

Gaslight News



MIDDLE TENNESSEE
NATURAL GAS
UTILITY DISTRICT
WWW.MTNG.COM

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A Message from Leslie B. Enoch, CEO:

Middle Tennessee Natural Gas successfully met the challenge of a record-setting cold winter by consistently providing reliable natural gas service to our 54,000 customers. Fortunately, natural gas prices had declined and last summer reached their lowest level in years. Furthermore, our "Focus on the Future" Business Plan provided the necessary road map to improve efficiencies, utilize state-of-the-art technology, purchase natural gas at favorable rates, and reduce the District's overall debt and cost of service. These savings were passed along to you, our customers, to help soften the impact of higher winter usage caused by significantly colder than normal weather. Even in the face of a challenging winter, we achieved a 98 percent customer satisfaction level.



In July the District will celebrate its 55th year of service to the public. The District's mission when it was created was to meet the human needs and industrial growth requirements of this area of rural Tennessee. The District has been successful in achieving this mission by clearly focusing on improving the welfare of the communities it serves and providing quality natural gas service at competitive rates in a safe, environmentally clean and efficient manner. The District remains committed to managing its business with the highest standards of integrity and fairness; being an innovative leader in the natural gas industry; providing a well-trained and customer-oriented work force; and addressing the needs of its customers, employees and associates on a timely basis with professionalism and courtesy.

While there continues to be uncertainty in the overall economy, the District will rely on its 2010-2011 "Focus on the Future" Business Plan to guide us through these difficult times. We will remain focused on improving efficiencies and stabilizing costs so that we can provide the best energy value to you, our customers.

Sincerely,

Les Enoch

Now Is The Time for Levelized Billing

Levelized Billing is a great choice for all of our customers! There will be no surprises when your gas bill arrives following unseasonably cold weather.

Levelized Billing averages the current month's usage with the previous eleven month's usage to arrive at an approximate equal monthly payment. Since the monthly amount is readjusted each month, you may see slight fluctuations in your bill, but usually no more than a 20% variance. Also, because the monthly amount is readjusted each month, there will be no reconciliation month that could result in an over or underpayment. Accounts would only reconcile if a customer requested to be removed from the program or if the service is terminated. Since April 1, 2007, this program has been offered and has been well received.

If you would like to participate in the Levelized Billing Program, please contact your local MTNG office.

Are You On Our Bank Draft Payment Plan?

The Middle Tennessee Natural Gas Bank Draft Payment Plan allows you to avoid the inconvenience of having to write a check to pay your gas bill each month. By participating in this plan, you don't have to worry about your payment being delayed or lost in the mail. You also won't have to worry about mailing your bill when you are out of town or on vacation.

Each month you will receive your gas bill at the normal time. The bill will have the message "BANK DRAFT". This allows you to examine the amount of your bill before it is deducted from your bank account. If you have a question concerning your bill, you can call before the due date. If we don't hear from you, we will draft from your bank account, on the due date, the net amount of your bill.

To take advantage of the Bank Draft Plan, you must complete a Bank Draft Authorization Form. This authorizes Middle Tennessee Natural Gas to draft your bank account for natural gas service. Return the Authorization Form along with a voided or canceled check from the banking institution shown on the form. If you would like to participate in the Bank Draft Plan, you may obtain an Authorization Form by visiting our website at www.mtng.com or your local MTNG office.

Natural gas delivered by pipelines is a safe form of energy. Day in and day out, all across the country, pipelines safely

As a Middle Tennessee Natural Gas Customer, You Should Know...

...Natural Gas Pipelines Are In Your Neighborhood

deliver efficient, reliable, and environmentally friendly natural gas that brings comfort to our businesses and homes. However, as with any fuel, risk comes with improper handling. Natural gas is flammable and under pressure. Middle Tennessee Natural Gas is dedicated to safety first. MTNG pipelines are designed, tested, operated, and maintained to standards that meet or exceed regulatory requirements. Markers warn of pipeline locations. MTNG employees receive thorough and ongoing training to ensure the safe transport and use of natural gas.

