

COPY**UTILITY BILL**Date: **May 16, 2008**For: **JOHN DOE**Services at: **123 ANYWHERE ST****Meter reader on site on
May 15, 2008 at 09:01.****Amount Due: \$ 139.45
Due Date: June 4, 2008****Account Number: 00011-1111-2222-222**

Previous Balance					\$ 174.53
Payments Received					174.53
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		Readings	Usage	Amount	Total
GAS	5/15/08	4/16/08			
G-1 Residential Gas	4475	4449	26	48.80	
includes Purchased Gas Adjustment of 0.4110000/ccf					48.80
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ELECTRIC	5/15/08	4/16/08			
E-1 Residential Electric	15972	15297	675	60.15	
includes TVA Fuel Cost Adjustment of 0.0058000/kwh					60.15
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WATER	5/15/08	4/16/08			
W-1 Residential Water	1463	1459	4	4.81	
9.25% Sales Tax					0.44
					5.25
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City of Memphis	5/16/08	4/17/08			
Sewer Charge			4	2.62	2.62
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City of Memphis	5/16/08	4/17/08			
Solid Waste Fee				19.00	19.00

Service:

Days of Service 29
 Average Utility Cost per Day: \$ 4.81
 Average Temperature: 66
 Billing Cycle: 14
Next Reading Date: June 16, 2008

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 - 8PM

My Account Access Code: 889804**Pay Online! www.mlgw.com****Pay By Phone! 1-888-589-4868****PAYMENTS MUST BE RECEIVED BY 3:00 PM
CENTRAL TIME TO POST SAME BUSINESS DAY.**

Your dollar makes a difference with PLUS!
 For as little as a dollar a month, help
 someone in need. Sign up at www.mlgw.com

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 return
address appears in the
window of the envelope.

**Amount Due: \$ 139.45
Due Date: June 4, 2008**If received later, amount due is **\$145.14**

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

3811211179
 JOHN DOE
 123 ANYWHERE ST
 MEMPHIS TN 38112-1111

**Memphis Light Gas and Water Division
P.O. Box 388**

Memphis, TN 38145-0388

	Readings		Usage	Amount	Total
Shelby County	5/16/08	4/17/08	7		
Mosquito/Rodent Control Fee				0.75	0.75
City of Memphis	5/16/08	4/17/08			
Storm Water Fee				2.88	2.88
Total Current Charges					139.45
Total Amount Due by June 4, 2008					\$ 139.45
If received later, amount due is \$145.14					

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MLGW Tip for the month:

Use ENERGY STAR compact fluorescent light bulbs. ENERGY STAR compact fluorescent light bulbs last longer and use up to 75 percent less energy than standard light bulbs. You can cut your electric bills by \$60 per year if you replace the standard bulbs in your five most frequently used light fixtures. Properly dispose of compact fluorescent light bulbs at your local household hazardous waste collection site.

Consumption Summary

Period	Days Billed	Avg Temp	Electric Total kwh	Gas Total ccf	Water Total ccf	Consumption Bill Amount
Current Month	29	66	675	26	4	\$113.76
Last Month	30	58	646	49	4	\$139.87
Last Year	29	72	860	86	10	\$160.64

A/0/0/RD/0.00/Y 1 000000062321166

Community Offices & Hours

8:30 AM to 5 PM Monday - Thursday

8:30 AM to 6 PM Friday

Main 246 S. Main Street
 Lamar Community 2935 Lamar Avenue
 North Community 2424 Summer Avenue
 Whitehaven Community 1111 E. Shelby Drive

8:00 AM to 4:30 PM Monday-Friday

Millington 5131 Navy Road

Utility Bill Payments

To receive proper credit, all payments must be mailed to MLGW, P.O. Box 388, Memphis, TN 38145 or paid in person at an MLGW paying agent or community office. Please do not mail payments to any other MLGW locations. Please do not mail cash.

Power Outages: (24 hours) 544-6500**Emergency Only: (24 hours) 528-4465****Minimum**

Customers may be charged minimum bills during periods of zero or low usages. Please visit www.mlgw.com (under the rate section) for additional information regarding minimum billing.

PLUS1

Your dollar makes a difference! Please donate a dollar or more each month to PLUS1 and help someone in need. Sign up at www.mlgw.com

Non-MLGW Services

For questions regarding these services, please call:

Memphis Sewer Fees 576-6757	County Sewer Fees 545-3370
Memphis Solid Waste Fees 576-6851 Ext. 3	County Fire Fees 379-7074
Lakeland Swr & Solid Waste 867-2717	Mosquito/Rodent Control 323-8403
Arlington Swr & Solid Waste 867-2620	Storm Water Fee 576-4349
Collierville Sewer Fees 853-3215	Millington Ambulance Fee 379-7074

Disputed Bills

If you dispute the accuracy of these charges, call the Customer Care Center at 544-MLGW (6549) for assistance. All written correspondence should be mailed to MLGW Research Department, P.O. Box 430, Memphis, TN 38101 or email to mlgwcustomecare@mlgw.org

Purchased Gas Adjustment (PGA)

Your monthly bill reflects the fluctuating total wholesale costs of natural gas which includes purchases, storage, transportation and delivery.

Tennessee Valley Authority (TVA) Fuel Cost Adjustment (FCA)

Your monthly electric bill reflects the fluctuating TVA wholesale cost of electric power, due to variations in TVA's cost of fuel and purchased power.

- 1) **Account #:** Your MLGW Account Number is 16-digits long and is broken down by customer and address. The customer portion of your Account Number will remain with you even if you move.
- 2) **Meter Readings:** Your current and last Meter Readings are listed next to each service along with usage amounts. This helps you keep track of your monthly consumption rates.
- 3) **Service Information:** You can find helpful information such as your next scheduled meter reading in this section.
- 4) **Contact Information:** A Quick reference for contacting our Customer Care Center.
- 5) **Payment Options:** Information on how to pay online or by phone.
- 6) **Remittance:** Detach this portion of your bill and return with your payment. Be sure that the MLGW return address is showing through the envelope window.
- 7) **Non-MLGW:** As a courtesy to the city and county agencies, MLGW collects fees for various services they provide.
- 8) **MLGW Tip of the Month:** Monthly Energy-Saving tips to help you save!