

Communications and Public Relations
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Community
OUTREACH

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

September/October 2015



Pilot safety inspection reservations have started

MLGW’s Pilot Safety Inspection program begun Aug. 10, 2015 and will run through Feb. 29, 2016. Customers now can call to schedule appointments. Appointments for inspections scheduled Sept. 1 through Sept. 30 are free. Appointments scheduled Oct. 1 through Dec. 31 will incur a \$54 fee. The fee will be billed to their account and covers up to three gas heating appliances. For customers with more than three appliances, there’s a \$16 fee for each additional appliance. The service is free to physically challenged customers and seniors (60 years and older).

To schedule an appointment, customers should call 820-7878. Or, they can use the Interactive Voice Response (IVR) system to schedule an appointment. In order to use the IVR system, customers are required to have available their 16-digit account number.

- Appointments are available on Tuesdays, Wednesdays, Thursdays and Saturdays for one of the following time slots:
- 8 a.m. – noon; noon – 4 p.m.; 4 p.m. – 8 p.m.
 - Saturday appointments are either 8 a.m. – noon or noon – 4 p.m.
- MLGW’s Customer Care Center is open Monday through Friday, from 7 a.m. – 7 p.m.

Neighborhood Leaders get Passport to Safety

Over 160 attendees participated in the annual MLGW Neighborhood Leaders Conference held on Friday, August 14 at the MLGW Joyce M. Blackmon Training Center. This year’s theme was “Passport to Safety” and MLGW partnered with Ready Shelby – a collaborative public awareness campaign to educate citizens on emergency preparedness.

The day started with all attendees participating in a mock exercise to demonstrate the five steps to emergency preparedness. In addition to topics on emergency preparedness, sessions were also held on local grants, utility assistance, home repair resources for seniors, and domestic violence.

Over lunch, attendees heard from MLGW President and CEO Jerry Collins Jr. and Becky Williamson, a Strategic Marketing Coordinator in the MLGW Energy Services and Marketing department. Williamson updated attendees on the Smart Meter project and discussed how smart meters aid in the safe delivery of utility services.

Debbie Bond, Neighborhood Watch Coordinator for the Memphis Police Department, plans to invite the presenters of the “Disaster Preparedness – There’s an App for That” session to speak at the Old Allen Station Neighborhood Watch meeting. She wants the conference to continue to be a resource for the community because, as she said, “knowledge is power and the City of Memphis needs to be empowered.”



Conference participants Joann Graham and Phyllis Wright practice Compression Only CPR using an American Red Cross foam ambulance.



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:
Communications and Public Relations, Memphis Light, Gas and Water Division
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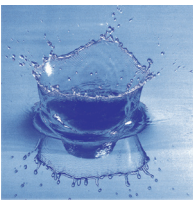
MLGW A-Blazing Race gets new location and partner



MLGW is partnering with the University of Memphis Herf College of Engineering to present the third A-Blazing (model solar car) Race on Friday, October 23, 2015 on the University of Memphis campus. This year's race will feature students in two categories – grades six through eight and grades nine through 12 and aims to give youths a hands-on design and construction experience. Teams will use a kit (available through MLGW) containing a solar panel and a motor. Using any other materials, competitors will design and build a solar powered vehicle that will race on a 20-meter race course. This year, the A-Blazing race will be part of E-Day, which is an annual open house event hosted by the Herff College of Engineering at the University of Memphis. E-Day is a daylong event consisting of competitions such as the A-Blazing Race, Egg Drop Contest, Water Filtration Contest, along with engineering lab tours and other activities throughout the college. E-Day will also be a part of STEMconnector®'s STEM Career Accelerator Day.

For more information about the A-Blazing Race visit www.mlgw.com/ablazing or call Beverly Perkins at 528-4820.

Fluoride and Memphis water



Like toothpaste, mouth rinses and beverages, water is a source of fluoride. Fluoride is a chemical that helps the body grow healthy teeth and bones. However, there is an argument about whether fluoride should be added in drinking water.

Memphis Light, Gas and Water Division's position is neutral on the topic. Fluoride is one of the chemicals added to our drinking water to ensure our high standards of drinking water purity and provide health benefits for citizens, like preventing tooth decay.

Given the purity of our water source, natural artesian wells, could we simply stop using fluoride?

It's not that simple. Dating back to 1969, the city of Memphis has mandated, by ordinance, for MLGW to "take all necessary proper steps to fluoridate the water supply of the city." The city follows the recommended procedures outlined by the Tennessee Department of Environment & Conservation (TDEC).

Smart Talk: Economic Impact



More jobs. More utility savings. More discretionary spending. Those three dividends are closely interwoven as Memphis Light, Gas and Water seeks to continue its investment in a \$240 million smart meter project.

More jobs and minority business participation
Smart meters have an immediate impact on the local economy, resulting from jobs created because of installations. Based on the contract language, at least 75 percent of the installers hired must live within our service area of Shelby County.

