

PAYMENTS IN LIEU OF TAXES

Electric	\$44,883,000
Gas	\$19,063,000
Water	\$2,500,000

AVERAGE RESIDENTIAL COST PER

kWh of Electricity	\$0.1003
ccf of Gas	\$0.7368
ccf of Water	\$2.3034
Gallon of Water	\$.003079

AVERAGE ANNUAL REVENUE PER

Residential customer

Electricity	\$1,446.48
Gas	\$524.33
Water	\$217.32

Miscellaneous

Population of Memphis	662,038
Population of Shelby County	953,993

(Source: memphischamber.com)

Area of Memphis (square miles)	306
Area of Shelby County (square miles)	794

(Source: shelbycountyttn.gov)

Electric street lights in service:	109,024
Memphis	84,648
All other cities in Shelby County	24,007
Total for MLGW, railroad, airport, parks	369
Leased outdoor lights in service	42,682
Fire hydrants in service	30,378
Overhead electric distribution circuit miles	4,402.7

Underground electric distribution circuit miles	2,784.1
Miles of gas mains	4,508.42
Miles of gas transmission mains	200.38
Miles of water mains	3,947
Overhead transmission structure miles	450
Overhead transmission circuit miles	626
Underground transmission circuit miles	17.58

Personnel

Total full-time regular employees	2,586
Permanent part-time	7
Temporary part-time	112
Total employees	2,705

ANNUAL PAYROLL \$205,102,035.68

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
- North Community Office** - 2424 Summer Avenue
- South Community Office** - 2935 Lamar Avenue
- Whitehaven Community Office** - 1111 E. Shelby Drive
- Millington Community Office** - 5131 Navy Road
Monday - Friday, 8 a.m. - 4:30 p.m.

Paying Agents website - mlgwagents.com

Paying Agents - Authorized groceries, pharmacies
and banks

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.

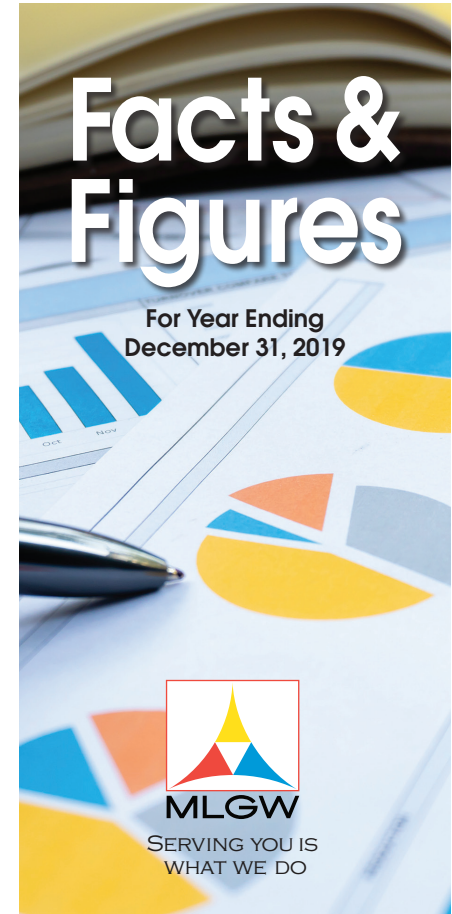
Business Solutions Center -

For business customer inquiries: 901-528-4270

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



UTILITY USE

Customers	Electric	Gas	Water
Residential	371,771	292,017	229,683
Commercial	43,433	21,570	20,541
Industrial	112	31	---
Other	17,166	595	5,334
Total	432,482	314,213	255,558

Commercial and industrial water customers are combined under commercial usage figures. Figures indicate average number of customers for 2019.

Sales	1,000 kWh	1,000 cf	100 cf
Residential	5,359,163	20,779,764	21,670,184
Commercial	6,175,418	11,275,449	28,104,457
Industrial	1,785,888	368,249	---
Other	166,474	2,738,457	14,085
Total	13,486,943	35,161,919	49,788,726

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)	14,415
Gas (ccf)	712
Water (ccf)	94

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 (2019) - 3,390 megawatts on August 13, 2019

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

Maximum high temperature (2019) - 100 degrees on Sept. 16, 2019 (Source: weather.com)
(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 (2019) - 604, 318 Mcf (thousand cubic feet) on Nov. 12, 2019

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 (2019) - 204.1 mgd (million gallons daily) on September 9, 2019

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

Maximum daily pumpage (2019) - 155 mgd (million gallons daily) on September 18, 2019

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

Water Analysis (average 2019) -
Hardness - 46 parts per million
Alkalinity - 52 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	\$1,131,047
Gas	\$415,523
Water	\$354,204

BONDED DEBT

Electric	\$178,480
Gas	\$73,500
Water	\$61,860

CONSTRUCTION EXPENDITURES

Electric	\$63,542
Gas	\$21,513
Water	\$17,216

OPERATING REVENUE

Electric	\$1,285,976
Gas	\$260,628
Water	\$105,679

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