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Left to right: Argentia Applewhite, Gerald Applewhite, Mark Love and Greg Willey.

MLGW employees rescue man from pit bull attack

Normally the guys who cut off utilities are the last ones you want to see pull up in front of your home. Homeowners Gerald Applewhite and his wife, Argentia, are the exceptions. Mr. Applewhite considers Customer Service Account Investigators Greg Willey and Mark Love his guardian angels. If it had not been for Willey and Love, Mrs. Applewhite said her husband could have been killed. One of the couple’s five pit bulls attacked Mr. Applewhite as he was spraying flea ointment on their dog, Blue. When Willey and Love drove by the couple’s home in Southeast Memphis, they saw a man leaning over a dog.

“We thought they were playing. It looked like the man had something in his hand. But actually the dog had him. Then we saw a lot of blood on the guy’s white shirt and down his arm,” Willey said. When Willey stopped the vehicle, they could hear the man yelling for help. Love called 911. They ran toward the chain-link fenced in the yard but the gate was locked. “We told him to bring the dog as close as he could to the fence and turn his face away,” Willey said. Applewhite pulled the dog toward the fence. Both Willey and Love sprayed the dog with Mace. But Willey said, “It didn’t bother the dog at all.” Love ran back to the MLGW truck and found a two-foot cheater pipe used to loosen bolts and handed it to Applewhite. “He busted the dog across the temple,” Love said. “The dog finally let go of him and ran off.” Added Willey, “That gave him enough of a chance. He jumped into the back of his pickup truck to get away from his dog.”

By the time the crisis had passed, the Memphis Police, animal control and paramedics arrived. Applewhite received 17 stitches on his arms. The dog was captured and later euthanized. Both men downplayed their actions. “We stopped and did whatever we could,” they said. During a recent MLGW Board of Commissioners meeting, the board recognized Love and Willey’s efforts for going above and beyond with a MLGW Hero award.



Community Outreach is produced by MLGW's Communications and Public Relations department. 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 Tamara Nolen, Supervisor, Communications and Public Relations, at (901) 528-4557. Address all correspondence to:
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Community OUTREACH

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

November-December 2015

Shelby County simplifies utility assistance process



If you need help from Shelby County government to pay your utility bills, there is now a more convenient way to apply for assistance with individualized appointments

being scheduled for the Low Income Home Energy Assistance Program (LIHEAP) and Crisis Utility Assistance services.

“We continue to look for more efficient ways to serve the public. Having appointment times for utility assistance will alleviate long wait times,” said Shelby County Mayor Mark H. Luttrell Jr.

Citizens who need utility assistance are urged to call 222-4280 or 222-4281 for appointments between December 14, 2015 – January 29, 2016; February 15 – March 25, 2016; and June 13 – July 29, 2016 from 8 a.m. – 4:30 p.m., Monday through Friday.

All sessions will be conducted at the Community Services Agency office at 3772 S. Hickory Ridge Mall, near Winchester at Hickory Hill.

Applicants must have several documents at the time of their session:

- Social Security cards for all household members
- A recent utility bill
- Proof of income for everyone 18 years or older in the household (check stubs, etc.)
- Photo identification of applicant

“Last year, Shelby County Government received \$9 million from the federal government to assist 27,540 households,” said Shelby County Community Services Director Martha Lott.

Citizens facing utility shut-offs must also meet at least one of the following conditions:

- Be at least 60 years old
- Disabled
- Have a child under the age of 6 living at the home
- Have a documented family emergency

For those unable to go to the County’s assistance center at the mall, applications can be mailed or printed online at the Shelby County Government website: www.shelbycountyttn.gov.



Reminder: Call for your Pilot Safety Inspection

MLGW’s Pilot Safety Inspection program began August 10 and will run through February 29, 2016. Appointments scheduled up until December 31 will incur a \$54 fee. The fee will be billed to the customer’s account and covers up to three gas heating appliances. Each appliance over three will cost an additional \$16 fee. The service is free to physically challenged customers and seniors (60 years and older).

Customers are encouraged to call as soon as possible for the best selection of dates and times.

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



Just visit mlgw.com and click on the logos.



Cold weather is here!

Here are a few basic tips to help conserve energy when temperatures get colder:

- Set your thermostat at 68 degrees or lower when you're home during cold months. Every degree below 68 can save four percent on your heating bills.
- Wear layered clothing and thick socks to stay warm, and set your thermostat even lower.
- At bedtime, lower your thermostat and add extra blankets.
- Lower or turn off thermostat when leaving your home for four hours or more.
- Close garage doors, cover foundation vents, and close off vents and doors to seldom-used rooms.

MLGW wins recognition for engineer recruitment and retention



MLGW President and CEO Jerry Collins Jr.; Michael Avanzi, Gas Engineering; Alonzo Weaver, Vice President of Engineering Operations and Derwin Sisnett, MLGW Board Chairman pose for a photograph with the award from SGA.

With a nationwide shortage of engineers, the way MLGW recruits recent graduates gained award-winning attention from the Southern Gas Association. SGA honored MLGW for its approach to engineering recruitment and retention in its inaugural Engineering Innovation program during its July operating conference in Nashville. Judges gauged each entry on the level of innovation exhibited and how it is delivered.

