Upcoming **Wemphis** Workshops

MLGW, Tennessee Valley Authority, and the Memphis Public Library & Information Center host Get EnergySmart @ Your Library workshops.

Get EnergySmart @ Your Library is a 90-minute workshop that offers practical tips and hands-on instructions on better ways to conserve energy. Attendees will leave Get EnergySmart sessions with a tote bag valued at \$50 that includes gadgets and tools to complete simple do-it-yourself projects that will help save money and energy. Get EnergySmart workshops are free. Call the participating library branch to register.

July 17 - 10:30 a.m. Cossitt Library, 415-2766

July 21 - 10:30 a.m. Crenshaw Library, 415-2765

July 24 - 10:30 a.m. Whitehaven Library, 415-2781

August 14 - 10:30 a.m. Bartlett Library, 386-8968

August 18 - 10:30 a.m. Cherokee Library, 415-2762

August 21 - 10:30 a.m. Raleigh Library, 415-2778

Community Calendar

July 14-15 - Home for the Holidays Housing Conference, Southwest Tennessee Community College, 737 Union Ave.

July 28 - "It Takes a Village: Back to School Block Party," 10 a.m. - 1 p.m., Raineshaven Elementary School, 430 Ivan Rd.

Aug. 1 - Best of Times Senior Expo, 9 a.m. - 3 p.m., Oak Court Mall, 4465 Poplar Ave.

Aug. 3 - MLGW Neighborhood Leaders Conference, 8:30 a.m. - 3:30 p.m., 4949 Raleigh-LaGrange Rd.

Aug. 7 - Professional Network on Aging Conference, 8 a.m. - 3:30 p.m., Hope Presbyterian Church, 8500 Walnut Grove.

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

Interact with MLGW via: Twitter, Blogspot, Facebook and YouTube







Just visit mlgw.com



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:

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Community EAGH

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

July/August 2011

MLGW and NCC Help Seniors "Play It Cool"

Seniors facing the unrelenting heat of summer recently found a little relief thanks to Memphis Light, Gas and Water's "Play It Cool" Program. As part of MLGW's community outreach efforts, 230 window air conditioning units were available to qualified low-income seniors and disabled residents of Shelby County.

The Neighborhood Christian Center (NCC) accepted applications and screened eligible households for the free units to qualified low-income, 60 plus years of age residents of Shelby County without operable air conditioning. Field inspections were conducted by MLGW to verify that the residence met installation requirements, and the actual installation of units is being performed by MLGW employees.



The Neighborhood Christian Center staff stayed busy accepting and screening applications for the free 230 window air conditioning units donated by MLGW recently.

MLGW Celebrates Memphis Music

Memphis Light, Gas and Water celebrated Memphis Music during the month of May with live music on a stage set up on

Beale Street by the Elvis statue on the north side of MLGW's Administration Building, and it was all for a good cause.

MLGW sponsored the first "MLGW Celebrates Memphis Music" event to showcase local music and to raise funds for Plus-I. Each weekend throughout the month of May, musical acts volunteered their talents at the MLGW tent. Many of the acts included talented musicians who are MLGW employees or relatives



A band made up of MLGW employees and retirees plays to benefit Plus-I on the stage set next to MLGW's Administration Building during Memphis in May. The event raised \$1,200 for Plus-I.

of employees. There were donation buckets to benefit Plus-I as well as tip the performers. Visitors to the music stage were able to make monetary donations to help Plus-I, which

donations to help Plus-I, which is administered by MIFA to help those in need of utility assistance. The event featured a wide range of music styles, reflecting the diversity of Memphis and its music. Visitors from all over the world were able to get a taste of local musical acts while in town for Memphis in May at the MLGW stage on world-famous Beale Street.

Beware of Utility Payment Scams

MLGW continues to receive reports from customers who appear to have fallen victim to a nationwide utility bill scam. As part of the scam, customers are being told that President Obama has approved special funding through the Federal Reserve Bank for utility bill assistance. There is no such funding.

Through phone calls, in-person door-to-door visits, or online solicitation, the scammers are asking customers for personal information, such as social security identification numbers. They then provide victims with a fraudulent bank

routing number with which to pay their bills. The routing number is fraudulent and the payments will not be applied to MLGW customer bills. The scams have also been reported in several other states.

Customers who believe they have been victimized by a scam should contact MLGW at 544-MLGW (6549).

MLGW Named Fit-Friendly Company

The American Heart Association recently recognized 11 area businesses as part of its Fit-Friendly Companies program, for promoting physical activity and health in the workplace. MLGW was recognized with a Gold status as a fit-friendly company thanks in large part to the utility's Energizing Your Heart Walk, which takes place monthly in preparation to the official AHA HeartWalk, to be held next October 6."We applaud each of these companies for their dedication to wellness," said Teresa Humphrey, GSA Regional Vice President of the American Heart Association. "These companies are seeing great changes and healthier employees, which is a win-win

According to AHA, adult Americans spend most of their ac-

tive hours at work, many of them in sedentary careers, which multiplies the risk for condi-



Learn and Lives

tions such as obesity, diabetes and high blood pressure. "Time constraints and job responsibilities are employees' biggest obstacles to exercising. That's why the Fit-Friendly Companies program encourages employers to allow employees to walk while at work," Humphrey said.

Research shows that promoting a culture of physical activity helps companies increase productivity, reduce absenteeism and have a lower turnover.

