

MLGW earns top power reliability designation

Memphis Light, Gas and Water Division earned a Diamond Level designation in the American Public Power Association's Reliable Public Power Provider Program (RP₃), which recognizes utilities that demonstrate high proficiency in reliability, safety, workforce development and system improvements.

This year's designation marks the sixth time that MLGW has earned APPA RP₃ recognition.



From left to right: Amanda Lawson (Regulatory Compliance), Greg Van Sickle (Reliability and Power Quality), MLGW Board Chairman Steven Wishnia, Giovanti Palacio (Transmission and Operational Planning), MLGW President and CEO J.T. Young, Jennifer Gonzalez (Reliability and Power Quality) and Alonzo Weaver, Vice President of Engineering and Operations.

MLGW reaches \$1 million in renewable credits

The MLGW Board of Commissioners recently received the 2018 Governor's Environmental Stewardship Award (Pursuit of Excellence). The award recognized MLGW for success in providing 100 percent renewable vehicle fuel in the form of Compressed Natural Gas and Liquefied Natural Gas.



From left to right: MLGW Board Chairman Steven Wishnia, Jude Marica with CenterPoint, Michael Taylor, Commercial and Industrial Customer Care and President and CEO J.T. Young.

By working with CenterPoint Energy Services to acquire the renewable natural gas, significant revenue was created through the EPA's Renewable Identification Number program. RINS, as it is called, represent the currency of compliance under EPA.

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Community Calendar

15 Sep-19 Oct – Annual Red Cross “Holiday Mail for Heroes” cards. Info: 901-483-6860 or david.compton2@redcross.org.

Sep 29 – Sensory World Memphis 6th Annual Autism Awareness 5k Run/Walk, 8505 Trinity Rd., 8 a.m. Info: sensoryworldmemphis.com.

Sep 30 – Japanese Festival at Memphis Botanic Garden. Music, dance, martial arts, and Taiko. 10 a.m.-5 p.m. Info: memphisjapanfestival.com.

Oct 7 – Annual Aviation Festival & Picnic, For the Kingdom, 4100 Raleigh-Millington Rd. Free food, music, fun and games. Info: 901-396-1200.

Oct 13 – 15th Annual Agricenter Harvest Festival, FREE, Farmer's Market Barn, 7777 Walnut Grove Road, 10 a.m.-2 p.m. Info: Agricenter.org/harvestfestival.

Oct 17 – Creative Aging's Senior Arts Series, Theatre Memphis, 1:30-3:30 p.m. Info: creativeagingmidsouth.org/new-senior-arts-series or 901-272-3434.

Oct 21 – Step Up for Down Syndrome Walk, Christian Brothers University, noon to 4 p.m. Info: dsamemphis.org.



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW continues climb in J.D. Power Survey



For the second consecutive year, Memphis Light, Gas and Water Division posted gains in the annual J.D. Power & Associates Electric Utility Residential Customer Satisfaction Survey. The utility climbed 18 points to best its highest ranking in 10 years with a 2018 score of 684.

MLGW President and CEO, J.T. Young, says efforts are underway to continue and expand that positive trend with a proactive reliability improvement plan. “Much of MLGW's infrastructure is 40-plus years old. This fall, we will present a plan to the Memphis City Council aimed at minimizing the adverse impact of severe weather” he said.

Power quality and reliability are among the categories surveyed; customer service, price, communications, corporate citizenship and billing and payment are the others. “Our goal is to increase customer value while containing costs and enhancing service delivery,” Young concluded.

Share the Pennies update

The Memphis program to help cut utility costs for under-resourced families has more than six times the money to spend than it did last year, and that's thanks to our customers. Memphis Light, Gas and Water's Share the Pennies program is funded when your utility bill is rounded up to the nearest dollar. The extra funding provides money to weatherize the homes of customers who can't afford that themselves.

Through June 2018, the total amount collected through Share the Pennies was roughly \$747,000, and — as of July 19 — MLGW had awarded \$654,000 in contracts to improve 102 homes. MLGW has a target to complete 300 homes annually.

MLGW's Share the Pennies DONATIONS

\$747 K	Total donations to MLGW's Share the Pennies program through June 2018
+20%	Percentage increase in total donations to MLGW's Share the Pennies program from end of May to end of June 2018

Total donations to MLGW's Share the Pennies program through June 2018

Date	Total homes with contracts	Work in progress	Jobs completed	Contracts awarded
6/12/18	72	62	10	\$415,588
7/19/18	102	72	30	\$654,160

Source: MLGW

Gale Jones Carson, Director of Corporate Communications for MLGW, said the utility solicits bids from a pool of 33 MLGW-approved, licensed contractors to complete the construction work. The lowest bidding contractor is then awarded the job.

“We can always use more contractors, so that we can provide greater service to customers,” Carson said.



Pilot Safety Inspection program has begun

It is pilot re-light time again. MLGW has been accepting appointments for the Pilot Safety Inspection program since August 6. All appointment times made for an inspection in September are free. Starting Oct. 2, there will be a \$55 fee and a \$16 equipment charge after three additional appliances.

The service is free for physically challenged customers and for those who are 60 and older. Customers should call 820-7878 and punch in 1-2-3-2 for English, to schedule a time.

Share the Pennies
SMALL CHANGE, BIG DIFFERENCE.