AVERAGE RESIDENTIAL COST PER

kWh of Electricity $0.1324
ccf of Gas. $0.8760
ccf of Water $2.9985
Gallon of Water. $0.004009

AVERAGE ANNUAL REVENUE PER

Residential customer

Electricity $1,814.27
Gas $557.70
Water $255.54

Miscellaneous

Population of Memphis 609,647
Population of Shelby County 910,226
(Source: Census.gov)

Area of Memphis (square miles) 317
Area of Shelby County (square miles). 783
(Source: shelbycountytn.gov)

Electric

Streetlights in service: 111,633
Memphis. 85,668
All cities in Shelby County 25,595
Total for MLGW, railroad, airport, parks 370
Leased outdoor lights in service 42,742
Overhead electric distribution circuit miles . . . 4,511.5
Overhead transmission circuit miles 632
Overhead transmission structure miles. 453
Underground electric distribution circuit miles. . . . 2,891
Underground transmission circuit miles 17.6

Natural Gas

Miles of gas mains 4,585
Miles of gas transmission mains 196

Water

Fire hydrants in service: 31,376
Miles of water mains 3,990

Personnel

Total full-time regular employees 2,685
Permanent part-time 6
Temporary part-time 64
Total employees 2,755

ANNUAL PAYROLL $288,538,467.13

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 - 201 - 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: 237,882
E-Billing Customers: 106,806

SOCIAL MEDIA METRICS

Instagram
Impressions: 674,689
Engagement: 10,869

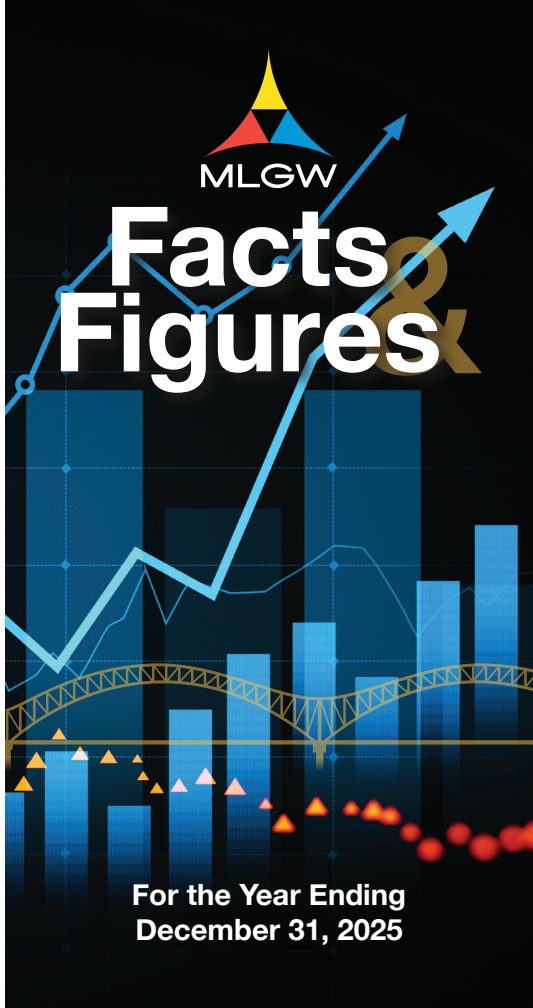
Facebook
Impressions: 5,210,441
Engagement: 237,434

X
Impressions: 1,016,645
Engagement: 36,434

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

6-26/MR



UTILITY USE

Customers	Electric	Gas	Water
Residential	385,014	295,467	234,342
Commercial	43,987	21,064	20,380
Industrial	93	29	*
Other	16,660	404	5,663
Total	**445,754**	**316,964**	**260,385**

** Commercial and industrial water customers are combined under commercial usage figures. Figures indicate average number of customers for 2025.*

Sales	1,000 kWh	1,000 cf	100 cf
Residential	5,274,304	18,810,367	19,971,696
Commercial	5,838,115	10,327,576	25,200,067
Industrial	2,449,640	370,346	
Other	151,293	1,890,047	139,327
Total	**13,713,352**	**31,398,336**	**45,311,090**

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) 13,699
Gas (ccf) 637
Water (ccf) 85

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 (2025) - 3,436.31 megawatts (MW) on July 29, 2025
Record maximum hourly demand - 3,533 megawatts on Aug. 15, 2007
Maximum high temperature (2025) - 100 degrees on July 29, 2025
(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 (2025) - 586,017 Mcf (thousand cubic feet) on Feb. 20, 2025
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 (2025) - 190.3 mgd (million gallons daily) on Aug. 11, 2025
Record maximum hourly rate - 342.8 mgd (million gallons daily) on Aug. 29, 2000
Maximum daily pumpage (2025) - 156.8 mgd (million gallons daily) on Aug. 11, 2025
Record maximum daily pumpage - 256.6 mg (million gallons) on Aug. 28, 2000
Water Analysis (average 2023) -
Hardness - 48 parts per million
Alkalinity - 57 parts per million
Iron - 0.01 parts per million
pH - 7.3
Fluoride - 0.59 parts per million

FINANCIALS

UTILITY PLANT IN SERVICE

Electric $1,510,225,000
Gas $477,018,000
Water $465,213,000

BONDED DEBT

Electric $678,005,000
Gas $111,970,000
Water $105,750,000

CONSTRUCTION EXPENDITURES

Electric $169,133,707.45
Gas $105,405,565.16
Water $57,506,518.29

OPERATING REVENUE

Electric $1,686,960,000
Gas $299,184,000
Water $126,694,000

PAYMENTS IN LIEU OF TAXES

Electric $53,836,000
Gas $17,314,000
Water $4,700,000

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