

## Frequently Asked Questions

### How do I know when my utility meters will be read?

The meter reading date for your home is listed on your bill in the top right corner. See illustration to the right.

### How do I know if my meter is being read?

Your meter has been read unless indicated otherwise on your bill below each service listing, i.e. electricity, gas or water. See illustration to the right.

### What happens if the meter reader makes a mistake?

There is a High/Low Audit feature built into the system to let the meter reader know if his/her reading is unusually high or low. In addition, MLGW's Customer Accounts and Records department monitors meter readings. If the original reading is out of line with the previous reading, MLGW will conduct further investigation.

### What should I do if I disagree with the meter reading on my utility bill?

Call the Customer Care Center at 544-MLGW (6549).

### How do I know if my meter reading has been estimated?

If your meter reading has been estimated, it will be indicated on your bill below the usage information for your electricity, gas or water. See illustration to the right.

### Why does MLGW estimate meter readings?

Meters are estimated if the meter reader can't get a visual reading. This could be due to several factors: weather, dogs in your yard, locked gates, bad road conditions, blocked meters or refused access by the property owner. Once the meter is read, the estimated reading will be corrected.

### What equipment do meter readers use to assist them with their job?

A hook and key to open and read water meters, scopes to read meters at a distance when possible, and an FS-3 handheld computer to immediately enter readings into the system. Meter readers also use a "water tube" to read water meters when the meter box is full of water.

When gates are locked or a meter reader can't gain access to a property, he/she will attempt to use a scope to read the meter from a rear street or neighbor's yard if possible. Unfortunately, meter readers are not always able to get a good view with their scopes, so these meters must be estimated.

An experienced meter reader has the capability to scope-read a meter up to 108 feet (36 yards) depending on light, angle of meter and any foliage. A trained meter reader

reads dials on meters in a matter of seconds, as quickly and accurately as most people read a clock. Meter readings are audited for accuracy based on defined parameters to reduce human error.

### How can MLGW read all of the meters in its service area in one month?

MLGW employs enough meter readers to read approximately 1,020,000 meters a month in several billing cycles with an accuracy rate of approximately 99.5 percent. The number of meters each employee reads per day can range from around 250 to 1,800, depending on the employee's route (houses vs. apartments), whether or not they work overtime, weather conditions, speed, etc. The average meters read per employee per day is approximately 633.

### Can I read my own meter?

Yes. MLGW has materials available to teach customers how to read their own meters so they can monitor and compare their consumption between bills. There are simplified meter-reading instructions on the reverse side of this brochure. We encourage customers to learn how to verify their meter readings each month, but not to send their readings to MLGW.

### How often are meters recalibrated or serviced?

On average, residential gas and electric meters are recalibrated and serviced approximately every 25 years. Water meters are usually changed out after 15 years.

### Is there a charge to have a meter?

There is a minor monthly service fee for each meter, active or inactive, which includes metering equipment and meter costs. For more information, visit our Web site at [www.mlgw.com](http://www.mlgw.com).

### Is MLGW using digital meters?

Digital meters are specifically designed for large loads, and are used primarily by commercial and industrial customers. The only residential customers using digital meters are those with electric loads greater than 300 amps per month.

### When will MLGW install automated meters at customers' homes?

MLGW is evaluating an Automated Metering Infrastructure (AMI) for possible future use. There is no timetable for implementation, and no decisions have been made concerning the adoption of AMI. AMI has several benefits, including real-time readings on demand, load control commands, tamper and outage alerts, two-way functionality, the ability to adjust billing dates and more.

