

Change Service Requested

PRSR STD
U. S. POSTAGE PAID
MEMPHIS TN
PERMIT 95

Community OUTREACH

News to the Neighborhoods from Memphis Light, Gas and Water Division

September/October 2012

Call now for Pilot Safety Inspection

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



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 and the physically challenged.

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:

- 8 a.m. – Noon • Noon – 4 p.m. • 4 – 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 soon. MLGW's Customer Care Center is open from 7 a.m. – 7 p.m., Monday through Friday.

SHIP and MLGW Working Together to Help Consumers

The State Health Insurance Program (SHIP) and MLGW are partnering to help qualifying consumers prepare for Medicare D open enrollment season, beginning Oct. 15.

SHIP, a part of the Aging Commission of the Mid-South, helps eligible consumers qualify for extra assistance to help pay for their medications. SHIP can often make hundreds of dollars of difference in the cost of medications for Medicare consumers. This often lowers the cost of brand name drugs to a maximum of \$6.60 per prescription, and generics often to no more than \$3.30. In some cases, medications may be free. These savings can free up income for other bills such as utilities, groceries and other household necessities.

SHIP urges all consumers to contact the SHIP line at 866-801-0044 or 901-222-4111, if your income is below \$1,396 for a single individual or below \$1,891 a month for a married couple. Resource limits do apply. All applications will be completed online. All calls will be returned. No need to visit the office. Don't forget, all Medicare consumers need to have their Medicare Drug plan reviewed during open enrollment (Oct. 15 - Dec. 7).

MLGW Honors a Real-Life Hero



Pictured above from left to right are Kathy Hughes, Anthony Harrison, MLGW Board Chairman Steve Wishnia, and CEO and President Jerry Collins Jr.

He doesn't wear a cape, nonetheless MLGW employee Anthony Harrison is a real-life hero. Ask Kathy Hughes. She'll tell you how Harrison stopped her car from crashing into her living room when she inadvertently forgot to put her

(Continued)

MLGW Conferences Connect Leaders with Information

Non-profit and faith-based leaders, their staffs and others involved in service to the community are invited to attend the annual Business of Service Conference on Friday, November 9, 2012 from 9 a.m. - 2:30 p.m. The conference features educational sessions aimed at providing service leaders with new ideas, skills and resources while also providing MLGW the opportunity to update this audience on its programs, services and activities.

The conference will be held at the MLGW Joyce M. Blackmon Training Center (4949 Raleigh-LaGrange at Covington Pike). Registration is \$5 and includes breakfast and lunch. For more information on attending the conference, call MLGW Community Relations at 528-4820.

MLGW in the Community

Community outreach and volunteer programs are always part of MLGW's schedule. Some of the upcoming events that MLGW will be participating in include the following:

Aug. 31 - Sep. 9 - Delta Fair, various hours, Agricenter, 7777 Walnut Grove Rd.

Sep. 10 - Cherokee Neighborhood Assoc., 6:30 p.m., Exum Towers, 5135 Sharpe Av.

Sep. 23 - Radio Ambiente's Latino Festival, 11 a.m. - 6 p.m. Mid-South Fairgrounds Complex, 40 Early Maxwell Blvd.

Oct. 3 - Senior Day at the Zoo, Memphis Zoo, 2000 Prentiss Pl.

Oct. 25 - 2012 Collierville Business Expo, 10 a.m. - 4 p.m., Cox Community Center 440 West Powell Rd.

Nov. 1 - Germantown Senior Expo, Germantown Athletic Club, 1801 Exeter Rd.

Nov. 9 - MLGW Business of Service Conference, 9:30 a.m. to 2:30 p.m. 4949 Raleigh-LaGrange Rd.

If you would like MLGW to be an exhibitor or speaker at your event, please call 528-4820 or request online at www.mlgw.com/speaker.



Community Outreach is produced by the Communications and Public Relations department of MLGW. If you have questions, concerns, or suggestions about this publication, please feel free to contact the Community Relations area of MLGW's Communications and Public Relations department at (901) 528-4820. Or call Glen Thomas, Supervisor, Communications and Public Relations, at (901) 528-4557.

Address all correspondence to:

Communications and Public Relations, Memphis Light, Gas and Water Division
P.O. Box 430, Memphis, TN 38101-0430

car in "park" in her driveway. Harrison was working nearby when he heard Hughes' plea for help. He jumped a fence and managed to get her car under control as it rolled toward Hughes' home, before any calamity.

Hughes was so grateful, she offered compensation; Harrison declined. "Just doing my job," he said. So, Hughes composed a letter to *The Commercial Appeal* editor to thank him.