To CALL BEFORE YOU DIG

The number one cause of natural gas emergencies is damage by a third party. Before any excavation, you must call Tennessee One Call at **811** to have utilities located and marked. It is smart and **it is the law**. Please do not dig carelessly near gas pipelines. Call before you dig, wait to have the lines marked, respect the markers, and dig with care.

HOW TO RECOGNIZE AND REACT

Though natural gas incidents are uncommon, you should know their telltale signs.

LOOK – Blowing dirt, bubbling water, dry spots in moist areas, or dead vegetation may indicate a gas leak.

LISTEN – A hissing sound near a natural gas pipeline or appliance may indicate a leak.

SMELL – Natural gas has a unique odor added to it so you can be aware of a leak through your sense of smell. If you suspect a gas leak, take action:

LEAVE IMMEDIATELY – Do not try to find or stop the leak. Get to a safe area.

DO NOT TOUCH ANYTHING ELECTRICAL – Minimize potential sources of ignition. Do not smoke, use phones, turn appliances or lights on or off, or operate any equipment that could spark.

CALL – Once you are out of the area where a gas leak is suspected, use a neighbor's phone or a cell phone to call Middle Tennessee Natural Gas.

FOR ADDITIONAL INFORMATION

To learn more, you can phone your local MTNG office or visit us at www.mtng.com.

We're Turning 55 and Celebrating with a Sale!

In celebration of our **55th anniversary** in July, we are having an appliance sale!

For **55 days** beginning **May 3, 2010** through **July 20, 2010**, all natural gas appliances are **\$55.00 off!** Visit your local MTNG office and see our display of some of the natural gas appliances available for your purchase.



Water Heaters
(Tank and Tankless)
Clothes Dryers
Gas Ranges/Ovens
Cooktops



Gas Grills
Fire Pits
Gas Lights
Cast Iron Heaters
Space Heaters



Gas Logs
Gas Log Inserts
Mantels
Fire Boxes



**Let us help you with
 all of your natural
 gas appliance
 needs!**



Project Hometown Help Allocations Exceed \$1 Million

A total of 179 allocations were made to various agencies and organizations totaling \$104,150.56 through Middle Tennessee Natural Gas Utility District's Project Hometown Help from November, 2009 through March, 2010. The totals are shown below by county:

Bledsoe	\$ 350.00	Cannon	\$ 4,200.00	Coffee	\$ 3,100.00
Cumberland	\$20,680.56	DeKalb	\$ 8,800.00	Franklin	\$ 250.00
Grundy	\$ 300.00	Hamilton	\$16,850.00	Jackson	\$ 200.00
Meigs	\$ 250.00	Putnam	\$ 6,150.00	Rhea	\$11,850.00
Rutherford	\$ 1,000.00	Smith	\$ 3,370.00	Van Buren	\$ 1,350.00
Warren	\$ 9,400.00	White	\$13,650.00	Wilson	\$ 2,400.00

Project Hometown Help began in April, 2005 and since that time has distributed more than \$1,063,136.97 to the communities MTNG serves. It is funded by the customers of Middle Tennessee Natural Gas who allow the District to round their monthly bill to the next dollar. Funds collected are allocated back to the areas from which they were contributed to the extent practical.



The DeKalb County Rescue Squad was a recent recipient of funds through Project Hometown Help. The 911 system upgrade rendered their pagers obsolete so the monies received from PHH will be used to upgrade their paging system. Making the presentation on behalf of Middle Tennessee Natural Gas is Chief Executive Officer Leslie B. Enoch, center. Receiving the check on behalf of the Rescue Squad are Frankie Bryant, left, and Robert Keith, right.

For more information on Project Hometown Help, log on to www.mtng.com or call 615-597-4300.