

MLGW donates electric space heaters and blankets

For most of us, turning up the thermostat on a cold winter night is a luxury we take for granted. For those on limited incomes, a space heater or an electric blanket often serves as a reprieve from Old Man Winter.



MLGW's Shellee Williams with recipient Devora Griffin

Through MLGW's and the Neighborhood Christian Center's Power of Warmth program, workers handed out 200 heaters and blankets in January.

"I need it," said Susie Coleman. "These old knees need it." Added Otha Randolph, 67, who selected a space heater for her bathroom: "I think it's a beautiful program. I don't have central heat. I have to use space heaters."

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

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Feb. 17: Master Gardeners present, "Simplicity in the Landscape." Memphis Botanic Garden, 750 Cherry Road. 9 a.m. – 12 p.m. Admission \$10.

Feb. 17-18 and Feb. 24-25: Sign up for the 33rd annual Bowlin' on the River bowl-a-thon benefiting Junior Achievement. Info: Ellen Celosy at 366-7800 or ecelosy@jamemphis.org.

March 10: Don't miss the Memphis Arts Collective's Spring Fling Extravaganza from 10 a.m. – 5 p.m. at Crosstown Arts, 430 North Cleveland.

March 17: Join the Healing Races of Whitehaven 10K, 5K, 1-mile walk and children's challenge at 8 a.m. for Healing the Literacy Lag by providing children's reading programs. The Healing Cathedral, 4523 Elvis Presley Blvd.

Info: thehealingcathedral.org or 346-5483.

Do you have an upcoming community event? Send an email at least three months prior to the event to corpcomm@mlgw.org. Be sure to include Community Calendar in the subject heading.



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Florida utility executive, Young, named as new MLGW CEO

The Memphis City Council confirmed Gulf Power utility manager Jarl T. "J.T." Young of Pensacola, Fla. to be MLGW's new president and chief executive officer.

Memphis Mayor Jim Strickland recommended Young after a national search. The council confirmed his appointment at its Jan. 23 meeting.

Young will be MLGW's 11th president and succeed Jerry R. Collins Jr. who retired on Jan. 31.

"J.T.'s knowledge and experience in the industry, along with his record of creating a culture around excellent customer service, grabbed my attention," Strickland said. "He's highly qualified, and I know he'll fit in well here and lead MLGW into the future."



Jarl T. "J.T." Young

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Young was the general manager of customer service and marketing for Gulf Power, a subsidiary of the Atlanta-based Southern Company.



Gulf Power provides electricity to 455,000 people across eight counties in Northwest Florida.

Young joined Southern Company in 1989 where he has served as industrial marketing manager, Pensacola district manager and Southern Company's regional chief information officer for Gulf Power.

Prior to that, Young worked as a distribution and marketing engineer at Progress Energy Florida (now Duke Energy, Florida) and as a systems engineer at a TVA nuclear plant in Alabama.

Until Young arrives on March 19, chief financial officer Dana Jeanes will handle the daily operations. "It is my honor to serve in this role as we transition from one president to another," Jeanes said.

The interim president and CEO will be MLGW's Board Chairman Steven Wishnia.

A certified public accountant and licensed professional engineer, Jeanes has served at MLGW in such roles as manager of budget, plant and rates and controller before becoming vice president, CFO and secretary-treasurer in 2011.

Z-Bo left his heart in the Bluff City

Sometimes, you can go home again.

Former Memphis Grizzlies forward Zach Randolph may have traded his jersey for the Sacramento Kings, but his heart still belongs to Memphis.



Zach Randolph

On Jan. 20, Z-Bo showed his love by continuing his annual \$20,000 donation to MLGW's Plus-1 program. The gift will provide utility payments for 100 Memphis-area households. In addition, he announced a new partnership with MIFA called the Zach4Families fund to help prevent homelessness, stabilize families and encourage independence.

Retiring MLGW CEO and President Jerry R. Collins Jr. described Randolph as a model of humility, strength and compassion: "He is a Memphian. He will always be a Memphian. If everybody follows the example of Zach Randolph, we will all be better off."

Donations can be made to mlgw.com/plus1 or mifa.org/zach4families.

Woman grateful for MLGW worker's honesty

Ann Massey is thanking her lucky stars that MLGW's Carolyn Hulbert of Physical Security discovered her bank envelope that dropped out of her vehicle with \$1,000 cash inside.

As she was filling up her car at a BP station, Hulbert saw a Regions Bank envelope on the ground. "I thought it's probably empty. I continued pumping my gas. I felt the Lord saying, pick it up."

"The enemy in my mind said, 'You know you could use that money. Keep it.' I didn't even hesitate," she said. Hulbert asked Massey, who was standing at the adjoining gas pumps, "Did you lose something?" Hulbert held up the envelope.

Massey grabbed her in a grateful hug. "She almost squeezed me to death," Hulbert said. Even though Massey offered her a reward, Hulbert wanted no part of it. "I was just glad to help her. That was the most important thing," she said. "If it had happened to me, I would have wanted someone to return the money."



Carolyn Hulbert