

MLGW at the Southern Women's Show

Community outreach and volunteer programs are always part of MLGW's schedule. MLGW will be offering daily EnergySmart workshops at the Southern Women's Show at the Agricenter, March 13-15. Go to the following link to print a coupon for \$1 off admission: www.mlgw.com/showcoupon.



Sisnett named Board Chair

Derwin Sisnett was recently named the new MLGW Board of Commissioners Chairman for 2015. He replaces **Rick Masson**.

Prior to co-founding Gestalt Community Schools, Chairman Sisnett served as the Executive Director of the Power Center CDC, a Community Development Corporation in the Hickory Hill community. In addition to his work at GCS, Sisnett is active at the University of Memphis where he serves as an adjunct professor in the department of Educational Psychology and Research. He is also a member of several community-based organizations.

Darrell Cobbins will serve as the Vice Chair for 2015.

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

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Feb. 21-22 and Feb. 28-Mar. 1: 30th Annual "Bowlin' on the River" Bowl-A-Thon benefits Junior Achievement of Memphis and the Mid-South, Inc. Info: 507-2068 or priscilla@jamemphis.org.

Feb. 22: Privet Pull at Lichterman Nature Center. Sunday, 9 a.m. – noon. Help rid the Nature Center of invasive exotic plants. Info: memphismuseums.org or 767-7322.

March 3: "Anticipate - Social Security and Your Retirement", Benjamin L. Hooks Central Library, 3030 Poplar Ave. Workbooks provided. 6:15 – 7:15 p.m. Info/RSVP: Michael.Seebeck@valic.com or 825-8958.

March 7: The 7th Annual Move It Memphis 5K/10K with proceeds benefitting the Greater Memphis Chamber. Enjoy the sights, sounds and rhythm of Downtown Memphis. Visit www.memphischamber.com for more information and to register.

March 9-13 and March 16-20: Memphis Zoo Spring Break Camp, 9 a.m. – 3 p.m. Campers will explore the Zoo and participate in fun games, crafts and interactive experiments. Info: 333-6576.

March 13-15 - Southern Women's Show, Agricenter, 7777 Walnut Grove Rd., various times.

March 24: "Empower – Retirement Strategies for Women", Benjamin L. Hooks Central Library, 3030 Poplar Ave. Workbooks provided. 6:15 – 7:15 p.m. Info/RSVP: Michael.Seebeck@valic.com or 825-8958.



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l to r: Dwayne Spencer, Habitat for Humanity; Philip Walkley, Service Over Self; Robert Johnston, MLGW Residential Services; MLGW President and CEO Jerry Collins Jr., and Board Chairman Rick Masson.

Grant awarded to "Aging in Place" initiative

During a recent Board of Commissioners meeting, a big check presentation took place. The Plough Foundation awarded MLGW, Habit for Humanity and Service Over Self (SOS) a \$3.9 million grant for its "Aging in Place" initiative, which seeks to allow seniors to stay in their homes instead of moving to nursing facilities as they grow older. Grant work will start in March 2015 and will enable 500 low-income families to be eligible for up to \$15,000 in home repairs.



Power of Warmth program continued

For the fourth consecutive year, MLGW once again teamed with the Neighborhood Christian Center to assist qualified low-income seniors and physically challenged residents of Shelby County through the Power of Warmth Program. In 2014, the program provided 100 space heaters and 100 electric blankets to qualified applicants.

Text alerts help you remember

Would you like a nudge in the form of a text message letting you know when your next utility bill is due? If you do, MLGW's Text Alerts program is perfect for you. We will send you a text message notifying you of billing due dates or impending cutoffs. All you will need is your 16-digit MLGW account number and the access code found on your MLGW bill in order to sign up. Sign up now and receive a free pair of ear buds. Go to www.mlgw.com/textalerts.

Natural gas pipeline safety

MLGW maintains a very safe natural gas delivery system with more than 4,831 miles of gas distribution and 181 miles of gas transmission pipelines throughout Shelby County. But pipeline leaks can occur as a result of natural disasters like earthquakes or unsafe digging practices.

Always remember to call 811 (Tennessee One Call) to get your underground utilities located and marked before any digging project. Gas pipeline markers are yellow.

How to recognize a pipeline leak

- Hissing or roaring sound caused by escaping gas
- Dead or discolored vegetation in an otherwise green area along a pipeline route
- Blowing dirt, grass or leaves near a pipeline
- Flames coming from the ground or valves along a pipeline
- Steady bubbling in a wet, flooded area; marshland or stream
- How to report a pipeline leak
- From a safe location, report the leak to MLGW's 24-hour emergency line at 528-4465.
- Call 911 or local public safety officials; describe the situation and location.

Test your gas safety knowledge. Take our survey online at mlgw.com/gasquiz.

MLGW provides customer convenience

Our app makes it convenient to do business with MLGW. You can download an app for your Android or iPhone device that allows you to access a variety of utility-related information, including outage status and a mobile-friendly outage map. The app is available for free at the Google store, through Android devices, or via iTunes for iPhone and iPad users. One of the app's most useful features is the ability to check the status of an outage at your address. Other features include: payment arrangements, important numbers, payment locations, bill due date and amount, as well as energy tips.

Winter energy tips

Follow these tips to keep your hard-earned energy dollars from escaping your home:

- Set your heating thermostat no higher than 68 degrees. Each degree above 68 adds as much as four percent to your bill.
- Dress in layers to retain body heat.
- Keep delivery and return vents open in rooms you use and closed in those you don't.
- Keep central heating air filters clean.
- Close garage doors.
- Add weather stripping and insulation to your home to prevent air from escaping.



Protect your pipes from freezing

Freezing temperatures make your pipes vulnerable to the effects of cold weather. Therefore, you must protect your pipes from freezing temperatures. Open interior cabinet doors to expose pipes to warmer air, turn all inside faucets to a slow drip, and wrap or cover all exposed outside faucets. Do not turn your heat off if you are going out of town; just turn it down several degrees. Do not forget to insulate your above-ground water pipes, too. Pipes in the crawlspace or basement under your house could be susceptible to a deep freeze; therefore, pipe insulation is always important. Water heater pipes in the attic should be insulated, as well.