

Extreme heat: Safety first!

Summers in Memphis can be brutal, with the average daily temperature in August in the 90s. The Centers for Disease Control (CDC) offers recommendations to stay safe during periods of extreme heat.

You can take these steps to prevent heat-related illnesses, injuries and deaths during hot weather:

- Stay in an air-conditioned indoor location as much as possible.
- Drink plenty of fluids.
- Wear loose, lightweight, light-colored clothing and sunscreen.
- Schedule outdoor activities carefully.
- Pace yourself.
- Take cool showers or baths to cool down.
- Check on a friend or neighbor and have someone do the same for you.
- Do not leave children or seniors in cars.
- Check the local news for health and safety updates.

The Power of One

Plus-1 helps keep the lights on for many in need. "The face of our average client has changed," says MIFA Emergency Services Director Phyllis Phillips. "They used to be mostly single mothers, but now we see seniors, single fathers, people without children and two-parent households."

Some have been laid off. Others work without benefits. Many are the sole breadwinners

Plus-1

for their families, like Joy, a single mom who was laid off in February and denied unemployment benefits. She has never asked for assistance or been on food stamps. She said of Plus-1, "It took a load off my shoulders. Then in return, I can help someone else by giving \$1 or more."

Established in 1982, Plus-1 is a partnership between MIFA and MLGW that provides utility assistance to people in financial crisis. In 2011, aid requests increased 19 percent over the previous year.

Plus-1 is funded through contributions from MLGW customers. More than 1,300 new individuals have given this year—visit mifa.org/plus-1 to join them.

Community Calendar

Aug. 24-25: Sportin' Fore Kids Weekend, Harrah's Tunica. Benefits Ronald McDonald House. For more information: www.rmhc-memphis.org.

Aug. 27: National Kidney Foundation Cadillac Golf Classic benefiting The National Kidney Foundation of West Tennessee. Registration begins at 11 a.m. with a shotgun start at 12:30 p.m. at TPC Southwind. Entry fee is \$250 per player. Contact Mable Barringer at 901-683-6185 or info@nkfwtn.org.

Aug. 27-29: 2012 Economic Development Forum, The Continuum Begins: The Evolution Towards Market Efficiency In The Macroeconomic Environment, at the Memphis Cook Convention Center. Admission to the Exhibit Hall is free and open to the public on Aug. 28-29. For more information: Call (901) 525-6512 or visit www.mmbc-memphis.org.

Sept. 29: Big Scoop Ice Cream Festival, AutoZone Park (Redbirds Stadium), 11 a.m. to 4 p.m. Benefits Ronald McDonald House. For more information: www.rmhc-memphis.org.



Customer Reference Number: 8/12



Call now for your Pilot Safety Inspection

MLGW's Pilot Safety Inspection program begins August 13 and will run through February 28, 2013. If you're one of our many customers who takes advantage of this program, you can schedule an appointment beginning August 13.

Appointments scheduled between September 4 and October 1 are free. Appointments scheduled between October 2 and December 31 will incur a \$45 fee. The fee will be billed to your account and covers up to three gas heating appliances. Each additional appliance over three will incur an additional \$16 fee. The service is free to customers 60 years and older, the disabled and handicapped.

To schedule an appointment, please call 820-7878 to choose a date and time convenient for you. You may also use our Interactive Voice Response system (IVR) to schedule an appointment.

You will need your 16-digit account number when using this system. You may schedule an appointment for a Tuesday, Wednesday, Thursday or Saturday for one of the following time slots:



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW Earns a Perfect Score of 100 on Its Most Recent Sanitary Survey

A recent survey by the Tennessee Department of Environment and Conservation (TDEC) recently reported a score of 100 to MLGW's water system. The Sanitary Survey is conducted every two years on MLGW's water system and is, in essence, TDEC's report card for MLGW's water system. The survey measures water system management, treatment, monitoring, storage, pump facilities, controls and compliance. MLGW's most recent Sanitary Survey earned a perfect 599 on a 599 point scale. The Division has earned high marks in the past, but this is the first 100!



- 8 a.m. – noon • noon – 4 p.m. • 4 p.m. – 8 p.m.
- Saturday appointments are either 8 a.m. – noon or noon – 4 p.m.

For the best selection of dates and times, please call as soon as possible. MLGW's Customer Care Center is open from 7 a.m. – 7 p.m., Monday through Friday.

MLGW Community Calendar Guidelines:

As a courtesy to our customers, MLGW will list community events in our monthly Customer Connection. Let us know when your community organization has an upcoming event.

Submissions must be received in writing at least three months prior to the event and must include a contact phone number for more information, a description, date, time and location of the event. Event listings will run one month prior to the event and are printed on a space available, first-come, first-served basis. Written submissions may be e-mailed to corpcomm@mlgw.org or faxed on official, organizational letterhead to 528-4758.