

Meet the Vice President of Customer Experience and Energy Services

Timothy Davis was approved as our new Vice President of Customer Experience and Energy Services at the August 23 City Council meeting. Davis comes to us from Austin Energy where he served as the Director of Revenue Measurement. Davis told the Council that he will be focused on safety as well as customer and employee satisfaction. "I'm pleased, proud and excited to be part of this community," he said. Davis also noted that he began his utility career as a meter reader, was a member of IBEW Union and has a brother who is a lineman. He replaces Jim West.



Welcome

MLGW Community Offices Are Open

After being closed since 2020 due to the pandemic, as of October 3, four Community Offices have reopened their lobbies to service customers: Downtown (245 S. Main), Lamar (2935 Lamar Ave.), Whitehaven (1111 E. Shelby Dr.) and Millington (5141 Navy Rd.). The office on Summer Ave. will remain closed.

We're Open!

Hours are Monday – Thursday, 8:30 a.m. until 5 p.m., Friday, 8:30 a.m. – 6 p.m., except for the Millington location which closes at 4:30 p.m. daily.

Customers can still use office drop boxes for payments and residential service agreements. In addition, customers can start, stop or transfer service with a few easy steps at mlgw.com/residential/requestservice.

MLGW plans to roll out a reservation system in the near future to set appointments with credit counselors for new service connects, payment arrangements and more. It will offer you the flexibility to schedule an appointment that's convenient to you. More details will be announced soon.

Interact with MLGW via: Instagram, Twitter, Facebook, Blogspot and YouTube



Just visit mlgw.com and click on the logos.



Customer Reference Number: 10/22



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW Recommends Staying with TVA

At the September 1, 2022 Memphis Light, Gas and Water Board of Commissioners meeting, President and CEO J.T. Young recommended to award the Tennessee Valley Authority a long-term contract for supplying power to MLGW under MLGW's renewable and other alternative resources RFP. MLGW's Power Supply Evaluation Team, led by GDS Associates, Inc., determined that TVA's Long-Term Partnership Proposal "demonstrates the greatest value and least risk" for MLGW customers compared to all other RFP alternatives. MLGW is expected to see \$152 million in power supply cost savings over the next five years and \$944 million over 25 years. For the first five years, the average residential customer would save about \$32 a year on their electric utility bill. MLGW's Power Supply Evaluation Team found TVA to be the most cost-effective power supply arrangement and offers MLGW customers immediate savings. Please visit mlgw.com/powersupplyinfo to review the vendors' submitted proposals.