**COPY**

For: **JOHN DOE**

Services at: **1234 ANYWHERE DR**

|                                 |  |                 |              |               |               |
|---------------------------------|--|-----------------|--------------|---------------|---------------|
| Previous Balance                |  |                 |              | \$ 678.16     |               |
| Payments Received               |  |                 |              | 200.00        |               |
| <b>Balance Forward</b>          |  |                 |              |               | <b>478.16</b> |
|                                 |  | <b>Readings</b> | <b>Usage</b> | <b>Amount</b> | <b>Total</b>  |
| <b>GAS</b>                      | 9/25/07  | 8/24/07         |              |               |               |
| <b>G-3 Residential Gas</b>      | 1880   | 1874            | 6            | 12.55         |               |
|                                 | includes Purchased Gas Adjustment of 0.2051000/ccf |                 |              |               | <b>12.55</b>  |
| <b>ELECTRIC</b>                 | 9/25/07  | 8/24/07         |              |               |               |
| <b>E-1 Residential Electric</b> | 46959  | 45149           | 1810         | 141.62        |               |
|                                 | includes TVA Fuel Cost Adjustment of 0.0045600/kwh |                 |              |               | <b>141.62</b> |
| <b>WATER</b>                    | 9/25/07  | 8/24/07         |              |               |               |
| <b>W-51 Residential Water</b>   | 1144   | 1131            | 13           | 23.08         |               |
| 9.25% Sales Tax                 |  |                 |              | 2.13          | <b>25.21</b>  |
| <b>OTHER MLGW</b>               |  |                 |              |               |               |
| Gas Late Fee                    |  |                 |              | 0.61          |               |
| Electric Late Fee               |  |                 |              | 9.44          |               |
| Water Late Fee                  |  |                 |              | 2.57          | <b>12.62</b>  |

### Current charges are continued on the reverse side.

If paying in person, please present both portions of bill.

Please detach and return in the enclosed envelope with payment.

MEMPHIS LIGHT,  
GAS AND WATER  
DIVISION

Please be sure address on the reverse side appears in the window of the envelope.

### UTILITY BILL

Date: **September 26, 2007**

**Amount Due: \$ 708.85**  
**Due Date: October 12, 2007**

**Account Number: 00011-1111-2222-222**

A **Cut Off Notice** was mailed to you on **September 18, 2007**. The past due balance of **\$478.16** must be received or satisfactory payment arrangements made to avoid automatic disconnection of service. If you have questions, please contact MLGW.

### Service:

Days of Service 32  
Average Utility Cost per Day: \$ 7.21  
Average Temperature: 81  
Billing Cycle: 01  
Reader on Site: September 25, 2007 08:42:06  
Next Reading Date: October 24, 2007

### Contact:

Non-MLGW See back of bill.  
New Service Requests, 820-7878  
Transfers, Disconnects and Trouble/Maintenance  
Billing Inquiries, 544-MLGW (6549)  
Payment Arrangements and Service Reconnects  
Hours: Monday - Friday 7AM - 9PM

**My Account Access Code: 145748**  
**Pay Online!** [www.mlgw.com](http://www.mlgw.com)  
**Pay By Phone!** 1-888-589-4868

**Amount Due: \$ 708.85**  
**Due Date: October 12, 2007**

If received later, amount due is **\$717.71**

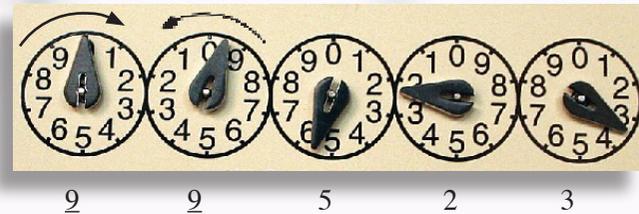
# How to Read your Meter

## Gas and Electric Meters

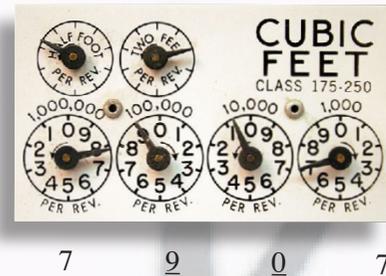
Electric meters measure kilowatt hours (KWH) and gas meters measure hundred cubic feet (CCF). Some meters have four dials while others have five, but the method of reading them is the same. Use the following guidelines to obtain an accurate meter reading:

- Record your meter measurements beginning with the dial on the far right first, reading the dials from **right to left**. Write down the last number the hand on the dial has passed. The numbers should be recorded from right to left.

*Note: Some dial hands turn clockwise; others turn counter-clockwise. The direction of each dial can be determined by the direction of its ascending numbers (0-9).*



- If a hand is right on a number and you don't know if it has passed or not (far left dial above), look at the dial to its immediate right to see if the hand has passed 0.
- If the dial on the right has not passed 0, write down the number the dial on its immediate left has just passed – in the example above, 9.
- If the dial on the right has passed 0, write down the number the hand on its immediate left is pointing to – in the example to the right, 9.



