

Solid Waste Rate Increase

When reviewing this month's bill, please note that the City of Memphis increased its solid waste fee for single-family residential customers by \$12. This fee covers all garbage, recycling, and bulk waste pickup services provided by the City of Memphis. Some small commercial customers and customers in apartments will see a 23% increase in their solid waste fee. The rate for seniors is also going up 23% and will increase from \$7.50 to \$9.23. The new fee will be listed on page 2 of your MLGW bill. MLGW collects payments for solid waste fees on behalf of the City of Memphis.

Questions? Please call 311 or 901-636-6500.



TVA Rate Increase to Take Effect in October

The TVA Board voted to enact a 5.25% base rate increase to provide needed resources to meet electric demand and load growth. MLGW's residential customers can expect about a \$4 increase on their monthly bills. One way for customers to offset higher rates is to lower consumption. TVA's DIY Home Energy Assessment includes a free TVA energy kit and home improvement store gift card. Visit energyright.com to get started.



Schedule Your Pilot Light Safety Inspection

To ensure gas appliance safety, MLGW offers pilot light safety inspections. Customers are encouraged to begin scheduling appointments. New this year: Customers can choose to have reminders sent via email, text or phone call.

Inspection appointments during the month of September are free. After September 30, customers are charged a \$55 fee which covers up to three gas heating appliances. Each additional appliance will be an extra \$16. The service is always free to physically challenged customers and seniors (60 years and older).

To schedule an appointment with a service advisor, call 544-6549 to choose a convenient date and time. MLGW's Interactive Voice Response (IVR) system can also be used to schedule appointments with the customer's 16-digit account number or telephone number.



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Customer Reference Number: 9/24



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW Engages Community Over xAI

On Saturday, August 10, MLGW co-hosted a Community Q & A on xAI with Memphis City Councilwoman Pearl Eva Walker at the Southwest Tennessee Community College campus in Whitehaven. Memphis Mayor Paul Young, members of the Memphis City Council and MLGW's Board of Commissioners joined Division leadership to talk about utility support for the xAI supercomputer. Attendees were given the opportunity to submit questions in writing as well as address the panel directly. A video of the meeting is available at mlgw.com/xAI along with quick facts and MLGW President & CEO Doug McGowen's presentation.



Citizens have expressed concern over the facility's use of water from the Memphis sand aquifer and xAI's request for up to 150 MW of power. President McGowen reassured customers that MLGW puts reliability for its customers above all else. "I want us to move forward and be more reliable, not less."