

AVERAGE RESIDENTIAL COST PER

kWh of Electricity	\$0.1156
ccf of Gas.	\$0.7474
ccf of Water	\$6.0256
Gallon of Water.	\$.008056

AVERAGE ANNUAL REVENUE PER

Residential customer

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

Miscellaneous

Population of Memphis	621,056
Population of Shelby County	295,301

(Source: uscensus.gov)

Area of Memphis (square miles)	317
Area of Shelby County (square miles).	466

(Source: shelbycountyttn.gov)

Electric

Streetlights in service:	105,340
Memphis.	78,793
All cities in Shelby County	26,177
Total for MLGW, railroad, airport, parks	370
Leased outdoor lights in service	41,654
Overhead electric distribution circuit miles	4,462.2
Overhead transmission circuit miles	626
Overhead transmission structure miles.	450
Underground electric distribution circuit miles.	2,855.3
Underground transmission circuit miles	17.6

Natural Gas

Miles of gas mains	4,564.83
Miles of gas transmission mains	200.43

Water

Fire hydrants in service:	31,182
Miles of water mains	3,973

Personnel

Total full-time regular employees	2,426
Permanent part-time	7
Temporary part-time	76
Total employees	2,509

ANNUAL PAYROLL \$252,629,126.03

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 (205) - 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: 330,088
E-Billing Customers: 96,041

SOCIAL MEDIA METRICS



Instagram
Impressions: 777,917
Engagement: 16,554



Facebook
Impressions: 5,200,026
Engagement: 433,078



Twitter
Impressions: 4,517,276
Engagement: 190,009

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	372,070	285,590	224,948
Commercial	42,269	20,058	19,047
Industrial	89	23	*
Other	16,151	778	5,209
Total	430,579	306,449	249,204

* Commercial and industrial water customers are combined under commercial usage figures. Figures indicate average number of customers for 2023.

Sales	1,000 kWh	1,000 cf	100 cf
Residential	5,079,133	17,587,417	21,680,082
Commercial	5,789,324	10,384,009	26,390,435
Industrial	1,579,046	216,608	
Other	164,131	2,448,392	12,498
Total	12,611,634	30,636,426	48,083,015

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)	13,651
Gas (ccf)	616
Water (ccf)	96

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 (2023) -
3,258 megawatts (MW) on June 30, 2023

Record maximum hourly demand -
3,533 megawatts on Aug. 15, 2007

Maximum high temperature (2023) -
101 degrees on Aug. 25, 2023

(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 (2023) - 567,810 Mcf
(thousand cubic feet) on Jan. 31, 2023

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 (2023) - 184.6 mgd
(million gallons daily) on June 27, 2023

Record maximum hourly rate - 343 mgd
(million gallons daily) on Aug. 29, 2000

Maximum daily pumpage (2023) - 155.5 mgd
(million gallons daily) on Aug. 25, 2023

Record maximum daily pumpage - 257 mg
(million gallons) on Aug. 28, 2000

Water Analysis (average 2023) -

Hardness - 48 parts per million
Alkalinity - 54 parts per million
Iron - 0.01 parts per million
pH - 7.2
Fluoride - 0.6 parts per million

FINANCIALS

(In Thousands of Dollars)

UTILITY PLANT IN SERVICE

Electric	1,320,150
Gas	\$391,863
Water	\$396,141

BONDED DEBT

Electric	\$291,250
Gas	\$121,305
Water	\$114,770

CONSTRUCTION EXPENDITURES

Electric	\$210,647
Gas	\$22,663
Water	\$30,467

OPERATING REVENUE

Electric	\$1,381,531
Gas	\$257,059
Water	\$130,636

PAYMENTS IN LIEU OF TAXES

Electric- \$41,428
Gas- \$15,688
Water- \$4,600

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