

## 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:

**Mar. 2** – Living Green in Germantown Expo, Germantown Crossing Shopping Center, Farmington Blvd. at Germantown Rd. Rain date is Saturday, March 3.

**Mar. 8** – Bartlett Business Expo, 9 a.m. – 4 p.m., Bartlett Recreation Center, 7700 Flaherty Place, Bartlett.

**Mar. 9-11** – Southern Women's Show, various times, Agricenter, 7777 Walnut Grove Rd.

**Mar. 17** – Greenwood CME Church Health and Safety Fair, 10 a.m. – 2 p.m., 3311 Kimball Ave.

**Mar. 24** – Girl Scouts Girltopia, 2–8 p.m., Agricenter, 7777 Walnut Grove Rd.

**April 15** – Linking Hands for Life, 2 p.m., Overton Park.

**April 19-22** – Africa in April, all day, Robert R. Church Park, Corner of Beale and 4th St.

## ID Requirement Changes

Effective December 1, 2011, Consular Identification Cards are accepted by MLGW. Customers will be allowed to present a Consular Identification Card as one of their forms of identification when applying for utility service. These cards are in compliance with the 2011 Customer Care Policy. Consular Identification Cards are issued by federal, state and foreign governments with a unique identification number, expiration date, cardholder's photo, address and birth place.

MLGW had also recently revised the identification requirements of its credit policy by adding additional, non-picture forms of ID. The newly added forms of identification, which provide a new avenue for customers to obtain services, are: Medicaid or Medicare identification card; State-issued hunting or fishing license; State-issued gun permit or license; and EBT (Electronic Benefits Transfer) card.



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 OUTREACH

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

March/April 2012

## Memphis Grizzlies Power Memphis

The Memphis Grizzlies played the Dallas Mavericks on Leap Day, February 29, to celebrate by "leaping in" and supporting the Plus-I program. Plus-I is a program administered by the Metropolitan Inter-Faith Association (MIFA) which pays for utility services for people in need. Memphis Light, Gas and Water (MLGW)



customers fund the program through one-time donations or by adding a dollar or more to their utility bill each month. The Memphis Grizzlies teamed up with MLGW, MIFA and Kroger to "leap in" and help Memphis residents in need with their utility bills, by providing a portion of the game's proceeds.

## MLGW Has 8th Lowest Electric Rates According to JEA Survey

Jacksonville Electric Authority has once again published its quarterly survey of electric utility rates. Of the 57 utilities in the survey, MLGW had the 8th lowest electric rates at \$95.76 per 1000 kwh. Seattle City Light in Seattle, WA was the lowest at \$77.75 and the highest belonged to Golden Valley Electric Association in Fairbanks, AK at \$234.91.

## Web Chat Now Available to our Commercial Customers

MLGW's Web Chat feature is now available to commercial customers. Visitors at [www.mlgw.com](http://www.mlgw.com) can now select Residential or Commercial after clicking on the MLGW Web Chat icon.



## Shelby Farms to Get Solar EV Charging Stations

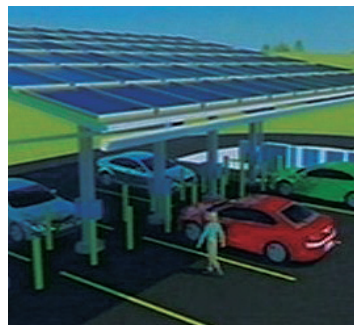
City and county mayors recently broke ground at Shelby Farms Park for West Tennessee's first solar-assisted electric vehicle charging station. "It's one of the first public electric vehicle charging stations in this area," said Shelby County Mayor Mark Luttrell.

The system consists of solar panels that connect to a grid, which in turn is able to fully charge an electric car in less than an hour. Many people consider electric cars the trans-

portation means of the future because they do not pollute and also use the sun's energy to our benefit. However, the move is surrounded by a lot of skepticism, to which Memphis Mayor A C Wharton commented, "I'm sure there are some skeptics out there right now saying 'Aw, nobody will use them.' But, yes they will use them. So persistence is what is going to pay off."

