its deferred payment plan from $500 to $225. During this time, MLGW will also relax the minimum initial payment required to get into the deferred payment plan to 25 percent of the outstanding balance owed or $225, whichever is less. In addition, MLGW is offering to change its deferred payment plan from $500 to $225.

During the heat wave this summer, MLGW field employees were knocking on doors and checking on our customers. When employees found unsafe situations due to the heat, we worked quickly to help those customers. MLGW employees always carry proper identification and do not ask for or accept money for residential customer accounts. Customers should ask to see identification badges in addition to looking for the MLGW logo on the uniform and the vehicle. To verify an MLGW work request or employee, call 544-MLGW (6549).

MLGW Taking Pilot Light-Up Appointments

It may seem hot out there now, but heating season is just a few months away. You can now schedule your appointment for a furnace pilot light-up inspection. The service is free to all MLGW customers prior to October 6 and after December 31. A $27 fee will be in effect between those dates. For an appointment or for more information about fees, call 820-7878. Choose from 8 a.m. - noon; noon - 4 p.m. or 4-8 p.m., Monday through Friday. Saturday appointments are also available.

MLGW Conference Connects Leaders with Information

Faith leaders, their staffs and others leading institutional activities are invited to attend the annual Business of Faith Conference on Friday, November 12, 2010 from 9 a.m. - 2:30 p.m. The conference features educational sessions aimed at providing faith leaders with new ideas, skills and resources while also providing MLGW the opportunity to update this audience on its programs, services and activities.

“The conference is one of many activities coordinated by the Division focused on educating the public,” said Glen Thomas, MLGW Supervisor of Communications and Public Relations. “It is our hope that conference attendees use the information gained at the conference, as well as share it with their members.”

The conference will be held at the MLGW Joyce M. Black Training Center, 4949 Raleigh-LaGrange, at Covington Pike. Registration is $5 and includes breakfast and lunch. For more information on attending the conference, call MLGW Community Relations at 528-4322.
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:

- Sept. 3-12: Delta Fair, Agriscience
- Sept. 16: FedEx Inst. Of Technology
- Sept. 22: Cooper Young Farmers Market, 8 a.m. – 1 p.m., First Congo Church
- Sept. 25: Philippines V Multi-Ministry Center, 10 a.m.
- Nov. 6: American Indian Assoc., 11 a.m. – 3 p.m., 7915 Memphis Ave., Millington

MLGW Shows Strong Gains in J.D. Power & Associates

2010 Electric Utility Residential Customer Satisfaction Study

MLGW continued to show strong improvement in the latest residential electric utility customer satisfaction study conducted by J.D. Power and Associates. MLGW ranked among the top 10 most improved scores from 2009 in the survey.

About the Survey

- MLGW improved for the third consecutive year, scoring 599, 563 and 548 in 2010, 2009 and 2008, respectively.
- The study measures customer satisfaction with electric utility companies by examining six key factors: power outage and reliability; price; billing and payment; corporate citizenship; communications; and customer service.
- According to the survey, overall satisfaction with the utility company increases notably when residential customers are aware of smart electricity technology and their utility’s actions around it. MLGW will launch a Smart Grid Demo for 1,000 customers in the fall of 2010.

MLGW Initiatives and Improvements

MLGW’s growing degree of customer satisfaction can be attributed to aggressive efforts on many fronts including: increasing its presence at community events; increasing outreach through social media; launching initiatives to restore power to cutoff customers during the winter and summer; avoiding rate hikes; preparing MLGW for the future with more durable gas piping that is less prone to gas leaks when subjected to an earthquake’s destructive force. By the end of 2009, MLGW had spent more than $58 million on the Arlington LNG project and had had the last 10 miles of existing LNG infrastructure phased out.

The results of a 2007 Hazards Mitigation Study also led the gas division to decommission the Arlington LNG plant. The study revealed that the cost required to safely utilize the LNG storage tank was simply not worth the investment for MLGW.

Mobile Communication

Looking for an even easier way of keeping up with your MLGW bill? Then look no further than your cell phone! MLGW now offers mobile alerts to its customers.

Customers can sign up to receive text message mobile notification of bill due dates and possible impending cutoffs.

Customers can register for the program at www.mlGW.com/mobilealerts.

Customers will need their 16-digit MLGW account number and access code—found on their MLGW bill—in order to sign up. Participants in the MLGW Mobile Alerts program will receive a notification approximately three business days prior to their billing due date and/or scheduled cutoff.

Also, customers are responsible for paying any fees charged by their cell phone carrier.

MLGW’s Constant Efforts to Improve Reliability

In 1980, MLGW adopted specifications for a premium underground system for new installations and replacements. The performance of this system led MLGW to change its policy in 1998 to encourage developers to opt for underground electric feeders. Approximately 95 percent of new residential construction employs underground distribution. MLGW spends more than $2 million annually to replace old, faulty underground cable originally installed in the 1960s and 1970s. The replacement systems provide excellent reliability, lower maintenance costs and longer service life.

Efforts are also being made to strengthen electric services to hospitals, water pumping stations, water treatment facilities and other critical customers in order to minimize the hardships that occur to the whole community when these services are disrupted. MLGW has reduced the average number of outages experienced by its customers by more than 40 percent in the past 15 years.