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Community OUTREACH

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

January/February 2014

MLGW Wins "Outstanding Corporation" Award

MLGW was presented the “Outstanding Corporation” award by the Association of Fundraising Professionals for its philanthropic efforts in the community. The award was accepted by MLGW President and CEO Jerry Collins and Gale Jones Carson, Director of Corporate Communications and Public Relations. MLGW was recognized for its annual fundraising campaigns to benefit United Way, Plus-1, Project CARE, Lifeblood, Mid-South Food Bank, Salvation Army and countless other non-profits.

MLGW received the Outstanding Corporation Award for its Plus-1 program that helps needy families keep utilities functioning through \$1 donations. MLGW customers send in their monthly bills and add an extra dollar or more for the less fortunate.

The Association of Fundraising Professionals (AFP) presents the Crystal Awards Luncheon each year to honor those who give, lead and inspire philanthropic activity in the Memphis area.

Local news anchor, Joe Birch (right), hosted the Association of Fundraising Professionals (AFP) Crystal Awards Luncheon which honors those who give, lead and inspire philanthropic activity in the Memphis area. MLGW was recognized in the Outstanding Corporation category. Accepting for MLGW were President and CEO Jerry Collins Jr. (left) and Corporate Communications Director Gale Jones Carson (center).



MLGW's Gas Team Saves Thanksgiving

Recently, MLGW’s Gas team helped homeowner Annie Mae Spencer, 82, repair a gas leak and along with co-workers at the Gas department, purchased a \$100 Kroger gift card for Spencer in time for Thanksgiving. In September, Spencer’s gas was shut off due to a leak. She was told to call MLGW when the repairs were made so service could be restored. Our employee visited her home and left his card, advising her to let him know if she needed anything.

When our employee received a call from Spencer in November, she shared that she hadn’t fixed the leak and she’d have to forgo a Thanksgiving dinner in order to pay for repairs. “I need my heat,” she said. She knew with colder weather approaching, relying on a space heater and bundling in blankets wouldn’t be enough to get her through the winter.

Touched by the grandmother’s unfortunate choice, our employee immediately appealed to co-workers and called in a plumber to fix the problem. Another of our employees also notified her church congregation and they donated a food basket. When our employees delivered the gift card, a surprised Spencer replied, “I am so thankful. I am adopting you both.”



Pictured left to right, Marcellus Pruitt, MLGW Gas Distribution, Annie Mae Spencer and Gwen Winton, MLGW Gas Transmission Service. When an elderly Spencer called, Pruitt answered — and not only helped to get a broken gas line fixed, but with the help of co-workers, also provided Thanksgiving dinner.

Interact with MLGW via: [Twitter](#), [Blogspot](#), [Facebook](#) and [YouTube](#)



Just visit mlgw.com and click on the logos.



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

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Winter: It's all about Safety!

When it gets cold, and you’re trying to heat your home, home-heating and natural gas safety become very important. Here are some safety tips:

Space Heater Safety – Portable heaters are responsible for more than 4,000 fires in U.S. homes each year and 40 percent of heating-related deaths. Please use them safely!

Do not place your space heater near flammable items like drapes, clothes, furniture, bedding or paper – they are a dangerous fire hazard!

- Do not use space heaters overnight when everyone is asleep.
- Never touch a portable heater if the floor or any part of your body is wet.
- Make sure your space heater has no frayed wires. Do not plug space heaters into outlets or extension cords with several other items.

Natural Gas Safety – Natural gas is a safe, efficient energy form when used properly. A correct natural gas flame burns steady and blue.

- Flames with yellow-orange tips, dancing flames, flames producing a hissing noise and flames without a defined shape are signs of incomplete combustion.
- Get a qualified repairman to fix the appliance.
- Never use your stove to help heat your home. It can be a fire and carbon monoxide hazard.

Natural Gas Leaks – Natural gas is treated with mercaptan to give it a distinct smell like rotten eggs, so that leaks can be easily detected. If you smell a gas leak:

- Open windows and evacuate building immediately.
- Do not smoke, or use anything that produces an open flame or spark.
- Do not operate equipment powered by batteries or electricity, including light switches, flashlights, or cell or landline phones. The slightest spark could cause an explosion.
- Call MLGW’s emergency line (528-4465 - emergencies only) from a phone located away from the building, then stay out until MLGW has deemed it safe to return.