MLGW Honors Lipscomb as Community Hero

Robert Lipscomb, Director of Housing and Community Development for the City of Memphis, was honored as an MLGW Community Hero at a recent MLGW Board of Commissioners meeting. Lipscomb was recognized for providing assistance to numerous MLGW customers in need. On multiple occasions, Lipscomb has personally assisted customers who were having difficulty paying utility bills." I feel honored to get this award, because I feel

honored to help people," Lipscomb said. The MLGW Community Hero Award recognizes community members who give exemplary service and assistance to MLGW customers. Past winners include Memphis Grizzlies forward Zach Randolph and Rev. Keith Norman, Senior Pastor of First Baptist Church - Broad.



From left to right, Gale Jones Carson, MLGW Director of Corporate Communications; MLGW Community Hero Robert Lipscomb, Director of Housing and Community Development for the City of Memphis; and Steve Wishnia, MLGW Board of Commissioners' Chairman.

It's Easy Being Green

Have you hesitated about "going green" because you think it's too complicated or to expensive? It's easy being green! Get the basics about being green at the 2012 MLGW Neighborhood Leaders Conference on Friday, August 3 from 8:30 a.m. to 3 p.m. This year's theme is It's Easy Being Green and will cover topics ranging from reducing your energy usage to the proper disposal of trash. Below we take a look at some of the workshops designed to give attendees the information and the networks needed to make their communities cleaner and greener.

Weeding Neighborhoods of Blight.

Tall grass, cars parked in yards, vacant homes and suspected drug houses are issues that neighborhoods are either confronting or trying to prevent. Neighborhood Partnerships are a collaborative of residents and police along with other government and nonprofit agencies working to address these community issues. Hear how these groups all over Shelby County are combating crime and blight in their neighborhoods.

MLGW President and CEO Jerry Collins Jr. listens to comments from a conference attendee at last year's Neighborhood Leaders event

Water Conservation and Preservation. Our water comes from the sky and goes to the faucet but what citizens do on the land affects our water quality. Hear from MLGW and the City of Memphis Storm Water program about conserving and protecting one of Memphis' most valuable natural resources.

Cutting Utility Costs. You will have the knowledge and tools to reduce your utility usage and bill after attending this EnergySmart workshop on do-it-yourself energy-efficient home improvements. Participants in this workshop will re-

ceive a free energy-saving kit valued at \$40.

MLGW's Neighborhood Leaders Conference is held at the Joyce Blackmon Training Center (4949 Raleigh-LaGrange at Covington Pike). The cost of the conference is \$5 and includes a continental breakfast and buffet lunch. To receive a conference notebook, registration must be paid in advance. To get a conference brochure and to register by phone, call 528-4820, or register online at www.mlgw.com/neighborhoodleaders.

Project MAX Continues to Boost Local Communities

Since 1984, MLGW has provided a helping hand to seniors and disabled residents through the Project MAX program. Traditionally, Project MAX employee volunteers repaired the homes of low-income individuals 55 years or older and, in some cases, younger residents with physical disabilities. Over the past 28 years, Project MAX volunteers have installed attic insulation, made window and door repairs, caulked and weather-stripped homes, and completed minor plumbing repairs. For homeowners with mobility issues, workers have built wheelchair ramps. The Tennessee Valley Authority (TVA) provides some funding for materials; local contractor and hardware store donations make up any gaps in material needs. To date, the program has served approximately 4,000 people.

In 2012, Project MAX turned a corner with an emphasis on reaching more residents and focusing on energy conservation. Organizers are partnering with local agencies to increase visibility and outreach numbers. Together with local community groups, Project MAX organizers hope to participate in three events this year.

The first partnership event of 2012 was the Hook Up to Clean Up held recently in the Uptown neighborhood. Project MAX volunteers teamed with Habitat for Humanity, the Uptown Neighborhood Association and BioWorks, distributing 540



Project MAX volunteers plan a strategy to best distribute energy conservation kits door-todoor during one of this year's events.

conservation kits door-to-door. The conservation kits contain energy-saving compact fluorescent bulbs (CFL), switch and outlet sealers, and hot water gauges.

"It's good for MLGW to be out in the community talking to customers about energy usage and helping people understand how they can save on their bills," said volunteer and MLGW Strategic Marketing Coordinator Thomas Chamberlain.

To find out more about Project MAX, please call 528-4188.

MLGW Strengthens System Against Outages

Coming off a 2011 that brought a number of significantly damaging weather events to the South, the 2012 storm season has been much kinder to utility customers in the Mid-South. Still, MLGW continues to strengthen its system against electric outages.

Automated Switches. MLGW is also implementing a project to install about 50 automated switches that will help to reduce the number of customers affected by a particular outage.

Network Smart Grid Project. MLGW is implementing communication and equipment upgrades to its electric distribution system beneath the streets of Downtown Memphis and the Medical Center. When the 500 transformers of the network are connected together, MLGW will have one of the most advanced and efficient systems in the world.

Line Inspections. MLGW has a dedicated line inspector, who is in the field every day working to identify possible issues with the utility's electric lines. For circuits that experience frequent outages, the MLGW line inspector performs a pole-by-pole inspection in order to identify potential repairs.

> Tree Trimming. Tree-related damage is the top cause of outages for MLGW. As a result, MLGW has an ongoing tree trimming program in order to lessen this possibility. Tree trimming is the second-largest expenditure in the electric division.

Utility Pole Inspection. MLGW utilizes a contractor, Osmose, to inspect wooden poles throughout the city and report those that are showing signs of rot or significant damage. MLGW crews can quickly respond to these reports in order to replace damaged poles.

Increased Spending on Cable Replacement. MLGW has increased its budget for cable retrofitting, which involves replacing older underground cable with newer, more reliable cable.

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"MLGW's electric system held up extremely well during a difficult year of storms in 2011," said MLGW President and CEO Jerry Collins Jr. "However, we are continually working to reduce the frequency and duration of outages, and these