A number of electric cars were on display for the groundbreaking and the public saw big electrical plugs instead of gas tanks. A similar charging station is already in service in Knoxville and state officials say we will see more charging stations in cities around the country.

Charging station partners include Shelby Farms Park Conservancy, Shelby County's Office of Sustainability, MLGW and the Electric Power Research Institute.



## Germantown Approves Six EV Charging Stations

The Germantown Board of Mayor and Aldermen voted unanimously to partner with ECOtality to install six electric vehicle charging stations in and around the city's Municipal Square.

Two will be located at the Germantown Community Library at 1925 Exeter. Two more will be installed at the Municipal Center at 1930 S. Germantown Road, while the remaining two will be located in the parking lot that the Athletic Club and the Performing Arts Centre share at 1801 Exeter Road.

The stations will provide 30-minute charges that recharge about 80 percent of a vehicle's capacity. There will be no charge to users. However, usage and efficiency information will be collected.

There are plans to install more than 70 charging stations throughout Shelby County. Interest in installing the stations has been expressed by entities such as Boyle Investment Company, St. Jude Children's Research Hospital and Temple Israel.

## Giving "The Power of Warmth"

A recent cold snap sent qualified seniors and disabled residents to the Neighborhood Christian Center (NCC) at 785 Jackson in search of the "Power of Warmth." NCC and MLGW partnered to provide 150 space heaters and 150 electric blankets on a first-come, first-served basis through the outreach program, "Power of Warmth." The donation was right on time for Downtown resident Beverly Chatman. "My heat doesn't work so good," said Chatman, who suf-

fers from a number of ailments including lung disease and diabetes. She blames the diabetes for perpetually cold feet. "I stay chilled." Chatman chose a heater to help keep her apartment warm.

Vivion Sisuse, NCC Chaplain, said like Chatman, neighbors (the term NCC uses for their clients), are thankful for the donation. "With the economic downturn, we are serving neighbors from all walks of life and they appreciate the assistance."

## Energy Myths

How much energy does an electric car use and how much does it cost, generally, to run them? In layman's terms, an electric car is like running an electric clothes dryer. Typically it will cost about a dollar a day or more specifically about \$.02 (cents) per mile in equivalent fuel cost compared to \$.20 (cents) per mile for a gas vehicle getting 20 mpg and fuel costing \$4.00 per gallon. An additional benefit is that we have very few costs and generally minimal adjustments for electricity, so you can be assured that you won't have to deal with wild, weekly fluctuations in your fuel cost for the vehicle.

## Make Springtime a Safe Time

With the upcoming change to nicer, warmer weather, we frequently get severe weather. MLGW wants you and your family to be safe and protected during severe weather outbreaks, so here are a few tips to increase safety:

- Identify the safest place in your home in case of emergency. It might be a closet or bathroom in the middle of your home, away from exterior doors and windows. Go there if you hear severe weather warnings.
- Stock that place with emergency items such as a first aid kit, flashlights, a battery-operated radio or TV, and extra batteries.
- Store bottled water or tap water in sterile containers, enough for several days, two quarts per person per day. Store some non-spoilable food items that don't require heating, as well as a can opener.
- Include a whistle or similar device to alert emergency personnel in case of rescue efforts.
- Store a supply of necessary prescription medicines.

### Safety tips when severe weather strikes:

- Never approach or touch downed power lines. If a power line falls on your car, remain inside until help arrives.
- Know how to turn off your gas, electricity and water in case the lines are damaged.
- If you smell gas, do not turn on lights or electric appliances and don't use the phone. They could cause an explosion.
- If you smell gas after severe weather, leave the building immediately. Go to a safe place and call MLGW. Do not go back into your home until MLGW says it is safe to do so.
- If you use a portable generator, do not operate it inside your home due to carbon monoxide danger. Also, do not plug it into a wall outlet to power your home; that can cause a dangerous fire hazard.
- Should you have downed wires, gas leaks or a broken water main, call MLGW's 24-hour, emergency-only hotline at 528-4465.

