

Facts & Figures



For Year Ending
December 31, 2022

UTILITY USE

Customers	Electric	Gas	Water
Residential	376,067	290,951	229,845
Commercial	43,860	21,295	20,346
Industrial	96	29	*
Other	16,874	623	5,430
Total	436,897	312,898	255,621

* Commercial and industrial water customers are combined under commercial usage figures. Figures indicate average number of customers for 2022.

Sales	1,000 kWh	1,000 cf	100 cf
Residential	5,291,762	19,402,398	21,848,436
Commercial	5,900,920	10,736,551	26,671,151
Industrial	1,706,538	331,091	*
Other	165,580	2,514,686	94,996
Total	13,064,800	32,984,726	48,614,583

* Includes metered water used by the City of Memphis. Does not include non-metered free water used for firefighting, street cleaning, etc.

AVERAGE ANNUAL USE PER RESIDENTIAL CUSTOMER

Electricity (kWh)	14,071
Gas (ccf)	.667
Water (ccf)	.95

AVERAGE RESIDENTIAL ELECTRIC USE PER MONTH

	*kWh
15,000 watt furnace (cold month)	4,860
Air conditioner (mild month)	
Three-ton central unit (36,000 Btu)	1,260
Two-ton window unit (24,000 Btu)	700
Water heater	
40 gallon	450
60 gallon	750

AVERAGE RESIDENTIAL NATURAL GAS USE PER MONTH

	**ccf
75,000 Btu/hour furnace (cold month)	259
Pilot light	.5-8
Water heater	
40 gallon	25
60 gallon	45

APPLIANCE OPERATING COST

Calculate the hourly cost of household appliance operation by using the following formulas. Current rate information is included in the section titled Average Residential Cost Per.

*Electricity:

One kWh equals the amount of electricity required to burn ten 100-watt lightbulbs for one hour.

* Watts x hours used ÷ 1000 = kWh
kWh x current electric rate = operating cost

**Natural Gas:

Input Btu/hour x hours used ÷ 100,000 = ccf
ccf x current gas rate = operating cost

UTILITY SOURCES



Electricity

Supplier - Memphis Light, Gas and Water Division

Source - Tennessee Valley Authority (TVA) at 161,000 volts

Maximum hourly demand (2022) - 3,316 megawatts on July 25, 2022

Record maximum hourly demand - 3,533 megawatts on Aug. 15, 2007

Maximum high temperature (2022) - 102 degrees on July 5, 2022 & July 8, 2022

(Record High Temperature - 107.1 degrees on July 13, 1980)



Natural Gas

Supplier - Memphis Light, Gas and Water Division

Source - Various sources, via Texas Gas Transmission, Trunkline Gas Company & ANR pipelines

Maximum daily delivery (2022) - 695,229 Mcf (thousand cubic feet) on Dec. 23, 2022

Record maximum daily delivery - 704,450 Mcf (thousand cubic feet) on Feb. 15, 2021

Record system demand - 631,058 Mcf (thousand cubic feet) on Dec. 22, 1989

Btu content - over 1,000 per cubic foot



Water

Supplier - Memphis Light, Gas and Water Division

Source - Pumped from artesian wells by MLGW at 10 water pumping stations owned by MLGW

Maximum hourly rate (2022) - 223 mgd (million gallons daily) on Dec. 25, 2022

Record maximum hourly rate - 343 mgd (million gallons daily) on Aug. 29, 2000

Maximum daily pumpage (2022) - 170 mgd (million gallons daily) on July 6, 2022

Record maximum daily pumpage - 257 mgd (million gallons) on Aug. 28, 2000

Water Analysis (average 2022) -

Hardness - 48 parts per million
Alkalinity - 54 parts per million
Iron - 0.01 parts per million
pH - 7.2
Fluoride - 0.6 parts per million

FINANCIALS

(In Thousands of Dollars)

UTILITY PLANT IN SERVICE

Electric	\$1,180,919
Gas	\$393,636
Water	\$377,761

BONDED DEBT

Electric	\$302,740
Gas	\$125,640
Water	\$119,020

CONSTRUCTION EXPENDITURES

Electric	\$92,811
Gas	\$17,999
Water	\$27,240

OPERATING REVENUE

Electric	\$1,491,580
Gas	\$346,629
Water	\$134,854

PAYMENTS IN LIEU OF TAXES

Electric	\$47,076,000
Gas	\$18,684,000
Water	\$4,500,000

AVERAGE RESIDENTIAL COST PER

kWh of Electricity	\$0.1197
ccf of Gas	\$1.0007
ccf of Water	\$2.9530
Gallon of Water	\$0.003948

AVERAGE ANNUAL REVENUE PER

Residential customer

Electricity	\$1,684.03
Gas	\$667.31
Water	\$280.70

Miscellaneous

Population of Memphis	633,104
Population of Shelby County	929,744
(Source: memphischamber.com)	

Area of Memphis (square miles)	317
Area of Shelby County (square miles)	783
(Source: shelybcountytn.gov)	



Electric

Streetlights in service: 110,611
Memphis 85,171

All other cities in Shelby County 25,070
Total for MLGW, railroad, airport, parks 370
Leased outdoor lights in service 42,223
Overhead electric distribution circuit miles 4,438
Overhead transmission circuit miles 626
Overhead transmission structure miles 450
Underground electric distribution circuit miles 2,388
Underground transmission circuit miles 17.58



Natural Gas

Miles of gas mains 4,551.04
Miles of gas transmission mains 200.43



Water

Fire hydrants in service 30,464
Miles of water mains 3,958

Personnel

Total full-time regular employees 2,422
Permanent part-time 5
Temporary part-time 64
Total employees 2,491

ANNUAL PAYROLL \$236,144,036.25

BILL PAYMENT OPTIONS

MLGW Community Offices

Monday - Thursday, 8:30 a.m. - 5 p.m.
Friday until 6 p.m., except Millington Office

Main Community Office - 245 South Main Street
(Drop Box)

South Community Office - 2935 Lamar Avenue
(Drop Box and Drive Through)

Whitehaven Community Office - 1111 E. Shelby Drive
(Drop Box and Drive Through)

Millington Community Office - 5131 Navy Road
Monday - Friday, 8 a.m. - 4:30 p.m. (Drop Box and Drive Through)

Paying Agents website - mlgwagents.com

Paying Agents - Authorized groceries, pharmacies and dollar stores

Online Payments - mlgw.com

Phone - 1-866-315-0277

By Mail -

MLGW Accounts Payable
P. O. Box 388
Memphis, TN 38145-0388

Disputed Bills -

Customer Care Center
901-544-MLGW (544-6549)
Monday - Friday, 8 a.m. - 7 p.m.

Business Solutions Center - For business customer inquiries: 901-528-4270

Online Services

My Account Users: 312,989
E-Billing Customers: 89,883

SOCIAL MEDIA METRICS



Instagram
Impressions: 427,840
Engagement: 9,227



Facebook
Impressions: 6,580,037
Engagement: 553,939



Twitter
Impressions: 4,802,939
Engagement: 317,093

For additional copies contact:

Memphis Light, Gas and Water Division
Corporate Communications
P.O. Box 430 • Memphis, Tennessee • 38101-0430
901-528-4557 • corpcomm@mlgw.org