

Ringin' in the New Year



MLGW's Andrew Stanley gets some extra bell ringing help from his nephew, 17-month-old Evin Stanley. The two collected money for The Salvation Army Kettle Campaign in downtown Memphis. About 35 MLGW employees and retirees rang the bell over a period of 14 days during the holiday season.

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Jan. 4-29: Free tree recycling at The Yard at 1735 Thomas Road. Mention Memphis Botanic Garden, and The Yard will donate \$5 for every tree. Info: 833-9273.

Jan. 16-20: Keep the beat as 260 acts perform during the International Blues Challenge on Beale Street with finalists playing at the Orpheum on Jan. 20. Info: bealestreet.com/international-blues-challenge.

Jan. 19: Kick off 2018 at Habitat for Humanity of Greater Memphis' Tool Box Bash. Food, music and auction at Crosstown Concourse, 1350 Concourse Avenue. from 7-10 p.m. Info: toolboxbash.com or call Bailey Jones at 322-3535.

Jan. 25: Join a conversation about how schools can be an economic driver for women-and black-owned businesses. The event starts at 6:30 p.m. at the Freedom Preparatory Academy, 3750 Millbranch Road. Info: chalkbeat.org.

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.



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

New Share the Pennies program starts Jan. 1

MLGW is expanding its Share the Pennies utility bill round-up program.

All residential and commercial customers will be enrolled in the program which provides weatherization grants to low-income homeowners.

If customers have questions or want to opt-out, they can call 544-6549, and when prompted press 1-2-6-2, or speak with a service advisor.

Customers can also talk with an advisor at an MLGW community office or visit mlgw.com/sharethepennies.

Cold weather-related moratorium

Br-r-r-r. It's cold outside. Remember that MLGW will not cut off any residential accounts for nonpayment whenever the wind chill is predicted to be at or below 32 degrees Fahrenheit for at least four hours during a 24-hour period.

MINE program helps residents save on energy usage

Throughout 2017, MLGW spoke to a number of community groups and schools through the MLGW in Neighborhoods Everywhere program on how to be energy smart in their homes.

Dozens of residents learned some simple ways to reduce energy usage through the MINE program. During a meeting in Whitehaven, Derrick Dones, Residential Services, gave an analogy in a town that breathes basketball on the importance of having an air tight house.

“Your home is like a big basketball. If that basketball has a lot of pin holes in it, no matter how much air you pump into it, it will continue to lose air until you fix the holes in the ball,” Dones said.

“Just like you plug a basketball if it has holes in it, you need to plug those areas around the doors and windows and increase your attic insulation in your home,” he said. “Doing these things



Derrick Dones

addresses the shell of the home or what we call the thermal envelope.”

After each community session, residents were given energy conservation kits that included LED light bulbs, caulking and low-flow faucet aerators.

If your community or school group would like to hear about being energy smart or other programs we offer, contact Beverly Perkins, Corporate Communications, at 528-4820 or bperkins@mlgw.org.

Protect your pipes from freezing

Freezing temperatures make your pipes susceptible to the effects of cold weather. Here are five ways to prevent your pipes from freezing:

- Open interior cabinet doors to expose pipes to warmer air
- Let water drip from any faucet served by exposed pipes
- Wrap or cover all exposed outside faucets
- Lower your thermostat if you're away from your home but avoid turning it off completely
- Insulate any water pipes in the crawl space or basement



Germantown Holiday Parade



The Terminator (MLGW's Kortnie Dockery) waves to the crowd during the Germantown Holiday Parade on Dec. 9.

Five fire safety tips for your home

Let's start off the New Year by making our homes safer from a potential fire:

- Install a smoke detector and fire extinguisher on every level of your home
- Keep space heaters at least three-feet away from all flammable materials
- Avoid overloading electrical circuits
- Keep lighters and matches out of a child's reach
- Change furnace filters seasonally