

AVERAGE RESIDENTIAL COST PER

kWh of Electricity	\$0.1156
ccf of Gas	\$0.7474
ccf of Water	\$6.0256
Gallon of Water	\$0.008056

AVERAGE ANNUAL REVENUE PER

Residential customer

Electricity	\$1,578.57
Gas	\$460.27
Water	\$580.74

Miscellaneous

Population of Memphis	618,639
Population of Shelby County	291,403
(Source: Census.gov)	

Area of Memphis (square miles)	317
Area of Shelby County (square miles)	466
(Source: shelbycountyn.gov)	

Electric

Streetlights in service:	111,145
Memphis	85,542
All cities in Shelby County	25,233
Total for MLGW, railroad, airport, parks	370
Leased outdoor lights in service	42,311
Overhead electric distribution circuit miles	4,462
Overhead transmission circuit miles	626
Overhead transmission structure miles	453
Underground electric distribution circuit miles	2,855.3
Underground transmission circuit miles	17.6

Natural Gas

Miles of gas mains	4,575
Miles of gas transmission mains	201

Water

Fire hydrants in service:	31,313
Miles of water mains	4,021

Personnel

Total full-time regular employees	2,584
Permanent part-time	7
Temporary part-time	72
Total employees	2,663

ANNUAL PAYROLL **\$269,367,786.98**

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 - 204 - 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: 331,341
E-Billing Customers: 105,151

SOCIAL MEDIA METRICS

 **Instagram**
Impressions: 623,759
Engagement: 18,515

 **Facebook**
Impressions: 5,259,605
Engagement: 316,304

 **X**
Impressions: 2,380,713
Engagement: 129,568

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

mlgw.com



UTILITY USE

Customers	Electric	Gas	Water
Residential	380,286	292,004	231,088
Commercial	42,867	20,390	19,411
Industrial	86	21	*
Other	16,368	595	5,324
Total	439,607	313,010	255,823

* Commercial and industrial water customers are combined under commercial usage figures. Figures indicate average number of customers for 2024.

Sales	1,000 kWh	1,000 cf	100 cf
Residential	5,206,854	17,846,752	22,761,956
Commercial	5,872,424	10,243,972	27,438,610
Industrial	1,740,384	383,520	
Other	154,339	9,055,504	41,117
Total	12,974,001	37,529,748	50,241,683

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)	13,692
Gas (ccf)	616
Water (ccf)	98

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 (2024)** -
3089.57 megawatts (MW) on July 15, 2024

- Record maximum hourly demand** -
3,533 megawatts on Aug. 15, 2007
- Maximum high temperature (2024)** -
94 degrees on July 15, 2024
- (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 (2024)** - 631,080 Mcf
(thousand cubic feet) on Jan. 20, 2024
- 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 (2024)** - 211.2 mgd
(million gallons daily) on Jan. 17, 2024
- Record maximum hourly rate** - 342.8 mgd
(million gallons daily) on Aug. 29, 2000
- Maximum daily pumpage (2024)** - 181.7 mgd
(million gallons daily) on Jan. 18, 2024

- Record maximum daily pumpage** - 256.6 mg
(million gallons) on Aug. 28, 2000
- Water Analysis (average 2023)** -
Hardness - 46 parts per million
Alkalinity - 53 parts per million
Iron - 0.01 parts per million
pH - 7.1
Fluoride - 0.60 parts per million

- FINANCIALS** (In Thousands of Dollars)
- UTILITY PLANT IN SERVICE**
- Electric \$1,412,696,364.96
- Gas \$397,551,140.23
- Water \$421,097,866.98
- BONDED DEBT**
- Electric \$457,955,000
- Gas \$116,750,000
- Water \$110,345,000

- CONSTRUCTION EXPENDITURES**
- Electric \$162,709,780.79
- Gas \$30,122,137.84
- Water \$37,316,115.93
- OPERATING REVENUE**
- Electric \$1,491,977,946.83
- Gas \$236,641,467.58
- Water \$134,616,901.65

- PAYMENTS IN LIEU OF TAXES**
- Electric.** \$48,880,510
- Gas** \$16,380,076
- Water.** \$4,700,000

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