

Customer Comments

To: MLGW
From: M. Meeks
Subject: Customer Service

"MLGW employee David Hopper came to our home to check for a possible gas leak recently. He was so kind in helping to ensure our home was safe. He did a great job and offered outstanding service. Thanks to him and all your employees who work hard to keep our community safe."

If you smell a strong odor of natural gas in or near your home, you should immediately call MLGW's 24-hour Emergency Line, 528-4465. If possible, call from another location, such as a neighbor's home, and do not re-enter your home until an MLGW representative has advised you that you can do so safely. Also, do not turn lights or other electrical appliances on or off, or use matches.

Visit MLGW's Web site: www.mlgw.com



April 22 & 23 – 18th Annual National Dance Week events performed by Dance Works, Inc. and other groups in the city. Includes ballet, modern, jazz and more. For more information, call 333-5174.

April 25 – Spirit of Giving Awards, hosted by Volunteer Memphis. Visit www.volunteermemphis.org for more information, or call 523-2425, ext. 209.

May 6 & 7 – Collierville's Fair on the Square with more than 180 booths filled with crafts, food and games. Admission is free. 10 a.m. to 6 p.m. Saturday and noon to 5 Sunday. Call 853-2429 for more information.

May 11 & 12 – 48th annual Our Big Fat Greek Festival, Annunciation Greek Orthodox Church, 573 N. Highland, 11 a.m. to 8 p.m., Admission, \$2. Children 11 and under are free. Meals are an additional cost. Call 327-8177 for more info.

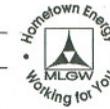


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4/2006

Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW plugs in to the future

What if you could save money, benefit the environment and only gas up your car a few times a year? It's closer to reality than you might think. New technology makes Plug-in Hybrid Electric Vehicles (PHEVs) capable of operating on a combination of fuel and an electric motor. The automobile could be "charged" over night and drive for up to 35 miles the next day without using any gasoline. This technology exists, but automakers need to know the general public is interested.

That's why MLGW along with the City of Memphis is launching *Plug-In Memphis*, part of a national campaign designed to raise awareness for PHEVs and demonstrate to automakers that a market does exist for these vehicles.

To learn more about *Plug-In Memphis* and enjoy a day of fun, join MLGW at Lichterman Nature

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Center for the sixth annual EarthFest on Saturday, April 22, from 10 a.m. – 2 p.m. EarthFest is a family-oriented festival including live music, an Earth Day Parade, children's art activities, nature-related activities and more. Admission is free until 11 a.m.; after 11 a.m. the cost is \$6 for adults, \$5.50 for seniors and \$4.50 for children. For more information, call 767-7322, ext. 121.



Spring forward into savings

Spring is the time to get your house ready for those dog days of summer. Take some time to do a home inspection and see where you can make some energy efficient home improvements.

Here are some places to start:

- Inspect your ducts for leaks or tears. Leaking or disconnected air ducts can cause heated air into unheated spaces and add hundreds of dollars a year to energy bills.
- Caulk around exterior doors and windows.
- Weather-strip around doors leading to the outside, furnace and attic.
- Attach door sweeps to the bottom of doors leading outside.
- Inspect faucets and toilets for leaks.
- Install a programmable thermostat.

Storm water fee begins in May

Starting in May, residents and businesses within the city of Memphis will pay a monthly storm water fee. This fee, which will be \$2.18 for most single family residents, will be charged to all users of Memphis' storm water system. The money collected will be used to fund federally mandated storm water requirements and to alleviate local flooding problems. MLGW will keep

no revenue from the money collected from the storm water fee. For more information, contact the City of Memphis at 576-4349 or visit www.memphistn.gov.

Surfin' MLGW style

Whether you're looking to contact MLGW, pay your bill, wanting energy saving information, helping your kids with an energy-related school project or just want more information about your hometown utility, you can find all you need to know by surfing on the Web at www.mlgw.com.

We know you want to get the most out of every energy dollar, and MLGW's Home e-Valuation will help you do just that. By devoting a few minutes to filling out information about your home you save a few extra dollars on your next utility bill.

