

Time to Inspect Your Appliances

Your furnace is usually dormant during the spring and summer months, so now is a good time to examine your gas oven and gas water heater for safety and efficiency. It is also crucial to have your air conditioning units or central system professionally serviced and cleaned before the cooling season begins. Spring is the best time, rather than summer, when scorching temperatures keep contractors very busy.

Read more about conservation and weatherization topics in the brochures that accompany the EnergySmart Memphis workshops. Four brochures are now available online on basic home toilet repair, weatherstripping, caulking and fluorescent light bulbs. On the MLGW homepage at www.mlgw.com, click on the *About MLGW* section and find the brochures under the *Publications* link. For more information call 544-MLGW.



Community Calendar

May 31, June 1 and 2 – The 17th Annual Memphis Italian Festival, Marquette Park (corner of Park Avenue and Mt. Moriah). Family festival, chef demonstrations, arts and crafts, live nightly concerts. For tickets and other information, visit www.memphisitalianfestival.com.

June 2 – Gather friends and family to join in the 5th Annual Kidney Walk on Saturday, June 2. Walk as a team or as an individual on the beautiful campus of Rhodes College and raise funds for the National Kidney Foundation of West Tennessee. For more information, contact the Foundation at (901) 683-6185.

June 11-July 27 – The Morgan Keegan Summer Junior Tennis Camps offer children ages 5-14 the opportunity to learn how to play tennis. The 1-week camps are held at Memphis public tennis centers and city parks. For more information about Tennis Memphis, call 901-398-8797 or visit www.tennismemphis.org.



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW Executive Staff Rotation

In a move that had been planned since November 2006, Christopher Bieber, Vice President of Engineering, and Alonzo Weaver, Vice President of Customer Operations, have switched their positions and responsibilities, an especially seamless rotation because of the extensive backgrounds in both engineering and customer operations by both executives. As Vice President of Customer Operations, Bieber will be responsible for energy acquisition, community offices, the Customer Care Center, metering/billing, commercial and industrial relations, customer service field operations, electric substations, water pumping stations, gas regulators and wells. Bieber



Christopher Bieber



Alonzo Weaver

(continued on inside)

Staff Rotation *(continued from front)*

will also be in charge of Electric Operations, Systems Operations, Water Operations, Gas Operations and Water Quality Assurance. Bieber joined MLGW in 2000 as the Vice President of Engineering. Born in Quebec, he earned a bachelor of science in mechanical engineering from the University of Edinburgh in Scotland, and is a registered engineer in the Province of Ontario, Canada. He is also a graduate of the Banff School of Advanced Management. For 30 years he was General Manager for Ontario (Canada) Hydro.

As Vice President of Engineering, Alonzo Weaver will be responsible for managing and coordinating all engineering functions, facilities operations and loss prevention. He will be in charge of Gas/Water Engineering; Electric Engineering; Security, Facilities & Loss Prevention Operations; and Telecommunications Engineering. Weaver joined MLGW in 1983 as an Engineering Assistant in Electric Operations. He later served as Assistant Manager for the North Service Center before being promoted to Manager, Electric Operations in 1992. Weaver graduated from Rensselaer Polytechnic Institute with a B.S. in Mechanical Engineering in 1983 and earned an MBA from the University of Memphis in 1997.

MLGW Goes to School

MLGW is thinking ahead to the start of the 2007-08 school year with two significant programs for students.

- *MLGW Goes to School* is a new program developed to encourage students in Memphis City Schools to explore career opportunities in the utility business and to become familiar with what kind of study and training is needed to prepare themselves for careers in the utility industry, including positions as engineers, electronics technicians, electrical linemen, accountants, drafters, customer service representatives, and many more.
- MLGW and The Children's Museum of Memphis will partner in the development of an energy education program targeting children in grades 2-5 in the Memphis City Schools and Shelby County Schools. The program, called the *Energy IQ Traveling Lab*, will be made available to teachers for loan. Each lab will include a curriculum guide and activities related to concepts of saving energy. The program will be in English and Spanish and will be available for the 2007-08 school year.

MLGW Community Advisory Council

Several MLGW departments gave presentations at an April 14 meeting of MLGW's Community Advisory Council (CAC). President Joseph Lee III and Gale Jones Carson, Director, Corporate Communications, gave opening remarks to the council members, which included representatives from the University of Memphis, the LeMoyne-Owen College Community Development Corporation, and the Metropolitan Inter-Faith Association (MIFA). In addition to the opening remarks (which included current EnergySmart Memphis activities), an update with power point illustrations on the proposed electronic bill prototype was given by Ira Carbage, Manager, Payroll/Cashiers/Banking; Becky Williamson, Coordinator, Strategic Marketing; and Jon Laman, Supervisor, Customer and Facility Information Systems. Glen Thomas, Supervisor, Corporate Communications, gave attendees an update on the MLGW on-line customer surveys, and entertained questions and suggestions from meeting participants.

Visit MLGW's Web site: www.mlgw.com