

Communications and Public Relations
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Community OUTREACH

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

November/December 2014



Lashell Vaughn, VIP Woman of the Year

The National Association of Professional Women (NAPW) recently honored Lashell Vaughn, MLGW Chief Technology Officer, by naming her a VIP Woman of the Year. Vaughn was recognized for “outstanding excellence and dedication to the profession.”

NAPW has more than 600,000 members and almost 300 local chapters. The organization’s mission is to provide an exclusive, highly advanced networking forum to successful women executives, professionals and entrepreneurs where they can aspire, connect and achieve.

MLGW’s Winter Moratorium to the rescue

As winter approaches, MLGW wants to ensure uninterrupted service to its senior (60+) and disabled customers. The Winter Moratorium program has been in place for more than two decades and prevents cutoffs for registered customers during the months of December, January and February.

Here are the requirements:

- *Utility service must be listed in the name of the elderly and/or handicapped person.*
- *If qualification is to be based on age, proof of such is required (example: driver’s license).*
- *If qualification is to be based on disability, proof of such is required (example: medical statement from a physician).*
- *Past due amounts must be paid before December 1.*

There are no income restrictions for the Winter Moratorium program. However, applicants cannot have an outstanding balance on their utility bill on November 30 when the program begins. The deadline for application is November 15. Customers are encouraged to pay bills by the due date. However, at the end of the three-month period, satisfactory payment or arrangements should be made before the March utility bill is due.

Applications are available at www.mlgw.com, and also at the Aging Commission, Meritan, MIFA, MLGW Community Offices, or by calling 544-MLGW.

To apply, simply fill out the application form and mail it to:

Credit Operations

Memphis Light, Gas and Water Division
PO Box 430
Memphis, TN 38101-0430



Get started on winter weatherization

There are plenty of things you can do in the winter to save a little on your heating and utility bill. But the best savings come from efforts you make before cold weather comes. Here are some early weatherization ideas:

- *Put more insulation in your attic (R38-rated and above) or under floors (R13+).*
- *Install a new energy-efficient furnace or water heater with Energy Star® endorsement.*
- *Have vinyl siding installed on your home’s exterior with insulation between the new and old siding.*
- *Find and caulk cracks around outside doors and windows. Weatherstrip around doors.*

Holiday Bill Break for all residential customers

MLGW will defer cutoffs for nonpayment for all residential customers between December 15 and January 14 annually. Customers must have an unpaid balance of \$399 or less. This program will allow customers to have extra cash during the holidays while protecting them from getting into serious debt.

MLGW in the Community

Nov. 6 - 19th Annual Germantown Senior Expo, 1801 Exeter Road, 9 a.m. to 3 p.m.

Nov. 8 - 14th Annual Race for Education 5K, Shelby County Education Foundation, Agricenter Farmers Market, 9 a.m.

Nov. 10 - Harvest Knoll Neighborhood Association, 7288 E Shelby Drive, 6:30 p.m.

Nov. 21-23 - Better Living Home & Garden Show, Agricenter International, various times



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 Tamara Nolen, 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

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



Just visit mlgw.com and click on the logos.

Feedback from neighborhood leaders wanted

MLGW is forming an MLGW Neighborhood Advisory Council (NAC) to get feedback and hear concerns from neighborhood leaders. Members will provide feedback to MLGW management on projects and policies, in addition, to sharing concerns and/or alternative approaches.

The NAC will meet quarterly and members must be the president of the organization or official designee of the association. If your organization is interested in being represented, please contact Beverly Perkins at (901) 528-4820 or email commrelations@mlgw.org.

MLGW participates in MMBC forum

The Mid-South Minority Business Council Continuum held an Economic Development Forum recently at the Memphis Cook Convention Center. The theme for the event was *The New Dynamic for Growth: Collaboration, Ecosystems and Discovery*.

The forum is the largest in the Mid-South, and its focus is to foster and facilitate opportunities to grow the revenues of scalable Minority- and Women-Owned Business Enterprises (M/WBEs) regionally and nationally. MLGW sponsored a booth highlighting how to become an approved vendor, and provided facilitators and speakers for event workshops. Jerry Collins Jr., MLGW President and CEO, served as a panelist for the CEO/Roundtable discussion; Derwin Sisnett, MLGW Board Commissioner, facilitated a discussion on capitalizing on the innovation economy; and Jozelle Booker, MLGW Procurement and Contracts, was a featured speaker for the New Frontier in Construction Project Delivery seminar.



