

MLGW Climbs Cybersecurity Rankings

Memphis Light, Gas and Water recently climbed to number seven in the 2019 Security 500 Rankings in the Utilities (Energy, Electric, Gas, Nuclear, Oil, Water, Wastewater) sector. The Security 500 tracks 20 vertical markets and collects unique data where appropriate and applies this data to key metrics. Five hundred enterprises have been ranked through metrics to determine the forerunners in 20 sectors.

"MLGW continues to monitor and manage its processes, procedures and products to help maintain a secure environment. The Security 500 rankings are a testament to our efforts and performance within the energy sector," said Lashell Vaughn, VP and Chief Information Officer. MLGW's ascent on the list puts the utility in the top 10, just behind Exxon Mobil and Shell, and ahead of Entergy.

In 2018 MLGW held the 16th spot and was 23rd in 2017.

To view the full article, please visit: securitymagazine.com/articles/91188-the-2019-security-500-rankings.

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Community Calendar

Jan. 23, Feb. 27: Power Supply Advisory Team (PSAT) Meeting, First Baptist Broad, 2835 Broad Ave., 10 a.m. to 2 p.m. For more information, visit: mlgw.com/about/powersupply.

Feb. 20-23: 2020 Al Chymia Shrine Circus, Agricenter International, 7777 Walnut Grove. For more information, visit alchymiashrine.org.

New Hours: MLGW Customer Care Center's new operating hours are 8 a.m. to 6 p.m., starting January 6.

Reminder: Check your bill due date. Your billing due date may change as MLGW moves meter reading routes to become more efficient and serve you better.

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

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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

A New Year's Resolution: Volunteer

As is tradition at the start of a new year, what resolutions have you made? What would you like to do differently in 2020? If I could suggest the perfect resolution, I would suggest volunteering.

There is no greater calling than to serve others; volunteering is the most noble of all actions you can do. At Memphis Light, Gas and Water Division, our employees have a long and rich history of giving back to our community through volunteering and charitable fundraising.

Our caring is reflected in our community involvement, our volunteerism and our major fundraising campaigns for organizations like United Way of the Mid-South, the Mid-South Food Bank and the Salvation Army.

As a good corporate neighbor, we firmly believe that our service to the community should go further than the safe delivery of electricity, gas and water. Our volunteering helps sustain our community in so many ways.

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I've seen my MLGW co-workers landscaping, painting and weatherizing for United Way agencies, taking part in holiday parades to hand out energy-saving tips, greeting and engaging customers at local fairs and community events, riding bikes long distances to raise funds for area non-profits, taking part in fundraising walks, boxing up food at the Food Bank, ringing the bell or donating gifts at Christmas for the Salvation Army. The list seems endless.

For me, serving others springs largely from my upbringing and my faith. My parents demonstrated how important it was to serve; to be kind and considerate of the needs of others and to give to others with no expectations of receiving repayment. Going above and beyond what's typically expected to help



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others was always admired and esteemed in my family.

When I was growing up, I was in the Boy Scouts for a few years. It was during this time that I was taught by volunteers to be helpful. They also taught me through their example that doing good to others was rewarding.

My wife, Deidre, also helped me to see the importance of serving in the community. She has always sought to find her place in helping our communities to be better places. Currently, we both serve as Arise2Read volunteers at LaRose Elementary School. She also serves with the Le Bonheur Children's Hospital Women's Club among other charitable activities.

Volunteering comes down to realizing that we all, at times, need help. None of us accomplish things on our own.



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Someone, somewhere had to help make a way for us. You can be inspired by volunteering your time, your money, your insights and your encouragement. We were created to serve...to help...to be someone's role model as they seek to reach their dreams. As we do so, we help to make ours a better community, region, state, nation and world.

MLGW is known for our service to the community. I am proud of the way MLGW volunteers serve the community. Join us this year by volunteering in your own ways to make a difference.

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