

April is Safe Digging Month

National Safe Digging Month in April is when many homeowners and contractors dig, landscape and garden. If you have plans for any digging on your property, always call to get your utility lines located and marked first. Call 811, the safe digging hotline, before you dig and your utility lines will be marked for free. Allow 72 hours before digging. Make sure your contractor gets your lines located and marked before any digging job begins. Striking unmarked underground gas or electrical lines can be deadly. Call 811 Before You Dig. It's the law! For details, visit mlgw.com/811.



**Know what's below.
Call before you dig.**

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

April 18-22: Africa in April Cultural Awareness Festival. Music, arts and crafts, fashions, food, education, economics, culture and history. Robert R. Church Park at Fourth and Beale, various times.

May 5: 7th Annual Get Down & Derby Gala, Woodland Hills Event Center, 10000 Woodland Hills Dr., 4-9 p.m. Info: dsamemphis.org/2018-get-down-derby.

May 5 & 6: Fair on the Square, Collierville Town Square, 125 N. Rowlett St. Sat. 10 a.m.-6 p.m., Sun. 12-5 p.m. Info: colliervillefaironthesquare1950.org.

May 12: 4th Annual Bluff City 10K benefitting Habitat for Humanity of Greater Memphis, Overton Square, 8 a.m. Info: rkoch@memphishabitat.com or 322-3504.

May 11 & 12: 60th Annual Greek Festival, Annunciation Greek Orthodox Church, 573 N. Highland St., 11 a.m. - 8 p.m. Info: memphisgreekfestival.com.

May 19-20: 3rd Annual Cooper Young Garden Walk, Cooper St. & Young Ave., 9 a.m. - 5 p.m. Info: cooperyounggardenclub.org.



Customer Reference Number: 4/18



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

New MLGW president and CEO gets sworn in

Memphis Mayor Jim Strickland conducted the swearing-in ceremony for MLGW's new President and CEO Jarl "J.T." Young on Tuesday, March 20 at 11:30 a.m. in the MLGW Admin. Bldg. Board Room.



Young is the 11th President to lead the utility. Young's 35 years of diverse utility experience includes customer service, marketing, sales, risk management, information technology, finance and supply chain management. Prior to assuming his responsibilities at MLGW, he served as Gulf Power's Customer Service and Marketing General Manager.

Young holds a bachelor's degree in electrical engineering from the University of Florida, an MBA from the University of West Florida and he is a graduate of Harvard Business School's General Management Program.

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MLGW welcomes new commissioner

Recently, the Memphis City Council approved Michael E. Pohlman as the newest member of the MLGW Board of Commissioners. He replaces former Commissioner Derwin Sisnett, whose term ended; Sisnett has served on the MLGW Board since 2012. Pohlman, a life-long Memphian, currently serves as the chief executive officer/president of the Pickering Firm Inc., a full-service engineering and architectural firm, where he has worked in various capacities over the last 37 years.



Michael E. Pohlman

MLGW warns of potential scam

Customers have reported receiving calls from people claiming to be MLGW and requesting payment from the customer, threatening to disconnect their services. **MLGW does not request payments over the phone.** Scammers use phone "spoofing" technology, which makes your caller ID display what appears to be MLGW's number. If you get such a call, we urge you to do the following:

- Hang up the phone.
- Don't give out personal financial information.
- Call MLGW at 901-544-6549 if you have any concerns.
- Report it to your local police station if you have been scammed.

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M.I.N.E. program helps residents save on energy usage

Throughout 2017, MLGW spoke to a number of community groups and schools through the MLGW in Neighborhoods Everywhere (M.I.N.E.) program on how to be energy smart in their homes.



Derrick Dones

Dozens of residents learned some simple ways to reduce energy usage through the M.I.N.E. program. During a meeting in Whitehaven, Derrick Dones, Residential Services, gave an analogy in a town that breathes basketball on the importance of having an air tight house.

"Your home is like a big basketball. If that basketball has a lot of pin holes in it, no matter how much air you pump into it, it will continue to lose air until you fix the holes in the ball," Dones said.

"Just like you plug a basketball if it has holes in it, you need to plug those areas around the doors and windows and increase your attic insulation in your home," he said. "Doing these things addresses the shell of the home or what we call the thermal envelope."

If your community or school group would like to hear about being energy smart or other programs we offer, contact Beverly Perkins, Communications and Public Relations, at 528-4820 or bperkins@mlgw.org.

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MLGW honored for its protection of drinking water

MLGW was honored by the Tennessee Backflow Prevention Association with an award recognizing the Division's "support and commitment to the protection of Tennessee's drinking water and to the Tennessee Backflow Prevention Association." The award was presented at a recent MLGW Board meeting.



MLGW Chief Utility Officer Dana Jeanes proudly shows the award from TBPA.

Water Quality Report Available in May



Want to check out the facts about the source and quality of your drinking water? MLGW's Annual Water Quality Report will be online in May at mlgw.com/waterquality.

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