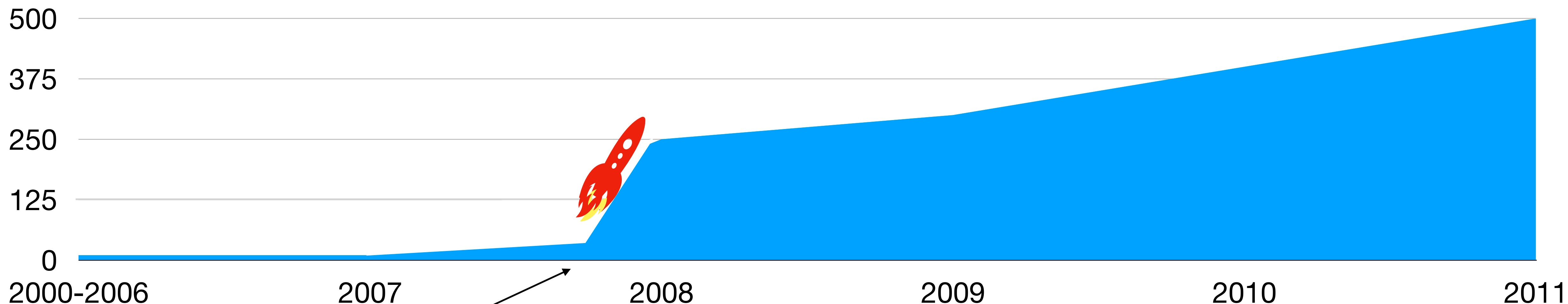


The impact of Dan O'Connor Training on JD Powers Customer Service Ranking



**DAN O'CONNOR
TRAINING**
He Gives You The Words



MLGW promises enhancements following J.D. Power survey results

August 1, 2007

MLGW today addressed the results of the 2007 J.D. Power & Associates Electric Utility Residential Customer Satisfaction Survey, which ranked MLGW last among medium-sized utilities.



New J.D. Power study shows MLGW most improved utility in overall customer satisfaction

September 26, 2008

A study released this week by J.D. Power and Associates shows Memphis Light, Gas and Water has made significant improvement in customer satisfaction. The "2008 Gas Utility Residential Customer Satisfaction Study" shows MLGW making a 72 point improvement over the 2007 study, the highest of any utility surveyed.

MLGW Shows More Improvement in Latest J.D. Power Residential Utility Customer Satisfaction Survey

July 21, 2009

(July 21, 2009) - Memphis Light, Gas and Water Division posted the third best increase in overall score for the South Midsize Region in the latest residential utility customer satisfaction study conducted by J.D. Power and Associates.

MLGW continues to improve in the various J.D. Power & Associates customer satisfaction surveys

Feb 2010

New J.D. Power survey of satisfaction among business customers shows MLGW improvement MLGW continues to improve in the various J.D. Power & Associates customer satisfaction surveys, as evidenced by results for the 2010 Electric Utility Business Customer Satisfaction Study announced 2/3/2010. MLGW climbed 41 points, while all utilities averaged an increase of 29 points.

MLGW Grows In J.D. Power Satisfaction Survey: Ranks among top five most improved utilities

February 17, 2011

(February 17, 2011) - For the third consecutive year, Memphis Light, Gas and Water Division showed improvement in the annual results of the J.D. Power & Associates Electric Utility Business Customer Satisfaction Study. In the 2011 study, MLGW's score improved 36 points from the prior year.

https://www.mlgw.com/news/news_JDpower2007

https://www.mlgw.com/news/news_JDpower2011february

https://www.mlgw.com/news/news_jdpowerjuly2009

http://www.mlgw.com/images/content/files/pdf/EnergyEdge/EE2_10.pdf

https://www.mlgw.com/news/news_jdpowerimprovement