

Day In The Life: Lineman

Earnest Holliday, a general foreman in South Service Center Electric Distribution, has been with MLGW for 21 years. He answered a few questions about the life of a lineman, a "challenging" job.



Q: What are some of the dangers that linemen might encounter during restoration work?

A: Obstructions are one of the main dangers. Trees and limbs pose a major risk during and after a storm. Another danger is downed power lines that, sometimes, could still be energized. So linemen have to be aware of their surroundings. Safety is always a lineman's first and main concern when customers are nearby.

Q: What's one thing about being a lineman that most people don't know?

A: It is a very stressful job, especially when we are under extreme pressure and public scrutiny of restoring power to thousands of customers such as the June 12 storm.

Stay tuned for more "Day In The Life" features.



Aug. 14-16: Southern Home & Garden Expo. Agricenter International. Friday, Aug. 14, 11 a.m.- 6 p.m.; Saturday, Aug. 15, 9 a.m.- 6 p.m.; and Sunday, Aug. 16, 11 a.m.- 6 p.m. Visit: www.southernhomeandgardenexpo.com.

Aug. 31: National Kidney Foundation of West Tennessee Annual Golf Classic, TPC Southwind. 8:30 a.m. Funds raised benefit the National Kidney Foundation of West Tennessee. To register, call Mable Barringer at 683-6185.

Sept. 12: Latino Festival at the Delta Fair at Agricenter International. Admission: \$8.00 for adults, children (ages 5-12) \$5.00 and children (ages 4-under) free. Hours are 10 a.m.- 11 p.m. Contact Dayanara Mcalister at 218-1995.

Sept. 26: Mid South Division of the American Liver Foundation (ALF) 5K Liver Life Walk at Cancer Survivors Park. Registration: 9 a.m. Walk: 10:30 a.m. Register at www.liverfoundation.org/walk. Contact Deri Whittaker at 766-7668.



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW Continues J.D. Power Improvement

MLGW posted the third best increase in overall score for the South Midsize Region in the latest J.D. Power 2009 Electric Utility Residential Customer Satisfaction Study. MLGW now ranks 117 out of 121 utilities in the survey.

It's a significant step forward but MLGW President and CEO Jerry Collins Jr. said, "We understand that we have a long way to go. We need to keep improving, and we will."

MLGW's overall score jumped 15 points to 563; MLGW scored 548 out of 1,000 points in 2008. John Hazen, senior director at J.D. Power, noted the South Midsize Utility Average fell by 8 points compared to 2008, which means MLGW continues to show improvement.

This survey is specific to electric utilities, and differs from the J.D. Power and Associates survey of natural gas customers that will be released later this year, as well as the business electric

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J.D. Power, cont. from cover

survey that will be released in early 2010.

The study measures residential customer satisfaction in six areas: power and quality, price, billing and payment, corporate citizenship, communications and customer service. MLGW showed increases in all categories; four—power and quality, billing and payment, communications and customer service—showed double-digit growth.

North Community Office Closing For Renovations

Starting in October, the North Community Office, 2424 Summer Ave., will close for renovations. The North Office is scheduled to re-open in January 2010. Customers can visit other MLGW community offices at the following locations: 245 S. Main, 2935 Lamar Ave., 1111 E. Shelby Dr. and in Millington at 5131 Navy Road.



EcoBuild surpasses 500 mark

MLGW's "voluntary green" building program, EcoBuild,



recently certified its 500th house, a 3-bedroom, 2061-square-foot home built in Midtown. This was Cowles Construction Co.'s first EcoBUILD home and the company has already begun the process for

another one. Cowles is building a 10-lot infill subdivision.

Since its inception in 2003, EcoBuild has certified 514 homes and now accounts for 667,797 square feet of green housing in Shelby County. A home built to EcoBUILD standards is designed to be 30 percent more energy efficient than typical residential construction in Shelby County.

In a 2006 study of 54 EcoBuild homes in Uptown, MLGW estimates collective annual electricity savings of 2.3 million kWh plus natural gas savings of 267,000 ccf. The avoided electric use is enough to meet the annual power needs of 146 average Memphis households. It also represents avoided power generation emissions equal to 3.76 million pounds of carbon dioxide.

MLGW Accepting Appointments for Pilot Inspections

MLGW customers can start scheduling appointments for pilot light-up inspections on August 17. The service is free to all customers prior to October 6 and after December 31.

Customers can call 820-7878 to schedule an appointment date and time that will be most convenient: 8 a.m.- noon; noon - 4 p.m.; and 4 p.m.- 8 p.m. Saturday appointments are also available. For the best selection of dates and times, please call as soon as possible.

Floor furnaces and wall furnaces should be cleaned prior the technicians' arrival to light your furnace. If your furnace is in the attic, proper access must be provided.

MLGW inspection appointments worked Oct. 6 through Dec. 31 will be assessed a \$27 fee that will be billed to the customer's account. The service fee of \$27 covers up to three gas heating appliances in your home; each additional gas appliance will incur a \$14 fee. If your utilities are listed in your name and you are 60 years of age or older, disabled, the service will be provided at no charge as long as you present the Customer Service Representative with verification at the time of service. MLGW representatives will have an MLGW I.D. badge.

Visit MLGW's Web site: www.mlgw.com