- To find out how much electricity you have used, subtract your previous meter reading from the

number you have just read. That's how many kilowatt hours (KWH) of electricity or hundred cubic feet (CCF) of gas you have used since the previous reading.

**EXAMPLE:**

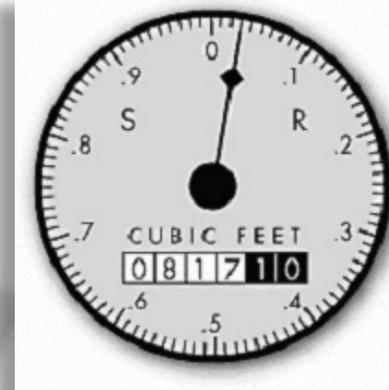
|  |                           |         |
|--|---------------------------|---------|
|  | New reading               | 99523   |
|  | Previous reading          | - 98279 |
|  | <hr/>                     |         |
|  | Amount of KWH or CCF used | 1244    |

## Water Meters

Water meters (usually located in the ground at the front curb) measure the amount of water used in your household in cubic feet (one cubic foot equals 7.48 gallons). Water meters have one dial only.

**The method of reading them is somewhat different from gas and electric meters. Use the following guidelines to obtain an accurate meter reading:**

Most water meters use straight-reading dials (like the one pictured below), which are read the same way you read your car's odometer for mileage. MLGW calculates water bills based on hundreds of cubic feet (CCF) or per 748 gallons, so one cubic foot equals about 7.5 gallons. The last two digits on the right on the meter dial are dropped when the meter is read.

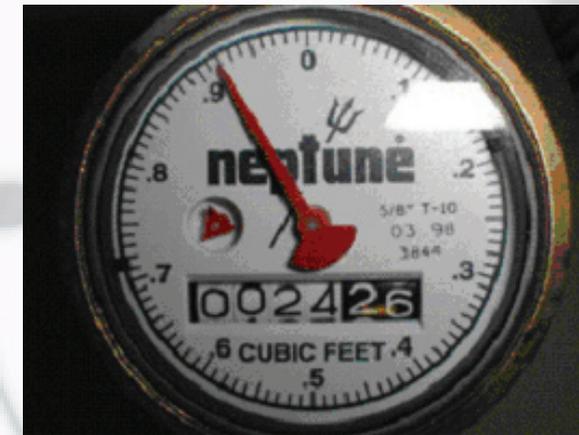


This meter reads: 817 CCF

## Here's how water use is calculated:

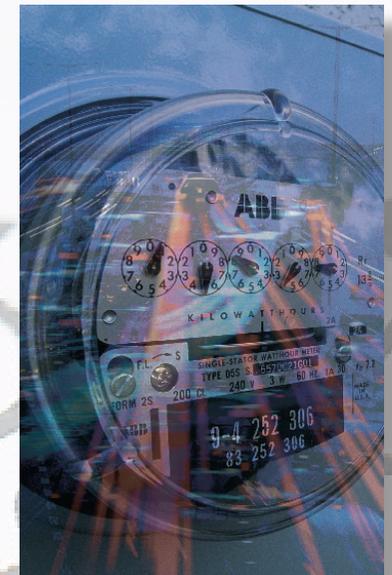
- Your usage is the difference between the current meter reading and the prior meter reading.
- Water meters are read from left to right in units of 100 cubic feet.
- Read only the four numbers on the far-left side of your meter. These represent whole units. One unit represents 100 cubic feet or 748 gallons of water.
- The number of units shows you how much water you have used, subtracting the prior month's reading from the current reading.

In the example below, disregarding the two digits on the right, the water meter reads **0024**, or 2400 cubic feet, which equals 17,952 gallons. In this example, if your previous month's water meter reading was 0014, you used 10 units, and your water usage for the month would equal 7,480 gallons.



# Your Utility Meters

## Simple Meter Reading Directions and Frequently Asked Questions



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[www.mlgw.com](http://www.mlgw.com)

MLGW/CW/3-08/2M



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