

Presidential build comes to the Bluff City

MLGW residential services lead technician **Wil O. Williams** inspects a home north of Uptown for its energy efficiency measures like this Styrofoam insulation that wraps around exterior walls to help prevent air leakage – a leading cause of wasted energy.



The house is one of 21 homes that will be finished this year through Habitat for Humanity's Jimmy & Rosalynn Carter Work Project. In addition to former President Carter and Mrs. Carter, country music stars Garth Brooks and Trisha Yearwood and a host of volunteers and sponsors helped during the week-long build in late August.

En Español: Encuentre este informativo, *Customer Connection*, traducido al español en nuestro sitio de red visitando mlgw.com/customerconnection.

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Community Calendar

Oct. 20: "Violence at Home. Victims at Work. Employers Confront Domestic Violence." Conference from 8 a.m. to noon at Baptist Memorial Health Care Corp. Education & Conference Center, 6027 Walnut Grove Rd. Fee \$50. Info: memphiswomen.org or eventbrite.com.

Oct. 21-22: Friends of the Library Fall Book Sale at the Benjamin L. Hooks Central Library, 3030 Poplar, from 10 a.m. - 4:30 p.m. All items \$2 or less. Preview sale for members of Friends is 8-10 a.m. on Oct. 21.

Oct. 23: StepUp for Down Syndrome at CBU, 650 E. Parkway South, from noon - 4 p.m. A mile fun walk, food, games, music and more. Info: 901-547-7588 or dsamemphis.org.

Oct. 27: Walk a Mile in Her Shoes - Support ending violence against women at Handy Park in downtown, from 5:30 to 6:30 p.m. Register at memphiswomen.org.

Do you have a community event in the next eight weeks? Send an email to ljarlington@mlgw.org. Make sure to include Community Calendar in the subject heading.



Customer Reference Number: 10/16



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Local businesses hit again with utility scam phone calls

If it wasn't for a smart-thinking worker at Rite Aid in Cordova, Linda Jeffries would have fallen victim to a utility scam.



A man called threatening to cutoff the electricity at the retail clothing store where she works. Jeffries said she just wanted to keep the lights on – at any cost – because the store was having a big weekend sale coming up.

Scammers have called at least 40 customers in the latest utility imposter scam. Earlier this year, scammers targeted businesses and residents. One call resulted in a businessman cancelling a check he had written to MLGW for \$3,200 because he saw online that the check hadn't cleared his bank yet. He gave the scammer \$3,200 via a prepaid debit card. Scammers often direct a person to a specific location to buy prepaid debit cards. Once the debit

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(Scam alert continued from front page)

cards are bought, scammers instruct customers to call a 1-800 or out of state area code number and provide the card's pin number.

In Jeffries case, she pulled \$1,000 cash from the bank and drove to the Rite Aid. Luckily, the clerk urged her not to buy a Green Dot card. She called the clerk "my new BFF." After it was over, Jeffries said she was mad at herself: "I know better than that."

SCAM ALERT!

Rite Aid store manager Richard Cormeny said his shift supervisor stopped the scam with Jeffries and another woman, who came in earlier that day. Both had their MLGW statements in their hands when they asked about buying prepaid debit cards.

The shift supervisor explained to Jeffries that once she gave the pin numbers off the card to someone – the money is gone. "It is a part of our training," Cormeny said. "When it is a large amount of money, we ask [a customer], 'Are you sure you know who you are sending this to?'"

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MLGW wants to remind all customers: Don't believe your caller ID. Technology makes it easy for scammers to fake or spoof caller ID information. Scammers may know your last month's bill or how much you owe.

If you get a call like this, hang up. Slow down. Check out the story. Search online. Scammers want you to make decisions in a hurry. Don't do it. Call a number you know is genuine – not the number the caller gave you.

Public Power Week

This year MLGW celebrates Public Power Week Oct. 2-8 as one of more than 2,000 community-owned electric utilities serving more than 48 million people. On a national basis, private power residential customers pay average electricity rates that are about 13 percent more than those paid by public power customers.

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2016 Neighborhood Leaders Conference

With an emphasis on all aspects of safety, the MLGW's Neighborhood Leaders Conference once again successfully provided important information to a full house of participants on Aug. 12.

Since 1994, hundreds of area leaders are trained annually. The day started with a plenary on disaster preparation by guest Ron Childers and closed with a talk by Andy Wise on consumer safety, both speakers were from local WMC Channel 5.



The Red Cross volunteer specialist Wanda Doyle (left) goes over how to perform CPR with neighborhood leader Jackie Clayton (right).



Memphis Goodwill Job Center Manager Kristina Wirt works with neighborhood leaders on how they can better use their smart phones and tablets in emergencies.

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