

Students: Show us your art skills for 2017 MLGW Poster Contest

Grab your paints, brushes, colored markers, crayons, glitter and glue! Think about how to illustrate gas safety and create your masterpiece. Students could win a \$125 prize.



MLGW's poster contest is open to all K-12 students attending ANY school within Shelby County or home schooled within the county. See rules and entry form at mlgw.com/artcontest.

Submission deadline:

Friday, Dec. 1

Questions? Call 528-4820 (Monday-Friday, 8:30 a.m. - 4:30 p.m.)

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

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Just visit mlgw.com and click on the logos.

Community Calendar

Nov. 11 – Dec. 31: Watch animal keepers feed the animals at noon at Lichterman Nature Center, 5992 Quince Road. Info: 636-2210 for details and tickets.

Nov. 14 & Dec. 12: Enjoy free live music from the Memphis Public Library's Front Porch Music and Cultural Series. Starts at 7 p.m. at the Central Library. U of M's Southern Comfort Jazz Orchestra plays Nov. 14. Hope Clayburn and Soul Scrimmage play Dec. 12.

Nov. 17: Go on a nighttime hike and make a take-home craft at the Big Bugs Campfire at Memphis Botanic Garden from 6 – 8 p.m. Info: memphisbotanicgarden.com or call 636-4131.

Nov. 25 – Dec. 16: Take a free horse-drawn carriage ride around Collierville's Town Square and take pictures with Santa in the gazebo. Saturdays only from 10 a.m. – 4 p.m.

Dec. 9: Family Tunes and Tales with Memphis Symphony Orchestra at 11 a.m. Germantown Community Library, 1925 Exeter Road Info: 757-7323.



Customer Reference Number: 11/17



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW's Operation Feed Campaign exceeds goals; raises over \$37,000

MLGW surpassed its goal of \$30,000 when employees upped the ante and raised \$37,388.51 for the 2017 Operation Feed campaign to support the Mid-South Food Bank.



(Left to right:) MLGW's Operation Feed Campaign Chairman Cliff DeBerry co-chairpersons Sharika Hollingsworth and Liz Williams and Food Bank CEO Estella Mayhue-Greer

MLGW was awarded "First Place in Points per Capita" with companies that have 1,000 to 4,999 employees.

The Food Bank works with more than 300 agencies and their feeding programs in 31 counties in West Tennessee, North Mississippi and East Arkansas. It helps food pantries, soup kitchens, shelters, youth, senior and residential programs, rehab centers and daycares.

MLGW sends crews to Florida after Hurricane Irma

Before Hurricane Irma slammed Florida with winds of up to 130 miles per hour, officials at the publicly-owned Gainesville Regional Utilities had already asked for help from MLGW.

In preparation, a dozen MLGW linemen and a lone mechanic rode out of Memphis at 8 a.m. Sunday, Sept. 10 in a caravan of trucks and supplies – an hour before Irma made landfall in the Florida Keys and plowed its way across the state.

MLGW workers rolled into Gainesville late Monday night on Sept. 11. As the men turned off Interstate 75 after their 757-mile journey, MLGW's Todd Carr looked back at the traffic in awe. "There was over two miles of blinking yellow lights behind us of linemen coming into Florida," he said. "I have never seen that many linemen altogether headed to work before." The linemen were among the estimated 50,000 out-of-state utility workers helping restore power after Hurricane Irma according to the American Public Power Association.

For the next 12 days, MLGW crews worked 16-hour days replacing and installing electrical lines where 30,000 Gainesville residents were without power. The crews began work at 5 a.m. and didn't quit until 9 p.m. "Our guys were happy to be there. They love what they do. We wish we could have helped more people," Carr said. MLGW workers returned to Memphis on Sept. 25.



Memphis earns a top 10 spot in Energy Star rankings

The Environmental Protection Agency ranked Memphis in the top 10 mid-sized cities with the most Energy Star certified buildings. Memphis tied with Lexington, Kentucky to earn the 10th spot in the rankings. San Jose, California won the top listing.

EPA rates cities based on how many buildings achieved Energy Star certification in 2016. To qualify, a building must earn an Energy Star score of 75 or higher – indicating it outperforms 75 percent of similar buildings nationwide. Energy Star is a voluntary program that helps businesses and individuals save money and protect our climate through superior energy efficiency. In all, 38 Memphis-area schools, retail stores, distribution centers and a hospital earned the Energy Star label. FedEx, the largest employer in Memphis, had nine buildings at its world headquarters earn the rating. Fourteen Shelby County schools are also certified.

MLGW rated as a high-quality investment in bond issuance

Once again, the bond market has recognized MLGW as an excellent investment.

MLGW issued over \$150 million in bonds across its utility divisions. The bonds were issued at 2.77 percent interest for the electric division, 2.83 percent for gas and 2.73 percent for water.

Standard & Poor's and Moody's Investors Service assessed each division separately.

For the second year in a row, MLGW's water division garnered its highest rating by the S&P 500 with an AAA credit and Aa1 by Moody's. The electric division was rated AA and Aa2, and gas received AA- and Aa1 ratings, respectively.

The low interest and high credit ratings reflect the market's confidence in MLGW as a sound investment. The water division's AAA rating is notably difficult to earn.

Even the gas division, which last year issued bonds for the first time since 1984, received an interest rate close to the other more highly-rated divisions.

Cold weather-related moratorium

MLGW will not disconnect any residential accounts for nonpayment whenever the wind chill is predicted to be at or below 32 degrees Fahrenheit during a 24-hour period.