
MLGW Makes Donation To Crime Stoppers

Memphis Light, Gas and Water Division is making a \$1,000 donation to Crime Stoppers (528-CASH [2274]) in an attempt to obtain information leading to the arrest of those responsible for three separate robberies of MLGW employees.

In what appears to be crimes of opportunity, four MLGW field personnel were robbed in three separate incidents within a week's time in early September. The first robbery occurred as two MLGW employees were working in a ditch to fix a gas leak when they were approached at gunpoint by several males. The second incident happened when a Customer Service Technician was hit on the head by a robber while in the process of reconnecting a customer's utility services and in the third case, another Customer Service worker was carjacked while on duty.

Fortunately, no one was hurt, and no major property was lost as the utility discourages its employees from carrying anything of value while on the job. However, MLGW is taking the matter very seriously.

Individuals who have information that will help solve these crimes are urged to call Crime Stoppers at 528-CASH (2274).



Community Calendar

Jan. 9: Elvis Birthday Pops. Memphis Symphony Orchestra, Cannon Center for Performing Arts, 8 p.m. Tickets are \$28, \$36, \$60, \$78, \$90 and \$150 per person. For more information, visit memphisymphony.org.

Jan. 18: Mason-King "Men of Vision." Historic Mason Temple, 938 Mason Street, Memphis, at 7 p.m. Free to the public. For more information, call 351-0903.

Jan. 30: The 25th Annual Chocolate Fantasy. Benefits the National Kidney Foundation of West Tennessee. Oak Court Mall, 11 a.m. - 5 p.m. Tickets are \$16 in advance and \$18 at the event. Call 683-6185 or go to www.nkfwn.org to purchase tickets.

2010: Girl Scouts Reconnect with the premier organization for girls, the one that helped you become the successful woman that you are today. www.girlscouts.org/alumnae. (800) 478-7248.



MLGW Rental Ordinance Sees Success

Last spring, Memphis Light, Gas and Water Division became the first utility in the country to adopt an ordinance for energy efficiency in rental properties. The program has been extremely successful and well received by the community.

To date, MLGW has inspected over 300 rental properties that were identified as having excessive utility consumption. All landlords have complied and brought their properties up to our standards, which makes the properties more affordable for renters. In turn, tenants have lower utility bills, improved comfort and more disposable income.

A success story

Recently, MLGW identified a rental customer who had excessive water usage. For three months, the high usage had been adding over \$400 a month in water and sewer charges to this customer's bill. MLGW inspected the property and found a severe water leak in the wall that the customer hadn't noticed (he was elderly and on life support). Our technician also noted several code and health violations. The technician cited the water leak and then convinced the landlord that the tenant needed a new residence.

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Facing multiple violations the landlord agreed to move the tenant, at no cost, to another rental property he owned. Before the tenant moved in, we inspected the new home and found some minor issues with the HVAC system that were corrected. A week after the tenant moved in, a group of MLGW volunteers (from our Project Max Program) built a wheelchair ramp for the tenant at no cost. While an extreme example, this success story demonstrates the power and effectiveness of this new program.



MLGW Launches Smallest User Contest

On January 1, MLGW launched “The Smallest User,” an energy-saving competition between the residents of Cooper-Young Development Corporation and Evergreen Historic Neighborhood Association.

Styled after NBC’s “The Biggest Loser” reality show, the winner of “The Smallest User” will be the neighborhood that sees the most utility usage reduction over a 12-month period compared to the same period in 2008. MLGW will add up and monitor all of the power bills for each community during this period.

The winning neighborhood will receive a trophy and a small cash prize. Follow their progress on WMC-TV Action News 5 throughout the year.



Paying Your MLGW Bill Has Never Been Easier

MLGW now offers several ways to pay your bill that are fast, free and easy without having to mail a payment or visit and MLGW Business Office.

eBilling gives customers the added option of making electronic payments from a checking or savings account at no added fee. Individual and recurring payments can be made. Consolidated payments for multiple accounts can also be handled. MLGW absorbs the transaction costs for participants’ payments, in exchange for bill production and postage savings from paperless billing. You can opt for eBilling during your initial My Account registration, or update your existing profile by logging in and clicking the My User Profile link.

AutoPay deducts your utility bill from your bank account each month. You still receive a statement so you can keep track of your usage, but your checking account is automatically deducted on the net due date shown on your bill. With AutoPay, you eliminate the inconvenience of writing checks and postage, plus you are assured your bill will be paid on time each month.

There are also more than 40 MLGW-authorized American Payment System agent locations throughout Shelby County, where payments are posted within 30 minutes to your account. You can visit www.mlgw.com for a list of locations as well as learn about other ways to pay your bill. For self service on payment arrangements, go to <https://service.mlgw.org/payarrange> or call 544-MLGW and press ‘2-3-2’ when prompted.

MLGW Crew Stops Copper Thieves

In the early morning hours of Nov. 30, a crew of MLGW linemen apprehended two suspected thieves at the Brunswick Service Center.

The crew had just returned to the center from a service call when one of them noticed a pair of bolt cutters on the ground near the fence that surrounds the BSC. That raised a red flag for the crew because the tool was out of place.

The crew eventually spotted two men and cornered them until investigators arrived.

Because of their quick action, MLGW suffered only a \$329 loss in damaged fence wire. The subjects responsible for the attempted theft would have gotten away with more than \$4,600 in copper wire and \$1,200 in tools. These men saved MLGW—and its customers—\$5,800 worth of equipment in just a few minutes time. They got involved, and they made a difference.

“Linemen are always concerned with safety and watching out for one another,” said **Paul Ferguson**, General Supervisor in Electric Distribution—Brunswick. “A line crew is the ultimate team. Any tool not in its proper place is a warning. When the crew realized what was going on, they sprang into action as a team.”

The crew was honored as MLGW Heroes at the Dec. 17 meeting of the MLGW Board of Commissioners.