"Companies are competing with each other for engineering talent. There's so much demand for the work and not as many students going into engineering now," said Michael Avanzi in Gas Engineering. Randstad Engineering, a technical recruiting firm, estimated there is an average of 17 openings per candidate for the 130,000 engineering job openings across

Supplier Diversity: MLGW reports record-breaking spend

In the second quarter of 2015, MLGW's supplier diversity spending accounted for 41 percent of all outside contracts for goods and services, the highest percentage in any quarter since the program began in 1996. In its latest supplier diversity report, MLGW says it spent \$31 million on contracts for goods, supplies, and professional and other services from April 1 to June 30. \$12.7 million of that spending went to businesses owned by minorities, women and local residents.

Construction spending performed especially well in this regard, with 80 percent of contract funds going to companies included in the diversity spending program, more than double the annual goal of 42 percent. "There is no [large] company in the city of Memphis," said Jozelle Luster Booker, Manager of Procurement and Contracts, "and probably in the entire United States of America that can say that, of its construction projects, over 80 percent of the spend is with minority-, women- and locally owned small businesses." Likewise, MLGW boasts an unusually high 37 percent of goods and supplies coming from such firms.

This report shows a continuing positive trend in the utility's efforts to increase the diversity of vendors awarded outside contracts. In 2012, spending with included businesses was 18 percent. That number increased to 23 percent in 2014, when MLGW revised its supplier diversity policy and began seeking qualifying businesses more aggressively.

In addition to increasing business with minority- and women-owned suppliers, MLGW also implemented its Sheltered Market Program in 2014, providing opportunities for locally owned businesses to exclusively compete for purchases under \$100,000. So far in 2015, about \$5 million or eight percent of total spending, has been awarded to local businesses.

For more information about MLGW's Supplier Diversity and Sheltered Market Programs, including goals for individual business categories, visit www.mlgw.com/commercial/supplierdiversity or call 528-4635.

Smart Talk: Smart meters will virtually eliminate estimated bills



In winter, cold weather and icy road conditions can prevent MLGW meter readers from working their routes, which results in estimated

meter readings, a necessary practice that is unpopular with customers. Here is how estimated readings affected one customer, and how smart meters would have prevented her plight.

On January 15, 2015, the assigned meter reader was unable to read the water meter due to condensation on the dial (resulting from moisture and cold temperatures), so the customer's water bill was estimated that month. The next scheduled meter reading day, February 16, roads were icy. Out of concern for employee safety and to prevent vehicle accidents, routes were canceled. Therefore, the customer's February bill had estimated electric, gas and water meter readings.

When the weather improved in March, and MLGW read the customer's water meter, the usage was much higher than what had been estimated over the last two months. The customer had a water leak. This resulted in a larger than expected bill, which upset the customer. With smart meters, even if there are icy roads or cold temperatures cause condensation or there's another weather event that would make it unsafe to travel, MLGW would be able to obtain accurate usage information, virtually eliminating estimated bills.

Smart meters' daily reporting feature would have also detected this customer's water leak a lot sooner, allowing MLGW and the property owner opportunity to take action before a big bill accumulated. These features make smart meters a smart idea for MLGW and customers.

MLGW employees applauded for service to Adopt-A-School program



From left to right, Jerry Collins Jr., MLGW president and CEO; Dr. Cynthia Alexander Mitchell, SCS director, Division of Outreach, Family and Community Engagement; Nellie Powell, SCS community engagement analyst, Adopt-a-School; Dr. Alvin Harris, Carver High School principal; Fran Johnson, manager, MLGW University; Derwin Sisnett, MLGW board chairman.

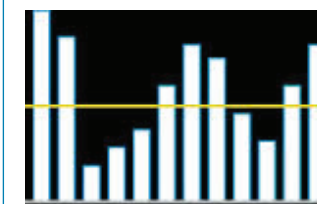


Carver High students Donsha McGowan and Mildred Goins perform a dance during the presentation.

Since 1980, MLGW's Adopt-A-School program has empowered employees to support students at G.W. Carver High School by providing tutoring, academic awards, job shadowing and donations. During a recent back-to-school drive, MLGW employees donated uniforms, supplies and \$960 in cash and payroll deductions, which were used to purchase more uniforms. At a recent MLGW board meeting, Dr. Alvin Harris, principal at Carver High, presented the board with a certificate of thanks from the Shelby County School District for the ongoing support MLGW employees provide to the adopted school.

Harris also presented a plaque from the school in recognition of MLGW's 35 years of service. Dr. Harris then introduced a group of students, along with Choreography Director Maya Lee, urging those in attendance to keep in mind Carver High's "One Word" for the year: "Potential." The students gracefully performed a display of choreography set to the song "Black Butterfly" by Deniece Williams. While they danced, Lee read prose: "Our children are like butterflies.

Some can fly higher than others, but each flies as high as it can." She went on to emphasize that each child should be encouraged to embrace his or her uniqueness and strive to reach their full potential.



Budget Billing

Would you like to know what your utility costs will be each month, even before you receive your bill? You can - with Budget Billing, a Memphis Light, Gas and Water program that allows you to pay the same amount each month. Budget Billing does not reduce your overall energy expense. It simply lets you spread out your annual energy expense over a 12-month period and lets you know ahead of time what your monthly payment will be. So you'll be able to manage your household budget a whole lot easier. How it works:

- When you enroll in the program, MLGW analyzes your previous year's total usage, adjusts for rate changes and weather conditions, and divides the total into twelve monthly installments.
- You pay this installment each month until the following March, when the Budget Billing installment for the next twelve months is determined.
- Your MLGW account will be monitored monthly. If your actual utility costs are consistently lower or higher than your Budget Billing installment, your installment will be adjusted.