Customer Letters Commend MLGW Service

The following are excerpts from unsolicited letters published recently by *The Commercial Appeal*:

February 4, 2012 High Marks for MLGW

I would like to praise Memphis Light, Gas and Water Division for a job well done. I called them [...] to report power fluctuations at my home and the homes of my neighbors. Within an hour, a very courteous service man came to check the electrical meter. He said the meter was fine and that he would call in the problem. About 7 p.m., two large utility trucks showed up. Those workers, too, were very courteous. They found the problem and gave me a heads-up that power would have to be cut for about 45 minutes. They finished the job within an hour and power was restored. No problems since. I am very appreciative of the crew of 5530 and to MLGW for their prompt, courteous service.
Walt Peterson, Germantown

March 14, 2012 Fast, friendly service from MLGW

I would like to express my thanks to Memphis Light, Gas and Water Division for a job well done. I returned home Saturday afternoon [...] and my wife informed me that she smelled gas in our bedroom. I called the emergency number of MLGW and a courteous lady informed me that she would send someone out. In a few minutes a lady arrived and checked for the leak. She called for assistance and was informed that a crew would be out in 45 minutes. They arrived as promised. They determined that the leak was in the meter. A man changed out the meter, and we were back in business. Through all of this, every member was friendly and very kind in instructing us on safety.
Samuel J.W. Bell, Memphis

June 2, 2012 Problem solved, thanks to MLGW

A [...] tree in my backyard split open, and a major portion of it fell on my roof, over the air conditioning unit and power lines. In removing the tree, a [tree service] worker reached a point where going further would not only risk limbs falling onto the

lines, but also would risk his safety. I called MLGW and asked that someone be sent to my house to take the lines down. Within 20 minutes, [two MLGW employees] arrived. Instead of taking the lines down, they held the limbs steady so the worker could safely saw and remove them. [The two employees] worked hard for about 35 minutes. By assisting as they did, [...] they avoided taking the lines down and probably my being without power over a long, hot weekend. I commend MLGW for having employees of such fine character.

Marion Edington, Memphis

June 5, 2012 MLGW was there when needed

We would like to recognize and thank the men from Memphis Light, Gas and Water Division [...] who promptly responded to our power outage caused by the storm last Thursday. Using chain saws in the rain, in the dark night, on top of a garage, removing limbs from the power lines, we feel they went above and beyond the call of duty.
Janet and Brian Rudd, Memphis



MAPCO Express to Add Bill-Paying Kiosks

Mapco Express Inc. has reached an agreement with TIO Networks Corp. to install self-serve, bill-paying kiosks in Mapco gas stations around Memphis. The kiosks will receive bill payments to MLGW and other service companies.

The kiosks will allow customers to do cash payments, a convenient feature for people without bank accounts, and will offer same-day processing for customers who wait until the last minute to make their payments.

Perfect Sanitary Score for MLGW

A recent survey by the Tennessee Department of Environment and Conservation (TDEC) reported a score of 100 given 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!

MLGW's 2012 Neighborhood Leaders Conference a Success!



Stacey Reed, a volunteer with Soles for Souls, an entity that recycles shoes to be donated all over the world, received shoe donations from attendees during the 2012 Neighborhood Leaders Conference. Her presentation took place within the "Advance Recycling – Trash to Treasure" session of the event.

MLGW hosted the Neighborhood Leaders Conference at its Training Center this past August where Councilman Lee Harris spoke with community leaders during breakfast to allow neighborhood leaders to write and submit Community Impact Statements (CIS) when developers propose nearby projects that may raise concerns in neighborhoods.

This year the theme of the conference for neighborhood leaders was "It's Easy Being Green," which featured 15 workshops such as Water-wise Landscaping, Caring for Trees, Alternative Vehicles and Transportation Options, Save Energy - Save Money, and Water Conservation and Preservation.

One of the most popular sessions at the Neighborhood Leaders Conference was Computerized Community Mapping, where participants learned how they could use free mapping systems that can aid with issues such as neighborhood emergency readiness by showing where the elderly, disabled and individuals with life-sustaining equipment live.

When asked about the workshop, Pat Faudree with the Richland Acres Neighborhood Association remarked, "We can see what's going on in our community. It is a tool where we can gain lots of information from several places."

Two Organizations Receive Community Hero Award

Representatives of the Neighborhood Christian Center proudly pose with their hand-painted award.



Two organizations joined the ranks of MLGW Community Hero Award recipients recently. Neighborhood Christian Center (NCC), a screening and distribution partner for air conditioners, electric blankets and heaters, was recognized with a 2012 award. Executive Director Ephie Johnson tearfully accepted the award, a unique hand-painted drawing.

On behalf of NCC, an agency that donates thousands of Christmas baskets and toys, operates a food pantry, and clothes and assists home fire victims with emergency aid and utility assistance, Johnson said, "We are so proud to serve in this capacity with compassionate service."

St. Vincent de Paul was also honored as a Community Hero. For the last 25 years, the Society has aided MLGW customers, helping with utility assistance. Exact figures on how much the Society has given over the years aren't available, but in the past two years alone St. Vincent de Paul donated \$250,000 for families in need of utility assistance.

The MLGW Community Hero Award was created in 2011 to recognize exemplary service and assistance to MLGW customers.



Surrounded by Society staffers, Gloria Hyden, President of the Society of St. Vincent de Paul, graciously accepted the award.

Interact with MLGW via: [Twitter](#), [Blogspot](#), [Facebook](#) and [YouTube](#)

Just visit mlgw.com and click on the logos.