## Z-Bo Does It Again!

Memphis Grizzly power forward Zach "Z-Bo" Randolph keeps amazing the public on and off the basketball court. Besides being an outstanding player, he has shown repeatedly how much he cares for our community by donating money to alleviate the needs of less fortunate Memphians.

It all started in 2010, when Z-Bo donated funds in response to a New Year's cold snap, which helped at least 15 utility customers who were behind on their bills through MLGW's Gift of Comfort program. Then in 2011, to kick off the New Year, Z-Bo assisted 100 families who had fallen behind on their utility bills.



Grizzlies star Zach Randolph (second from left) poses with MLGW's Corporate Communications Director Gale Jones Carson (left) and MIFA's Emily Sharpe and Cecil McGee.

As a gesture to honor members of the community who give exemplary service and assistance to our customers, MLGW then created the MLGW Community Hero Award, which at the time was given to Randolph and also to Rev. Keith Norman, Senior Pastor of

First Baptist Church-Broad, who heads a ministry dedicated to service to the community.

Now in 2012, Z-Bo has donated \$20,000 to go directly to the MLGW/MIFA Extreme Temperature Emergency Fund. Z-Bo Randolph is especially interested in helping single-parent families, as he grew up in a single-parent home.

At the close of this issue of *Community Outreach*, Zach had scheduled yet another donation of \$1,500 to three customers who have fallen behind on their utility bills. Thank you, Z-Bo!

To find out more about MLGW's Gift of Comfort program and how to donate, visit [www.mlgw.com/giftofcomfort](http://www.mlgw.com/giftofcomfort).

## Letter to the Editor Highlights MLGW's Service

"At 9:30 p.m. on Dec. 4, our power transformer blew, leaving us without power. Memphis Light, Gas and Water Division quickly responded to the outage notification and repaired the fuse within the hour. The transformer's fuse blew a second time at 10:30 p.m. and MLGW again responded within 30 minutes. Unfortunately, the fuse would not hold and it was determined that a new transformer was needed. This was about the same time a torrential downpour started.

I felt certain MLGW would wait until after daybreak the following morning to replace the transformer, since there was no truck access to the site and all the work would have to be done manually. But at 4 a.m., an MLGW associate in full rain gear knocked on my

front door. He stated his team was there to get our power and heat turned back on. There were four MLGW trucks and at least 8-10 employees, ready to haul equipment by hand to replace the transformer. These kind folks worked for three hours straight during the freezing downpour to restore our power.

I have a whole new respect for the men and women at our fine utility company. The service that my family and neighbors received that night was just amazing."

*Mitch Graves*, Memphis resident

Letter published on Dec. 11, 2011 by The Commercial Appeal.

## Remember: Call 811 before you dig!

In addition to being prepared for the dangers presented by severe weather, a little knowledge about natural gas safety is a must. If your home is close to a major gas-supply pipeline, you should know what to do and where to go in case of a pipeline emergency. When warned to evacuate the area, do so immediately. The leading cause of natural gas pipeline accidents – almost 60 percent – is damage from excavation or construction. Other causes include rare damage by vehicles or corrosion.

Many of us are eager and can't wait to break ground to start outdoor projects such as building fences or planting trees. But do we know what's under the ground where we plan to dig? Natural gas pipelines and other

utility lines weave beneath the surface throughout our community. Major gas pipelines are marked with a yellow caution sign. But secondary lines aren't as easily identifiable. So don't risk hitting a gas line, disrupting neighborhood service, and facing potential fines and repair costs.



Before you begin digging, remember to contact Tennessee One Call at 811 to request that a professional locating crew mark the underground utility lines on your property. And do it timely, at least three days before starting your project. Failure to do so could result in an explosion or electrocution. The service is free, and it's the law!