

Ways to lower your utility bill

- Set your thermostat at 68° or lower when you're home. Every degree below 68° can save four percent on your heating bills.
- At bedtime, lower your thermostat and add extra blankets.
- Lower or turn off thermostat when leaving your home for four hours or more.
- Close garage doors, cover foundation vents, and close off vents and doors to seldom-used rooms.
- Keep curtains and blinds closed at night and on cloudy days; open curtains on sunny days for warmth.
- Place rolled-up towels inside against bottom of exterior doors and window sills to block wintry drafts.

En Español: Encuentre este informativo, *Customer Connection*, traducido al español en nuestro sitio de red visitando mlgw.com/customerconnection.

Interact with MLGW via: Instagram, Twitter, Facebook, Blogspot and YouTube



Community Calendar

Feb. 8 -10 – Home Show of the Mid-South. Agricenter International, 7777 Walnut Grove Rd. Admission: \$10 adults, \$5 seniors (65+) and military and free for youth (16 and under). memphishomeshow.com

Feb. 16 – Master Gardeners Present: Create a Backyard Retreat. Memphis Botanic Garden. 9 a.m. - noon. Call 636-4100 for more information.

March 1-3 – Southern Women's Show. Agricenter International, 7777 Walnut Grove Rd.

March 2 – The Healing Races of Memphis 1-mile, 5K and 10K+ at 8 a.m. Location: The Healing Cathedral, 4523 Elvis Presley Blvd. Register at thehealingcathedral.org. Call 346-LIVE (5483) for more information.

Do you have an upcoming community event? Send an email at least three months prior to the event to corpcomm@mlgw.org. Be sure to include Community Calendar in the subject heading.



Customer Reference Number: 2/19



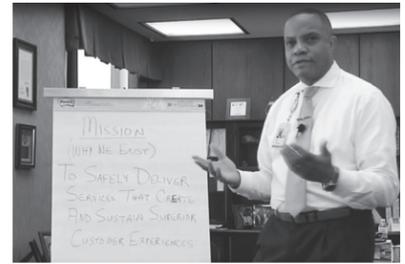
Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

The MLGW Way

The updated mission for Memphis Light, Gas and Water Division is to safely deliver services that create and sustain superior customer experiences.



"We are here every day to deliver great experiences for our customers" whether it is electric, gas or water, MLGW President and CEO J.T. Young said. It's the MLGW Way.

Young explained, "The goal is to inspire our (employees) with a clear understanding" of where we are headed and the core principles that are essential to providing exceptional service.

(continued inside)

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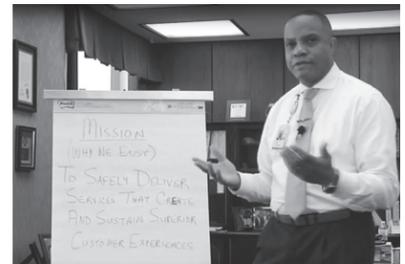
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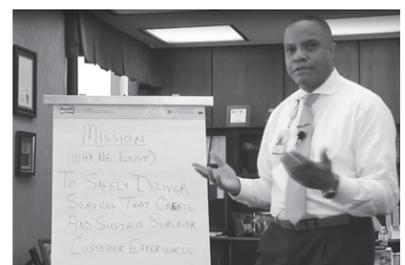
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(continued inside)

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Young said the vision— where MLGW is headed— is to be the trusted provider of exceptional customer value in the communities that the utility is privileged to serve.



“We want to be sure that we are entrusted with the confidence of those customers that we serve,” he emphasized.

Young stressed it is important for MLGW to remain engrossed and engaged in the communities that we serve and MLGW will do this by holding onto its “non-negotiable” values of safety, integrity, ownership, inclusion and compassionate service.

These values will dictate how MLGW employees engage and serve customers as well as each other.

“I want us to be excited about what that means for each one of us,” he added.

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Get caught up

If you’re having trouble paying your bill or got caught off guard by high winter bills, we can help. These options are available depending on your circumstance.



Deferred Billing payment plans, available through our Community Offices, can spread your balance over five months.

Pre-Pay service allows you to make smaller payments throughout the month while eliminating a traditional utility bill, deposit, late fees and electric service reconnection fees. It’s similar to a prepaid cellphone or to filling up your gas tank—you pay upfront and, as you consume, your remaining balance decreases.

If your bill is over \$600, our On Track program may be for you. You’ll be able to setup a payment plan and learn about energy savings and budgeting.

If your winter and summer bills are way higher than your spring and summer bills, Budget Billing can level out your bill so you can pay the same amount each month.

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Gavel passed to new Board chairwoman



Carlee McCullough

Commissioner Carlee McCullough is the new chair of the Memphis Light, Gas and Water Division Board of Commissioners. McCullough served as vice chairman last year.

A native Memphian, McCullough currently serves as general counsel of McCullough Law and was previously the contract compliance officer for the City of Memphis. She has served as legal advisor for the Memphis and Shelby County Music Commission as well as the Memphis and Shelby County Film & Television Commission.

A former certified public accountant, she is a graduate of Howard University School of Business and Loyola Law School in Los Angeles, Calif., where she received her law degree. Among her many pursuits, she also writes a weekly business column for The New Tri-State Defender



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