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## Gas pipelines: Keep your family safe

Besides being prepared for the dangers of severe weather, some knowledge about natural gas safety is critical. It is important to know how to be prepared and keep your family safe in the event of natural gas pipeline problems.

Be aware of where natural gas transmission pipelines are located in your area. Pipeline markers are yellow.

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, especially if you smell a strong gas odor. Don't use anything electrical, especially light switches, flashlights, cell phones or landlines.

Almost 60 percent of natural gas pipeline accidents are caused by damage from excavation or construction. Other causes include damage by vehicles or corrosion.

Whenever you plan to dig on your property, check to see

where your home's underground gas lines are located, even for spring planting.

Call 811 before digging in order to have your underground gas (and electrical) supply lines located and marked. Failure to do so could result in an explosion (or electrocution). Plus, it's the law.

Simply call 811 at least three days before you plan to dig to arrange for a representative to come out and mark the location of your underground pipes and cables. Don't dig until they have done so.

For gas appliance safety, make sure your gas appliances and furnace are properly vented and inspected annually by a licensed professional.

For more info on natural gas safety, visit [mlgw.com/about/](http://mlgw.com/about/) brochures.



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 Communications and Public Relations, at (901) 528-4557.

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# Community OUTREACH

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

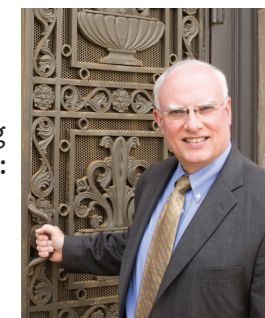
January/February 2018

## Collins looks back over his years as president of MLGW

Thank you for allowing me to serve you as the president and CEO for Memphis Light, Gas and Water Division these past 10 years.

As I retire, I am proud of the many successes we've made during my time here. With our governing principle of always doing that which is in the best interest of the customers as a whole, MLGW has:

- Maintained the lowest combined electric, gas, water and sewer rates in the country for five consecutive years.
- Changed our credit and payment policy to help customers meet their billing obligations while minimizing their chances of being cutoff for nonpayment.
- Grew the money raised for our Plus-1 program to an all-time high to help families in crisis with one-time utility assistance.
- Garnered \$7 million in grants from various entities to make low income homes more energy efficient.
- Expanded our Share the Pennies program, which should raise about \$1.5 million annually to help even more people make their homes energy efficient.
- Improved the lives of hundreds of our customers by inspecting rental homes to ensure that basic energy needs are being met.
- Started a \$240 million rollout of the smart meter project which remains on track, under budget and will likely wrap up ahead of its 2020 deadline.



Jerry R. Collins Jr.

I know there are many challenges ahead within the utility industry. I am confident that with MLGW's dedicated employees, my successor will meet those challenges.

*Jerry R. Collins Jr.*  
Jerry R. Collins Jr.

## Memphis earns a top 10 spot in Energy Star rankings

The Environmental Protection Agency ranked Memphis in the top 10 mid-sized cities with the most Energy Star certified buildings. Memphis tied with Lexington, Kentucky to earn the 10th spot in the rankings. San Jose, California won the top listing.

EPA rates cities based on how many buildings achieved Energy Star certification in 2016. To qualify, a building must earn an Energy Star score of 75 or higher – indicating that it outperforms 75 percent of similar buildings nationwide.

Energy Star is a voluntary program that helps businesses and individuals save money and protect our climate through superior energy efficiency.

In all, 38 Memphis-area schools, retail stores, distribution centers and a hospital earned the Energy Star label. FedEx, the largest employer in Memphis, had nine buildings at its World Headquarters earn the rating. Fourteen Shelby County schools are also certified.



## Newer app version makes paying utility bill easier



There is a newer app for your phone that will make paying your utility bill easier. The MLGW mobile app now includes an option for customers to view their account informa-

tion and pay their utility bills. The app is free from Google Play for Android devices, version 3.1 or from the App Store for iOS devices, version 3.1.1.



## MLGW wins MarCom awards

Congratulations are in order. MarCom Awards has recognized the work of MLGW's Communications and Public Relations department and awarded several of our projects with Gold Awards and Honorable Mentions:

### GOLD AWARD

*Smart Meters in the Community* in the Video/Audio/Film-Corporate Image category.

### GOLD AWARD

*Tom Lee Storm* in the Strategic Communications: Crisis Communication Plan or Response category.

### HONORABLE MENTION

*MLGW Kiosk Glitch* in the Strategic Communications: Crisis Communication Plan or Response category.

### HONORABLE MENTION

*Plus-1 "Mirror"* in the Video/Audio-Television Broadcast and Cable category.

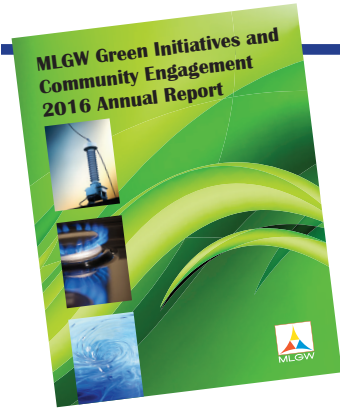
MarCom Awards is an international creative competition that recognizes outstanding achievement by marketing and communication professionals. Entries come from

corporate marketing and communication departments, advertising agencies, PR firms, design shops, production companies and freelancers.

MarCom Awards is administered and judged by the Association of Marketing and Communication Professionals. The international organization consists of several thousand creative professionals. The Association oversees awards and recognition programs, provides judges and sets standards for excellence.

