

## AVERAGE RESIDENTIAL COST PER

kWh of Electricity . . . . .	\$0.1060
ccf of Gas . . . . .	\$0.8109
ccf of Water . . . . .	\$2.8024
Gallon of Water . . . . .	\$0.003747

## AVERAGE ANNUAL REVENUE PER

### Residential customer

Electricity . . . . .	\$1,472.47
Gas . . . . .	\$563.26
Water . . . . .	\$261.85

### Miscellaneous

Population of Memphis . . . . .	633,104
Population of Shelby County . . . . .	296,640

(Source: 2020 U.S. Census)

Area of Memphis (square miles) . . . . .	317
Area of Shelby County (square miles) . . . . .	783

(Source: shelbycountyttn.gov)

Electric street lights in service: . . . . .	109,539
Memphis . . . . .	84,385
All other cities in Shelby County . . . . .	24,784
Total for MLGW, railroad, airport, parks . . . . .	370
Leased outdoor lights in service . . . . .	42,410
Fire hydrants in service . . . . .	30,403
Overhead electric distribution circuit miles . . . . .	4,415
Underground electric distribution circuit miles . . . . .	2,815
Miles of gas mains . . . . .	4,553.25
Miles of gas transmission mains . . . . .	200.19
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 . . . . .	2,425
Permanent part-time . . . . .	7
Temporary part-time . . . . .	53
Total employees . . . . .	2,485

**ANNUAL PAYROLL . . . . . \$219,528,818.66**

## 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 Only)

**North Community Office** - 2424 Summer Avenue  
(Drop Box Only)

**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** -

Memphis Light, Gas and Water Payments & Banking  
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: 392,322  
E-Billing Customers: 78,208

## SOCIAL MEDIA METRICS

 **Instagram**  
Impressions: 282,257  
Engagement: 8,143

 **Facebook**  
Impressions: 4,392,702  
Engagement: 297,715

 **Twitter**  
Impressions: 3,901,806  
Engagement: 187,226

### For additional copies contact:

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

mlgw.com



# Facts & Figures



For Year Ending  
December 31, 2021

## UTILITY USE

Customers	Electric	Gas	Water
Residential	378,516	294,231	232,419
Commercial	44,070	21,556	20,650
Industrial	101	29	
Other	17,141	484	5,455
<b>Total</b>	<b>439,828</b>	<b>316,300</b>	<b>258,524</b>

Commercial and industrial water customers are combined under commercial usage figures. Figures indicate average number of customers for 2021.

Sales	1,000 kWh	1,000 cf	100 cf
Residential	5,257,499	20,436,715	21,716,461
Commercial	5,911,058	11,025,463	26,471,690
Industrial	1,736,565	374,904	
Other	166,005	2,801,596	13,963
<b>Total</b>	<b>13,071,127</b>	<b>34,638,678</b>	<b>48,202,114</b>

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) . . . . .	13,890
Gas (ccf) . . . . .	695
Water (ccf) . . . . .	93

## 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 (2021)** - 3,177 megawatts (MW) on July 29, 2021

**Record maximum hourly demand** -

3,533 megawatts on Aug. 15, 2007

**Maximum high temperature (2021)** - 96 degrees on

July 31, 2021, Aug. 23, 2021, and Aug. 26, 2021

(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 (2021)** -704,450 Mcf on

Feb. 15, 2021

**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 (2021)** - 214.8 mgd on

Feb. 21, 2021

**Record maximum hourly rate** - 343 mgd

(million gallons daily) on Aug. 29, 2000

**Maximum daily pumpage (2021)** - 176.4 on

Feb. 21, 2021

**Record maximum daily pumpage** - 257 mg

(million gallons) on Aug. 28, 2000

**Water Analysis (average 2021)** -

Hardness - 47 parts per million

Alkalinity - 53 parts per million

Iron - 0.01 parts per million

pH - 7.2

Fluoride - 0.61 parts per million

## FINANCIALS

(In Thousands of Dollars)

### UTILITY PLANT IN SERVICE

Electric . . . . . \$1,150,027

Gas . . . . . \$400,701

Water . . . . . \$362,206

### BONDED DEBT

Electric . . . . . \$313,760

Gas . . . . . \$129,780

Water . . . . . \$123,125

### CONSTRUCTION EXPENDITURES

Electric . . . . . \$71,818

Gas . . . . . \$14,452

Water . . . . . \$19,302

### OPERATING REVENUE

Electric . . . . . \$1,312,820

Gas . . . . . \$295,473

Water . . . . . \$126,145

## PAYMENTS IN LIEU OF TAXES

**Electric** - \$45,395,942

**Gas** - \$19,051,916

**Water** - \$4,500,000

For more information about Memphis Light, Gas and Water Division, please visit our website at [mlgw.com](http://mlgw.com)