

MIFA has turned 50!

The Metropolitan Inter-Faith Association (MIFA) is celebrating 50 years of existence and MLGW is proud to help celebrate such a memorable achievement. Here's how the two entities unite in partnership:



- **Plus-1:** The Plus-1 utility assistance program, started in 1982, is administered by MIFA to help pay utility services for people who've had a temporary crisis. Recipients come from all walks of life, yet due to an unexpected hardship such as a debilitating illness or unemployment, their financial resources are exhausted.

MLGW collects funds from customers who donate \$1 or more on their utility bill.

During MIFA's 2018 fiscal year, which ended June 30, 2018, 2,873 individuals were helped with their utilities through the Plus-1 program.

- **Share the Pennies:** This program helps low-income homeowners by providing grants for basic energy efficiency improvements. In partnership with MLGW, MIFA screens applicants and refers those who qualify to MLGW.

Share the Pennies

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Community Calendar

Oct 27 – Flick or Treat Movie Night at the Garden. 5 p.m. Movie begins at 7:15 p.m. MBG members \$8 / non-members \$10. Info: 901-636-4130.

Oct 31 – 3rd Annual Unify Memphis Event / Fall Festival, 3201 Austin Peay Hwy, Time TBD. Info: 901-636-3207.

Nov 10 – 2018 3rd Annual Turkey Trot 5K Run / Health Fair, Time TBD. Info: 901-636-3207.

Nov 13 – Alzheimer's & Dementia Services Conference, free. Bartlett Station Municipal Center, 5868 Stage Rd., 8:30 a.m. – 3:30 p.m. Info: adsmemphis.org or 901-372-4585.

Nov 13 – Caregiver's Rest Conference, For the Kingdom Camp Ground, 4100 Raleigh Millington Rd. Free but must register to attend at caregiverrespite.org.

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

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Customer Reference Number: 10/18



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Meet Jim West, MLGW Chief Customer Officer

Jim West has joined Memphis Light, Gas and Water Division as the Chief Customer Officer. West comes to Memphis from Everett, WA, where he spent nine years serving as the Assistant General Manager, Customer & Energy Services with Snohomish County Public Utility District.

Snohomish PUD, the second largest publicly owned utility in the state of Washington, serves 348,000 electric customers and 20,000 water customers in a service area of 2,200 square miles reaching from the Cascade Mountains to the Puget Sound. Yet, West is no stranger to Tennessee; he is a Chattanooga native.

In his role as Chief Customer Officer, West will be responsible for the Customer Care Center, Community Offices, energy efficiency services, customer metering/billing, field operations, customer advocacy, business and key accounts and market delivery.



(continued inside)

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(Jim West, CCO continued from front page.)

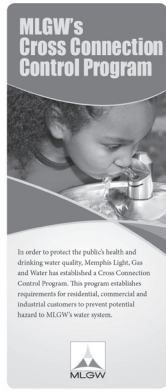
His strong background includes almost 30 years at the Tennessee Valley Authority, serving in a variety of management roles across all aspects of energy efficiency and renewable energy programs.

He earned a B.S. in Economics and an MBA from the University of Tennessee.

MLGW to raise cross connection awareness

MLGW Cross Connection Section recently hosted a day of awareness at MLGW University, focused on protecting the public drinking water.

The first-ever "Cross Connection Awareness Day" brought together individuals and organizations involved in the Cross Connection prevention process to promote education and cooperation to provide the best protection of our valuable water. A cross connection is any connection (residential or commercial) that poses a risk of contaminating the water distribution system by allowing chemicals or other contaminants to enter the water system. These connections include sprinkler systems, cooling systems, pools, hot tubs, chemical systems, etc. Any such connection must have some protective device protecting the water system from contamination. For more information, go to mlgw.com/residential/crossconnection.



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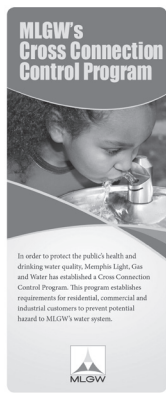
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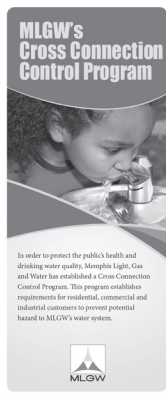
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MLGW and TVA partner to give back at local food bank

MLGW and TVA recently showed their commitment to giving back to the Mid-South community. On August 15, employees from the two organizations sorted through canned food donations and prepared boxes for needy families at the Mid-South Food Bank's Perkins warehouse.

"We actively seek opportunities to give back to the communities in which we serve, simply because we care and want these areas to grow and thrive both now and far into the future. Service projects like this one are an investment of time and energy that we proudly give to show our commitment to empowering communities," said Cindy Herron, vice president of TVA EnergyRight® Solutions. "We value working alongside MLGW and other partners who are defined by the same spirit of servanthood."

Each year, MLGW departments work internally to raise funds and support the Mid-South Food Bank through its Operation Feed the Need campaign. In 2017, employees from the utility donated more than \$37,000.

"MLGW employees consistently give back to many organizations in the Mid-South," said J.T. Young, President and CEO of MLGW. "We will continue to be a hands-on presence; donating our time, dollars and lending a helping hand to those in need. Partnering with TVA at the Mid-South Food Bank is a small way we can support their mission to change lives by eliminating hunger in the Mid-South."



Important recommendation from the Memphis Fire Department



In an effort to reach as many citizens as possible regarding fire and life safety, the Fire Prevention Bureau of the Memphis Fire Department recommends residents, "Install smoke alarms in every sleeping room, outside each separate sleeping area, and on every level of your home. Install alarms in the basement. Larger homes may require additional smoke alarms to provide a minimum level of protection. Interconnect all smoke alarms throughout the home for the best protection. When one sounds, they all sound. Make sure you can hear the sound of the smoke alarm."

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