The MarCom Gold Award is presented to those entries judged to exceed the high standards of the industry norm. Approximately 24 percent were Gold Winners. Honorable Mention certificates are granted to those entries that meet the expectations of the judges. Approximately 10 percent were Honorable Mention winners.

Being a Platinum or Gold Winner is a tremendous achievement symbolized by the intricately detailed MarCom statuette. The MarCom graces the trophy cases of some of the top business and communication firms in the world.



## MLGW publishes 2016 Green Initiatives Report

The 2016 edition of the "MLGW Green Initiatives and Community Engagement Annual Report" is now available online.

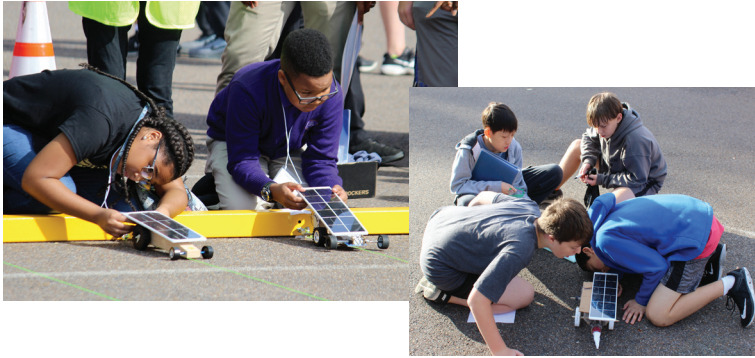
The report summarizes customer options for conservation, energy efficiency and renewable generation, along with program performance. It also outlines MLGW's efforts in energy education, volunteerism and the adoption of alternative fuel vehicles.

The report, as well as prior reports, can be downloaded at [mlgw.com/community/greeninitiativesreportcommunitysection](http://mlgw.com/community/greeninitiativesreportcommunitysection).

## Solar-made cars roll across the finish line in 2017 A-Blazing Race

Students raced their solar cars to victory recently during the 2017 A-Blazing Race. The race was a part of E-Day or Engineering Day at the University of Memphis' Herff College of Engineering.

The Maxine Smith STEAM Academy took first place for speed among middle school contestants. Memphis Business Academy finished first among high school entries. Other winners included Kate Bond Middle and Southwind High for best notebook and Elmore Park Middle and Lausanne Collegiate for best design.



## Winterize before everything freezes!

Remember to winterize your outdoor water faucets and irrigation system before a winter freeze.

Water can freeze inside sprinkler housings and hoses and may burst or rupture parts.

Clean and store sprinklers in a dry place.

Disconnect hoses from their water source and drain them of any remaining water. Neatly coil and store hoses in a dry area. Also wrap and protect outside water faucets.

## Woman grateful for MLGW worker's honesty

Ann Massey is thanking her lucky stars that MLGW's Carolyn Hulbert of Physical Security discovered her envelope with \$1,000 cash.

Before going to work at MLGW for her 2 p.m. shift, Hulbert found an envelope on the ground near the gas pumps at a BP station.

Hulbert, who works at Electric Systems Operations on Covington Pike, considers it a "God-thing." As she was filling up her car, Hulbert felt a voice telling her to look on the ground. "I saw a Regions Bank envelope. I thought it's probably empty. I continued pumping my gas. I felt the Lord saying, pick it up."

That's when she found it was full of cash. "The enemy

in my mind said, 'You know you could use that money. Keep it.' I didn't even hesitate," she said. Hulbert asked Massey who was standing at the adjoining gas pumps, "Did you lose something?"

"Not that I know of," a puzzled Massey replied. Hulbert in her full security uniform held up the envelope. Massey grabbed Hulbert in a grateful hug. "She almost squeezed me to death," Hulbert said.

Even though Massey offered her a reward, Hulbert wanted no part of it. "I was just glad to help her. That was the most important thing," she said. "If it had happened to me, I would have wanted someone to return the money."



## Terminator visits school

The Terminator (aka Anthony Harrison) made a lasting impression on students and parents recently at the Shrine School. Each

year, Shelby County Schools host an elaborate Career on Wheels for special education students, who range in age from 3 to 21. The majority of

students are in wheelchairs. Harrison shares his Terminator duties with MLGW employees Kortnie Dockery and Earnest Holliday.

## MLGW participates in local holiday parades

It's that time of the year again! MLGW volunteers and the Terminator truck participated recently in several season parades to bring some holiday cheer to our community. Our theme was the 12 Days of Save, presented during the Whitehaven, Beale Street and Germantown holiday parades on different dates. MLGW volunteers helped in the parades wearing light bulb-shaped sandwich board signs with safety tips, greeting attendees and giving out candy and plastic MLGW construction hats to children.



## Tradition rings a bell

It has become a yearly tradition for MLGW volunteers to help raise money for the Salvation Army's Christmas Kettle. This year could not be the exception, so the activity was held again in front of the Walgreens, located at the corner of Main and Madison, through Thursday, Dec. 21.

The bell ringers not only ringed the bell, smiled at everyone, and said, "Thank you", "Merry Christmas" or "Happy Holidays." On selected days they brought their musical instruments and played Christmas classics for the enjoyment of passers-by!



## A great gift this season: the Gift of Comfort

Show someone you care through MLGW's Gift of Comfort program. You can help by applying money to someone's utility bill. Complete the Gift of Comfort form at [mlgw.com](http://mlgw.com) and follow the mailing instructions, or talk to a Customer Care representative for more information. Your gift will show as a credit on the recipient's MLGW bill.

