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Plans are underway to relocate the North Community Office, 2424 Summer Ave., but a potential site on East Parkway, across from Overton Park, has been dropped as an option.

“We want our customers to be able to transact business with MLGW in an environment that is safe, convenient and that they can be proud of,” said Jerry R. Collins Jr., President and CEO of MLGW.

Recently, MLGW dropped its eminent domain case. The existing building is too small and has limited parking. It is also next door to an adult theater.



A customer leaves the MLGW office at 2424 Summer Ave.

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

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Community Calendar

May 20-21: Cooper-Young Garden Walk, 9 a.m. – 4:30 p.m. Self-guided tour of 130+ gardens, educational booths, garden speaker. Tickets: cygardenwalk.eventsmart.com.


June 2-4: Memphis Potters’ Guild annual Spring Show & Sale with locally made tableware, pottery, sculpture and jewelry; Memphis Botanic Garden, 750 Cherry Rd. Free admission. Info on times: 636-4100 or thememphis-pottersguild.com.

June 3: 15th Annual Kidney Walk at Rhodes College; Raise funds for the National Kidney Foundation of West Tennessee by walking 1-3 miles. Info: nkfwtn.org or 683-6185.

June 16-18: Memphis Juneteenth Urban Music Festival; Robert R. Church Park at Beale and Fourth Streets. Info: 281-6337 or memphisjuneteenth.com.

Do you have a community event in the next three months? Send an email to corpcomm@mlgw.org. Make sure to include Community Calendar in the subject heading.

 Customer Reference Number: 5/17



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Memphis Rental Ordinance helps family with home energy repairs

The heat wasn’t working. The water was cold. The toilet was broken. Mold covered two of the three bedrooms. Jan Harris,* who rents a modest home, had had enough.

Harris called and left a message seeking a home energy audit on MLGW’s Rental Ordinance Hotline. She needed help.

The ordinance allows MLGW to target energy losses like water leaks, broken windows, structural holes and non-working HVAC units in rental units. If the homeowner refuses to make the repairs, MLGW can take the landlord to Environmental Court.



Vidale Cothram checks for water leaks at a customer's home.

(continued inside)

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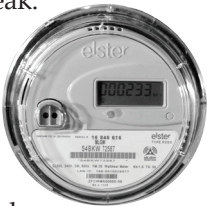
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Because the Harris family now has a smart meter, MLGW discovered that continuous water running in the house indicated a possible leak. Turning on his flashlight, Cothran peered into the water heater closet. He found the culprit – a leak in one of the pipes.



Now, the family has a new hot water heater that Cothran inspected recently. In this case, all the repairs were made. The owner and the management company “have done more than I asked. That’s the exception,” he said. For more information, renters can leave a message for an energy audit at 322-5757. The program allows technicians to identify and enforce energy-related issues.

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MLGW gives \$600,000-plus to United Way in 2016-17



(L to R): MLGW United Way Co-chairwomen Sharika Hollingsworth and Juanita Ford Boothe; United Way of the Mid-South CEO Kenneth Robinson; incoming MLGW United Way Co-chairman Cortez Heaston; Board of Commissioners Chairman Steven Wishnia and President and CEO Jerry R. Collins Jr. Employees opened up their hearts and their wallets by donating \$603,592 to the United Way of the Mid-South.

Water Quality Report is online

Go to mlgw.com/waterquality and learn about how MLGW’s water has consistently exceeded EPA drinking water standards.

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TVA provides \$1 million grant for home weatherization pilot

A Tennessee Valley Authority official announced recently that it is funding a \$1 million home weatherization pilot program for Memphis area residents.

TVA will weatherize about 125 low-income homes between now and the end of September to test a new process by TVA and the Tennessee Housing Development Agency. If successful, the process will be used for future grants.

TVA will select the homeowners from a backlog list of applicants. Customers will be unable to apply directly to TVA for the grants.

Grant funds of up to \$8,000 will go towards insulation, air sealing, HVAC repair or replacement and water heating. The pilot is to help low-income homeowners who typically have a disproportional “energy burden” because they spend more of their income on energy bills. TVA is projecting repairs will result in a 25 percent savings in energy costs.

Low-income residents who need help can seek assistance in January 2018 when MLGW re-launches a revised Share the Pennies program.

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