



MLGW

Memphis Light, Gas and Water is proud to serve Memphis and Shelby County as the primary provider of electricity, natural gas and water. With more than 420,000 customers, MLGW is the country's largest three-service public utility. In addition to enjoying the best drinking water in the United States from the Memphis Sand Aquifer, our customers also benefit from some of the lowest utility rates in the country.

MLGW has been serving customers for more than 75 years, but our origins reach back to the time of the Civil War. Memphis Gas Light Company formed in 1852, delivering natural gas to 10,000 customers in only three square miles. In the decades following, the Memphis Artesian Water Company and the Memphis Light and Power Company began providing water and electricity. Several private utility providers emerged and consolidated throughout the years. Eventually, the City of Memphis purchased the remaining providers, and Memphis Light, Gas and Water was founded in 1939.



MLGW's guiding principle, often quoted by President and CEO Jerry Collins Jr., is to do what is in the best interest of our customers as a whole. That imperative drives us to continue improving the services we provide. In 2010, MLGW began a pilot project to test electric smart meters in 1,000 homes. These new meters, which replaced residential analog dial meters, wirelessly and securely transmit usage data to MLGW, eliminating the need for manual readings, estimated readings and the complications and cost that accompany them. The project's next phase began in 2013, when 24,000 homes were equipped with smart meters, including gas and water (approximately 60,000 meters in total). A two-way wireless network was also established, enabling the meters to alert MLGW to potential problems such as unusual voltage levels, water leaks and potential utility theft. The meters resulted in faster service and reconnection times, reduced fees and more payment options for customers. Customers can now log



into their online accounts to see details about usage in real time and take action to conserve energy. Full deployment of smart meters began this year and includes commercial customers as well. Combined

savings for MLGW and customers are estimated to exceed \$50 million annually. Installation of smart meters for all MLGW customers is expected to be complete by 2020.

While smart meters are an enhancement that customers see directly, other improvements are less conspicuous, though no less important to providing the best service possible. With over 7,000 combined miles of overhead and underground cable, system integrity is an important focus. We are currently making improvements to our electrical infrastructure to reduce restoration times, add capacity for current and future growth and protect against future potential disasters. Several existing facilities will receive significant upgrades within the next two years, and two new substations will be added by 2022. We are also adding state-of-the-art technologies such as IntelliRupters and Scada-Mate switches, allowing customer outages to be addressed much more quickly and efficiently.

In 2015, MLGW was awarded the Reliable Public Power Provider Diamond Award — the highest possible designation — from the American Public Power Association. APPA recognizes MLGW as having the highest degree of reliable and safe electric services. The RP3 Diamond Award designates utilities that have the highest proficiency in reliability, safety, workforce development and system improvement. MLGW is dedicated to delivering safe, reliable and cost-effective power to its customers.

As a leader in our community, MLGW strives to set an example by improving the lives of those we serve. We have a number of payment assistance programs, and Share the Pennies and Plus-1 allow customers



to donate toward home weatherization improvements and one-time utility assistance to get those less fortunate through hard times. Last year, our employees raised and donated more than \$700,000 to United Way of the Mid-South, the Mid-South Food Bank, St. Jude Children’s Research Hospital and many more non-profits working hard to make a positive impact in our area. MLGW employees volunteer at over 100 community events annually, providing information about energy conservation, safety and more. Each year, we give away thousands of energy kits to our customers, providing CFL bulbs, switch insulators and more, as well as tips for further reducing energy usage. Our Play it Cool and Power of Warmth programs provide hundreds of free window A/C units, space heaters and electric blankets to low-income seniors and disabled residents of Shelby County.

As a public utility, MLGW is constantly evaluating our policies and processes to ensure we are providing unparalleled service to our community. We want ours to be a name customers know and trust, and we will work hard to continue earning that confidence. We are proud of our history of success, and we look forward to an even brighter future of serving Memphis and Shelby County.