

AVERAGE RESIDENTIAL COST PER

kWh of Electricity	\$0.1002
ccf of Gas.	\$0.6606
ccf of Water	\$2.4293
Gallon of Water.	\$.003248

AVERAGE ANNUAL REVENUE PER

Residential customer

Electricity	\$1,362.94
Gas	\$413.94
Water	\$232.66

Miscellaneous

Population of Memphis	662,038
Population of Shelby County	953,993
<small>(Source: memphischamber.com)</small>	

Area of Memphis (square miles)	317
Area of Shelby County (square miles).	783
<small>(Source: shelbycountyttn.gov)</small>	

Electric street lights in service:	110,093
Memphis.	85,065
All other cities in Shelby County	24,658
Total for MLGW, railroad, airport, parks	370
Leased outdoor lights in service	42,442
Fire hydrants in service	30,404
Overhead electric distribution circuit miles	4410
Underground electric distribution circuit miles.	2810
Miles of gas mains	4,504.8
Miles of gas transmission mains	200.26
Miles of water mains	3,949
Overhead transmission structure miles.	450
Overhead transmission circuit miles	626
Underground transmission circuit miles.	17.58

Personnel

Total full-time regular employees	2,515
Permanent part-time7
Temporary part-time56
Total employees	2,578

ANNUAL PAYROLL \$208,943,136.11

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)

North Community Office - 2424 Summer Avenue
(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 (186)- 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. - 6 p.m.

Business Solutions Center -

For business customer inquiries: 901-528-4270

Online Services

My Account Users: 303,037
E-Billing Customers: 69,208

SOCIAL MEDIA METRICS

 **Instagram**
Impressions: 70,887
Engagement: 1,723

 **Facebook**
Impressions: 2,312,746
Engagement: 125,700

 **Twitter**
Impressions: 2,980,464
Engagement: 69,189

For additional copies contact:

Memphis Light, Gas and Water Division
Corporate Communications
P.O. Box 430 • Memphis, TN • 38101-0430
901-528-4557

mlgw.com



Facts & Figures



MLGW

**For Year Ending
December 31, 2020**

UTILITY USE

Customers	Electric	Gas	Water
Residential	375,625	293,675	231,864
Commercial	43,732	21,567	20,688
Industrial	105	30	
Other	17,182	219	5,391
Total	436,644	315,491	257,943

Commercial and industrial water customers are combined under commercial usage figures. Figures indicate average number of customers for 2020.

Sales	1,000 kWh	1,000 cf	100 cf
Residential	5,109,124	18,402,121	22,206,588
Commercial	5,719,209	9,916,008	25,909,317
Industrial	1,780,161	362,159	
Other	165,684	2,731,944	14,075
Total	12,774,178	31,412,232	48,129,980

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)	13,602
Gas (ccf)	627
Water (ccf)96

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 gallon450
60 gallon750

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 (2020) - 3113 megawatts (MW) on Aug. 10, 2020

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

Maximum high temperature (2020) - Aug. 9, 2020 and Aug. 10, 2020

(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 (2020) - 581,430 Mcf on Jan. 20, 2020

Record maximum daily delivery - 604, 318 Mcf (thousand cubic feet) on Nov. 12, 2019

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 (2020) - 188.0 mgd on Aug. 10, 2020

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

Maximum daily pumpage (2020) - 152.8 on Aug. 9, 2020

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

Water Analysis (average 2020) -

Hardness - 47 parts per million
Alkalinity - 51 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	\$1,138,651
Gas	\$410,395
Water	\$355,836

BONDED DEBT

Electric	\$324,320
Gas	\$133,735
Water	\$127,110

CONSTRUCTION EXPENDITURES

Electric	\$69,471
Gas	\$20,553
Water	\$14,932

OPERATING REVENUE

Electric	\$1,194,269
Gas	\$212,741
Water	\$110,654

PAYMENTS IN LIEU OF TAXES

Electric- \$45,155,605
Gas- \$19,461,043
Water- \$2,500,000

For more information about Memphis Light, Gas and Water Division, please visit our website at mlgw.com