

PowerUp Memphis

Power Up Memphis is a half-hour television program that features important news from Memphis Light, Gas and Water.

POWER UP

Hosted by MLGW Vice President of Community & External Affairs Gale Jones Carson, each edition of *Power Up Memphis* features interviews on a wide range of subjects such as energy-saving information, vital safety tips, utility industry news and information on customer assistance programs.

In a recent episode, MLGW's Co-op Program for college students and training initiatives were discussed. The episode also featured an update on Share the Pennies, a voluntary bill round-up program that provides grants for home weatherization projects for low-income MLGW customers.

Watch episodes at powerupmemphis.com.

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

Interact with MLGW via: Instagram, Twitter, Facebook, Blogspot and YouTube



Just visit mlgw.com and click on the logos.



Community Calendar

March 23 – Black Art Experience, Agricenter International, 7777 Walnut Grove Rd., 4 p.m. to 9 p.m. Admission: Adults, \$20 in advance, \$25 at the door; children (10 and under), free. For more information, visit blackartexperience.com or call 517-4130.

March 30 – Muslims in Memphis, Agricenter International, 7777 Walnut Grove Rd., 10 a.m. to 6 p.m., Admission: free. For more information, visit, muslimsinmemphis.org.

April 8 – Your Water, Your Research: Aquifer Study Public Forum, 6:30-8 p.m., Benjamin L. Hooks Central Library, 3030 Poplar Avenue. Gain information and share feedback on this important study. Sponsored by U of M CAESER, 678-5110 or strengthencommunities.com.

Do you have an upcoming community event? Send an email at least three months prior to the event to corpcomm@mlgw.org. Be sure to include Community Calendar in the subject heading.



Customer Reference Number: 3/19



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

The Golden Anniversary

This year, Memphis Light, Gas and Water is proud to celebrate a significant milestone – 80 years of providing utility services to the residents of Memphis and Shelby County.



MLGW began operating as the city's first utility company in 1939. Eighty years later, MLGW is the nation's largest three-service municipal utility with some of the lowest combined rates of any utility in the country.

MLGW began as a dream of prominent Memphians, such as Shelby County political leader and former Memphis Mayor E.H. Crump, to have all the utilities in the city owned and operated by the city government and free of interface from far-off companies and non-local interests.

(continued inside)

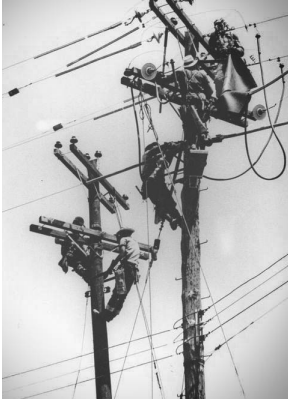
(continued from front page)

When the Tennessee Valley Authority was formed in 1933, many felt the opportunity had arrived for Memphis to obtain cheap electric power. The unified Memphis Light and Water Division was formed in 1935 to oversee power and water systems and a contract with TVA was also signed that year.

After three years of litigation and negotiations, a sale agreement for purchase of Memphis Power and Light was reached.

On March 9, 1939, the governor of Tennessee signed an amendment to the Memphis charter creating Memphis Light, Gas and Water Division.

Since 1939, the Division has strived to improve the quality of life of Memphis and Shelby County customers through efficient and safe delivery of electricity, natural gas and water. The slogan found on the first MLGW logo still resonates with the Division today: “Public Service—Publicly Owned.”



MLGW: A timeline

- During the 1940s, many of the Division’s employees temporarily left their jobs to serve their country during World War II.
- In 1950, MLGW crews responded to a crippling ice storm on Jan. 5 and 6, which interrupted power and caused \$567,000 in property damage. Permanent repairs continued for nine months.
- Work began in 1967 on the new MLGW Administration Building at 220 South Main Street. With the move in 1969 to a new location came a new logo as well, symbolizing MLGW’s advances as a modern utility.
- During the 1970s, MLGW promoted the Gold Medallion all-electric houses as the homes of the future, focusing on energy efficiency.
- In 1986, MLGW joined forces with the University of Memphis to create a community-based consortium known as Energy Vision.
- MLGW’s electric distribution system sustained nearly \$15 million in damages when the city was hit with a devastating ice storm in 1994. MLGW employees worked around the clock to restore power to 250,000 customers.

A new MLGW.com

Memphis Light, Gas and Water has launched a new, improved *mlgw.com*. Among the many improvements, the new site is focused on giving our customers an enhanced mobile experience.

The website design will adapt its display to the user’s screen size, making it more user-friendly. Recent research shows that mobile users accounted for 50 percent of all visitors to *mlgw.com*. PC users accounted for 45 percent, while tablet users were five percent.

The updated site will also give customers quicker access to what they need, such as My Account, Bill Pay, information about assistant programs, important phone numbers, payment options, and online interaction through MLGW’s social media and web chat. An additional update of My Account is expected to launch later this spring for registered users.

