

## Remember: Call 811 before you dig!



In addition to being prepared for the dangers presented by severe weather, a little knowledge about natural gas safety is a must. When warned to evacuate the area, do so immediately. The leading cause of natural gas pipeline accidents – almost 60 percent – is damage from excavation or construction. Many of us are eager and can't wait to break ground to start outdoor projects such as building fences or planting trees. But do we know what's under the ground where we plan to dig? Natural gas pipelines and other utility lines weave beneath the surface throughout our community. Major gas pipelines are marked with a yellow caution sign. But secondary lines aren't as easily identifiable. So don't risk hitting a gas line, disrupting neighborhood service, and facing potential fines and repair costs. Before you begin digging, remember to contact Tennessee One Call at 811 to request that a professional locating crew mark the underground utility lines on your property. The service is free, and it's the law!

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

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**April 3:** Creative Aging's 2nd Annual Senior Game Day, Memphis Jewish Community Center, 6560 Poplar Ave., 1-3 p.m. \$5 admission includes refreshments and prizes. Info: 901-485-5369 or [www.CreativeAgingMidsouth.org](http://www.CreativeAgingMidsouth.org).

**April 5:** Branch Out Spring Music Festival. First Cumberland Presbyterian Church, 8161 Germantown Road, Olive Branch, MS. 10 a.m. - 6 p.m. Live music, food and children's activities. Info: 662-893-7347 or [www.firstcpchurch.org](http://www.firstcpchurch.org).

**April 5:** The National Civil Rights Museum's Grand Reopening, including "Breaking of the Chains" parade. All day. 450 Mulberry St, Memphis. Info: 901-521-9699 or [www.civilrightsmuseum.org](http://www.civilrightsmuseum.org).

**April 26:** Vollintine Evergreen Community Association Annual Art Walk. Crafts, silent auction, large children's area, live art demonstrations, local music, food and drinks. 11 a.m. - 6 p.m. 1625 Tutwiler Ave on the V&E Greenline. Info: 901-276-1782 or [VEGreenline@Gmail.com](mailto:VEGreenline@Gmail.com).

**May 3:** "Get Down & Derby" benefiting the Down Syndrome Association of Memphis & the Mid-South. Memphis Botanic Garden, 4-9 p.m. Entertainment, food, silent auction. Info: 901-547-7588 or [www.dsamemphis.org](http://www.dsamemphis.org).



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Celebrating Brilliant Service for 75 Years

## MLGW at the top for Cybersecurity



MLGW was recognized for its cybersecurity efforts. The award was presented at a recent Board of Commissioners meeting. Accepting from MLGW were **Allan Long**, Utility Compliance Manager; **LaShell Vaughn**, VP,

Chief Technology Officer; **Jerry Collins Jr.**, President and CEO; **Steve Wishnia**, Board Commissioner; and **Alonzo Weaver**, VP, Engineering Operations.

With recent data breaches at Target and Neiman Marcus retail stores, cybersecurity is a hot topic of late. MLGW employees and customers can rest assured knowing MLGW's systems and processes incorporate the best industry practices as recognized by *Security Magazine*. The publication issued its top 500 rankings and the Division was among the top 30 in the utility industry. The Security 500 survey identifies, ranks, and reports on the 500 biggest and best security organizations across 17 sectors.



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## Make Springtime a Safe Time



With the upcoming change to nicer, warmer weather, we frequently get severe weather. MLGW wants you and your family to be safe and protected during

severe weather outbreaks, so here are a few tips to increase safety:

- *Identify the safest place in your home in case of emergency. It might be a closet or bathroom in the middle of your home, away from exterior doors and windows. Go there if you hear severe weather warnings.*
- *Stock that place with emergency items such as a first aid kit, flashlights, a battery-operated radio or TV, and extra batteries.*
- *Store bottled water or tap water in sterile containers, enough for several days, two quarts per person per day. Store some non-spoilable food items that don't require heating, as well as a can opener.*
- *Include a whistle or similar device to alert emergency personnel in case of rescue efforts.*
- *Store a supply of necessary prescription medicines.*

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*Safety tips when severe weather strikes:*

- *Never approach or touch downed power lines. If a power line falls on your car, remain inside until help arrives.*

- *Know how to turn off your gas, electricity and water in case the lines are damaged.*

- *If you smell gas, do not turn on lights or electric appliances and don't use any phones.*

- *If you smell gas after severe weather, leave the building immediately. Go to a safe place and call MLGW. Do not go back into your home until MLGW says it is safe to do so.*

- *If you use a portable generator, do not operate it inside your home due to carbon monoxide danger. Also, do not plug it into a wall outlet to power your home; that can cause a dangerous fire hazard.*

- *Should you have downed wires, gas leaks or a broken water main, call MLGW's 24-hour, emergency-only hotline at 528-4465.*

## Shelby County gets federal grant money to offset 2011 flood expenses

Shelby County has received \$7.464 million in federal grant money to cover expenses incurred after the flooding of spring 2011. Out of that amount, Memphis Light, Gas and Water Division



gets \$2.3 million, which will be used for storm restoration expenses that weren't reimbursed by FEMA, said Jerry Collins, MLGW's President and CEO.

"The money goes back in the electric division general fund, which directly benefits the customer," Collins said. "Now, rather than the customer having to pay for that storm restoration, the federal government is going to pay for it."

The repairs include replacing poles that were knocked down, restringing electric cables that were knocked down and replacing cables that were destroyed, he said. The utility had a total of \$9.3 million in eligible charges, and FEMA reimbursed \$5.1 million, which left \$4.2 million, Collins said. "This is \$2.3 (million), so at the end of the day, all but \$2 million will be reimbursed," he said.

To receive the funds, communities were required to explain in detail how the grant will be used. Shelby County municipalities, MLGW and the emergency services gathered together to lay out a plan. The grant money could not be used for individual losses, which were covered by the Federal Emergency Management Agency in amounts up to \$30,000.