Derwin Sisnett, MLGW Board Commissioner, was a facilitator at the MMBC's 2014 Economic Development Forum, the largest event of its kind in the Mid-South.

How to manage winter cold and save

Instead of turning up the heat, follow these tips to stay warm this winter while saving money:

- Set the thermostat at 68 degrees when you and your family are home. Each degree above 68 adds as much as four percent to your utility bill.
- At bedtime, consider lowering the temperature and adding extra blankets to the bed. Socks and a cap will also help you retain heat when you sleep.
- If you will be away from home for more than four hours, lower the thermostat or turn the heating system off – unless there is danger of freezing the pipes.
- Make sure delivery and return vents are open in the rooms you use.
- Keep curtains and blinds closed at night and on cloudy days. Open the curtains on sunny days to let warmth in.
- Install a programmable thermostat that will automatically adjust temperatures during the day.
- Keep central heating air filters clean.
- When using the fireplace, turn the heating down or off.
- Dress warmly in layers to retain body heat.
- Remember to check on elderly relatives and neighbors frequently to monitor their health and safety.
- The elderly should set thermostats no lower than 68 degrees, dress warmly and drink plenty of liquids to avoid hypothermia.



Carbon Monoxide

Used properly, natural gas is a safe and reliable energy source. However, gas burners that aren't adjusted properly can produce deadly carbon monoxide. Carbon monoxide is both colorless and odorless and is extremely dangerous – even deadly. Carbon monoxide is produced when natural gas is not burned properly.

Tips to prevent carbon monoxide poisoning:

- Appliances should be properly vented. Natural gas needs oxygen to burn safely and efficiently; without it, carbon monoxide is produced. Gas appliances should be vented outside your home.
- Keep chimneys and flues clear of all debris.
- Use gas space heaters according to manufacturers' instructions and provide proper ventilation.
- Never use generators indoors or in enclosed areas such as garages.
- Have gas appliances inspected annually by a licensed professional.

Signs of possible carbon monoxide emissions:

- Yellow flame: Natural gas should always burn blue.
- Floating or wavering flame: Flames should be steady and not move, float around or roll around the burner.
- Soot or overheating: Appliances should not have soot above the burner.

Symptoms of carbon monoxide poisoning:

- Headache
- Dizziness
- Inability to think clearly
- Fatigue
- Nausea/Vomiting

MLGW receives accolades at local BENNY Awards



Left to right: Roby S. Williams, Black Business Association President; Jozelle Booker, Board Commissioner; Derwin Sisnett and Rick Masson; and MLGW President and CEO Jerry Collins Jr.

Recently, the Black Business Association of Memphis celebrated 40 years of service to the Memphis community and held its annual Black Entrepreneurship and Networking Needs You Awards luncheon.

At the event, MLGW was recognized as the Outstanding Business in Purchasing for its efforts in minority and women-owned business spending and inclusion in the supply chain. In addition, Jozelle Booker, MLGW Manager of Procurement and Contracts, was recognized as an Outstanding Business Professional for her work in promoting women- and minority-owned business inclusion in the procurement of goods and services at MLGW and throughout the Memphis community.

The BENNY Awards recognize superior achievement in business by minority and women-owned businesses and by supportive corporations.

Operation Feed wraps



At the recent Operation Feed wrap-up ceremony, Mid-South Food Bank representatives thanked MLGW employees for their participation and explained how much this year's donations will make a difference. The Food Bank's inventory decreased by 40 percent earlier this year; but fortunately, media attention and Operation Feed came to the rescue. This year, a record-breaking 121 companies across the region participated in the drive that funds one million meals for those in need in the Mid-South.

MLGW placed first in the level-of-giving category for companies with 1,000-4,999 employees. Cliff DeBerry, MLGW Director of Analysis, Strategy & Performance, Executive Sponsor of the campaign, stated, "I am thrilled and

elated that MLGW employees stepped up to the plate to support the 2014 Operation Feed Campaign. As a company, we beat our goal of \$25,000 by raising \$28,165." All donations came exclusively from employees.



Raving Fans - Customer Compliments

Great online chat service! I have had to use it twice the last couple of weeks to get the average utility bill on a property and to transfer service. It was a breeze! Great service for your customers! I had a nice lady follow-up on my chat today! KUDOS! Happy Customer!

Judy Beach