

Saving Water: Check, Twist, Replace



Water is one of our most precious natural resources. MLGW urges you to do your part to protect it by checking your plumbing and irrigation systems through three simple steps: check, twist, replace. Check your home for leaks, twist and tighten fixture connections, and replace the fixture if needed.

By finding and fixing leaks over the course of a week, you could save more than 11,000 gallons of water per year – enough to fill a backyard swimming pool – and up to 10 percent on your utility bills.



April 19: Earth Day 5K on April 19 at 2 p.m. at Shelby Farms Park. Info: 222-7275 or shelbyfarmspark.org.

April 25: Fourth Annual V&E Artwalk will feature more than 60 artists from the Greater Memphis area selling their crafts. Silent auction, large children's area, local music, exciting food options and drinks. The Artwalk is sponsored by Midtown's V&E Greenline and will take place from 11 a.m. to 6 p.m. at 1625 Tutwiler Ave on the V&E Greenline. Info: vegreeline.org.

April 25: Ready Shelby is assisting local government in organizing citizens for disaster preparedness. The kick-off for Ready Neighbors will be held at the Kroc Center, 800 East Parkway South. Ready Shelby

will discuss how your neighborhood can participate, learn more about preparedness and enter the competition to win prizes for your neighborhood. Info: readyshelby.org and click on the Ready Neighbors button.

April 30: 10th Annual Alliance for Nonprofit Excellence Conference, 8 a.m. - 4 p.m. at Temple Israel, 1375 E. Massey Rd. Info: 684-6605 or npexcellence.org.

May 2: Fourth Annual Kentucky Derby "A Day at the Races" Charity Event benefiting the Down Syndrome Association of Memphis and the Mid-South. There will be a live viewing of the race and a Derby-inspired dinner, a silent auction, live music provided by local Memphis band, Reliance, dancing and a wine pull. Tickets are \$75. Info: 547-7588 or admin@dsamemphis.org.

May 2-3: The Collierville Twentieth Century Club 40th Annual Fair on the Square at the Collierville Town Square co-sponsored by the Town of Collierville and title sponsor Bank Tennessee. Saturday, 10 a.m. - 6 p.m. and Sunday, noon - 5 p.m. Admission and parking are free. Info: 826-2669 or colliervillefaironthesquare1950.org.

May 8-9: 57th Annual Memphis Greek Food Festival, Annunciation Greek Orthodox Church, 573 N. Highland, 11a.m. - 8 p.m. daily. Bring this issue of MLGW's Customer Connection for one free adult admission. Info: 327-8177 or memphisgreekfestival.com.

May 9: The Bluff City 10K benefiting Habitat for Humanity of Greater Memphis at 8 a.m. in Overton Square. The 10K aims to raise awareness and funds for Memphis Habitat and to create a regionally recognized 10K running event that will showcase all that Memphis and Overton Square has to offer. In addition to the run, a fun run/kids' dash will allow families to join the festivities. Info: bluffcity10k.racesonline.com.

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Customer CONNECTION



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Fallen MLGW Employee Honored During Memorial Service

On Thursday, Feb. 12, family, friends and MLGW employees gathered to honor the service of Jason Webb who was injured in a gas incident on Nov. 25, and passed away on Dec. 14, 2014.



Top left: Craig Powers, MLGW Gas Matrix Manager, spoke candidly about Webb and his service to MLGW. Family and friends gathered to view the memorial stone that honors employees who lost their lives in the line of duty. Top right: Nick Newman, MLGW Vice President Construction and Maintenance, took a photo with Doris Martin, Webb's mother.



Smart Meter Update

MLGW has finished installing smart meters for those customers who were part of the phase two smart meter project. Phase two included 24,000 homes in Shelby County. Currently, the Division is working on the rollout of many enhancements for customers upgraded to the automated meters.

A robust My Account is one of the first online enhancements customers can choose to take advantage of. By logging on to the My Account site, usage information is available with just a few keystrokes, empowering customers to make decisions about how their home uses electric, gas and water. The easy-to-understand charts and graphs in My Account assists with understanding a home's energy costs and identifies savings opportunities.

In the near future, prepayment options will launch for current smart meter customers, which will give them even more control over their monthly utility budgets.

With the approval of MLGW's 2015 Budget, City Council approved the expansion of smart meters to an additional 50,000 households. Selected households will be notified of their inclusion in the next project phase later this year.

Water Quality Report Coming Soon

MLGW's Annual Water Quality Report containing important information about the source and quality of your drinking water will be available online beginning May 2015 at: mlgw.com/waterquality.

Power Outage? Link your Phone Number with your MLGW Account for Faster Service

With the change of seasons, we frequently get severe weather. If your power goes out, call MLGW's Outage Reporting Hotline at 544-6500. Using your MLGW account number or phone number on record with your account, you can report your outage to ensure it is registered for investigation in our system. To report an emergency such as downed wires or gas leaks, call 528-4465. This number should be treated like 911 and only used for these types of emergencies.

For the fastest service during an outage, link your telephone number to your account to avoid searching for your MLGW account number during an outage or emergency.



Aging in Place Program Begins

The Plough Foundation recently awarded MLGW, Habitat for Humanity and Service Over Self (SOS) a \$3.9 million grant for the Aging in Place initiative to serve 500 low-income seniors across Shelby County to be eligible for up to \$15,000 in home repairs. The goal of the program is to focus on accessibility improvements, critical home repairs and weatherization enhancements crucial to help seniors live in their own homes longer.

MLGW's role is to evaluate weatherization work on the home and giving home owners a free energy efficiency training to help keep utility bills as low as possible.

Customers applied on the first application date, March 2, and can also apply on the following dates only by calling the AIP hotline at 322-3500: Tuesday, June 2; Tuesday, Oct. 6; Tuesday, Feb. 2, 2016 and Tuesday, May 3, 2016.

For more information, visit memphishabitat.com/aging-in-place or download the QR Scanner on your smartphone and scan the code to view the site.

Safe Digging Month, You Dig?

April is National Safe Digging Month, a time when many homeowners and contractors dig, excavate, landscape and garden. If there are plans to dig on your property at any time, whether it's for a fence, tree, garden, home addition, etc., always call to get your utility lines located and marked first. Better safe than sorry...

Plan ahead. Call 811, the national safe digging hotline, before you dig. MLGW, cable and phone companies will come out and mark your utility lines for free. Always allow 72 hours (three business days) for your lines to be marked before digging.

Check to make sure your contractor has had your lines located and marked before you allow them to begin a job that involves digging. Striking an unmarked underground gas line or electrical line can be deadly, and your utility lines could be at any depth. Call 811 Before You Dig. It's the law! For more details, visit www.mlgw.com/811.