Additionally, Elster Solutions, the selected smart meter supplier, is using Apex CoVantage LLC, a minority-owned company. As a subcontractor, Apex CoVantage LLC, will assist with the new meter integration. With Elster's subcontractor selection, it is voluntarily exceeding the RFP goals that required at least 20 percent of total costs of services be met using minority-owned businesses. Rather than meeting the minimum goal, Elster is spending \$54.8 million or 83 percent of the total costs of services with a minority-owned business.

More discretionary spending/More utility savings
Less money spent on utility bills means residents have more money for other necessities.

With smart meters, customers have more options such as time-of-use rates or PrePay (pay-as-you-go). This gives customers more control over their utility bills and potentially lowers their usage.

As customers save money on their utility bills, it creates more discretionary spending, which results in even more jobs within our community. In a 2010 analysis by Younger Associates, it showed that if MLGW customers saved \$10 million on their utility bills and "in turn spent that money according to typical household spending patterns, 152.5 jobs would be needed to supply the goods and services purchased." Projections based on actual 2012 Smart Grid Demonstration results show a potential for up to almost \$30 million in consumer savings which equals 458 new jobs created in our community. In short, more jobs, more discretionary spending and more utility savings make smart meters a win-win for Shelby County. To learn more, go to: mlgw.com/smartgrid.

Emergency lines and other important numbers



To help keep emergency lines clear for those life threatening situations, customers are reminded to use 528-4465 only for emergencies. MLGW deemed emergencies are considered things such as gas leaks, downed electric wires, and broken water mains inside a building or unsafe street barricades. If you need to start, stop or transfer service, call the Customer Care Center at 820-7878, Monday thru Friday from 7 a.m. until 7 p.m. Any other account inquiries can be addressed by calling 544-MLGW.

And if typing rather than talking is more convenient for you, then you can get your questions answered with just a click of a mouse. MLGW's web chat feature for residential customers can be found at mlgw.com. Web chat is available for all residential customers from 9 a.m. to 5 p.m., Monday through Friday. Web chat provides a full range of service options including the option to make payment arrangements and, as always, customers can send any of their utility-related questions and feedback to mlgwcustomeercare@mlgw.org.

Winter Moratorium: Stay warm this winter by planning ahead



Way before you start planning for the holidays, you must plan to stay warm this winter with our Winter Moratorium.

MLGW's Winter Moratorium program ensures uninterrupted service to senior citizens at least 60 years of age and to disabled customers during the winter months. The program is set up to assist these customers—most of whom are on fixed incomes—during the coldest time of the year, when utility costs and usage are typically higher than usual.

The Winter Moratorium delays any pending cutoff of residential services for qualified customers during the months of December, January and February. MLGW will not disconnect any services due to non-payment during these months. However, participants will not be relieved of their obligation to pay their utility bill.

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. All applicants who meet the program requirements will be approved to participate. Deadline for application is November 15. Applications are available at www.mlgw.com, at the Aging Commission, at MIFA offices, at any MLGW Community Office, or by calling 544-MLGW(6549).

MLGW to install street lights in South Cordova



Beginning July 31, 2015, MLGW will begin a yearlong streetlight installation project in the southern portions of Cordova. Approximately 640 lights will be installed along these boundaries: south of Walnut Grove, west of Sanga and east of Forrest Hill Irene. This streetlight installation project is part of the 2012 City of Memphis annexation of South Cordova.

Fall/Winter natural gas safety



Fall is pilot light-up season and time for furnace and gas appliance inspections. It's all about safety and preventing gas leaks. Natural gas leaks typically result from damaged underground pipelines or indoor gas appliances. MLGW adds the odorant mercaptan to colorless, odorless

natural gas so it smells like rotten eggs or sulfur to aid in leak detection. Outdoor gas pipeline leaks sometimes offer more hints such as water bubbling near the site, dirt being blown into the air, frozen ground, or dead or dying vegetation near the pipeline.

If you suspect a natural gas leak, the proper response could save your life. Follow these tips to avoid disaster:

- ☐ Don't do anything that could cause a spark. Don't use lights or electrical switches, matches, candles, etc. Extinguish any open flames. Don't smoke!
- ☐ Evacuate immediately! Shut off your gas meter outside if you know how.
- ☐ Don't use any phones inside. Go outside to use your cell phone or use a neighbor's phone and call MLGW at 528-4465 (or 911) to report the gas leak.
- ☐ For an outdoor pipeline leak, avoid anything that can create sparks, don't start vehicles, and go to a location away from the leak site to call MLGW or 911 and report the leak.

For gas appliance safety, make sure your gas appliances, furnace and water heater are properly vented and inspected annually by a licensed professional. For more information on natural gas safety, visit mlgw.com/residential/naturalgasleak. And don't forget to call 811 before you do any digging.