Carbon Monoxide Safety – Carbon monoxide is a deadly vapor produced by incomplete combustion of natural gas and other fossil fuels. It is odorless and invisible. Signs of carbon monoxide poisoning include nausea, headaches, dizziness and fatigue. If you suspect carbon monoxide exposure, seek medical help immediately. The best way to avoid carbon monoxide is to have all natural gas appliances inspected and serviced annually by a professional.



MLGW Recognized for 2013 Operation Feed Campaign Donation

Thanks to the generosity of our employees, MLGW was recognized as the number one donor (in the 1,000 to 4,999 employee category) for the Mid-South Food Bank's 2013 Operation Feed Campaign. The Division gave \$27,125 or the equivalent of 82,000 meals. The mission of the Food Bank is to fight hunger through the efficient collection and distribution of wholesome food, and through education and advocacy.



Estella Mayhue-Greer, Executive Director, Mid-South Food Bank, presents MLGW with a plaque featuring artwork created by young artists served at the Food Bank's Kid's Cafes. MLGW employees' \$27,125 donation was the agency's largest gift for a workplace with greater than 1,000 employees, but less than 5,000. Pictured left to right: Trish O'Connor, MLGW Reliability and Power Quality; Liz Hawthorne, MLGW Data Analytics and Software Integration; Estella Mayhue-Greer, Mid-South Food Bank; Steve Wishnia, MLGW Board Chairman; Jerry Collins Jr., President and CEO; and Cliff DeBerry, MLGW Director, Analysis Strategy and Performance.

MLGW Passes NERC Audits

The North American Electric Reliability Corporation (NERC) is a not-for-profit entity whose mission is to ensure the reliability of the Bulk-Power System in North America. NERC develops and enforces Reliability Standards approved by the Federal Energy Regulatory Commission (FERC); annually assesses seasonal and long-term reliability; monitors the Bulk-Power System through system awareness; and educates, trains and certifies industry personnel. One way in which NERC ensures compliance with the standards is by conducting regular and scheduled audits, which in MLGW's region are administered by the SERC Reliability Corporation. An almost 80-member team worked more than nine months to prepare for MLGW's first intensive NERC audits since it registered with NERC in 2010. In June, MLGW's operations and planning were scrutinized. The

final audit, concluded recently, covered critical infrastructure protection. MLGW achieved extremely high marks for its compliance program. Auditors especially commended MLGW's culture of compliance and proactive stance toward the reliability and security of the electric grid, citing some of the Division's practices as "best in the industry." "Compliance is more than just passing an audit every few years; it's something that we do every day. I'm very proud of the dedication of our employees and the results we achieved. MLGW's compliance with NERC standards assures that the Division has implemented, and in many cases exceeded industry standards for protecting and operating an electric transmission system," said Allan Long, MLGW Regulatory Compliance.



Get Rewarded for Making Your Home Energy Efficient!



eScore, a new residential energy-efficiency program developed through a partnership between MLGW and TVA, gives you a customized path for making your home a 10 – the highest score possible. By participating in eScore, you will receive an eScorecard that ranks the efficiency of your home from 1-10, an eScore report with photos of the areas evaluated, a list of instant rebate options for qualified energy-efficiency improvements*, direct-install items (for example, CFLs, low-flow showerheads and aerators),

and expert recommendations from a TVA-certified Energy Advisor. Save on energy costs and usage by improving your eScore and making your home as energy efficient as possible over time, at a pace you can afford! To register and find out more information about the eScore program, visit www.2escore.com or call 1-855-237-2673 Monday through Friday, 7 a.m. to 5 p.m. * Instant rebates are not available on improvements for which you already received an

IHEE program rebate. Cost depends on eScore program chosen. Please refer to 2escore.com for additional information and restrictions.



MLGW Warns Customers about Scammer Calls

Telephone Scammers Posing as MLGW Representatives

Memphis Light, Gas and Water Division has received reports of a scam targeting commercial/business customers. These customers are receiving false calls about their utility bill. The scammer is instructing customers that MLGW will disconnect their services unless they make a payment using Green Dot money cards. The customer's caller ID stated the call was initiated by MLGW's Commercial Resource Center which is closed on weekends. MLGW service representatives do not personally call a customer to request

a payment, though MLGW does mail cut-off notices to customers and uses auto-dialers alerting them that a payment needs to be made by a certain date to avoid cut-off. As a precaution, customers should be mindful of the following and contact local authorities right away: We do not accept payments by Green Dot money cards or any form of payments by phone except at MLGW's pay-by-phone number, 1-866-315-0277. The Commercial Resource Center is

closed on the weekend and the operating hours are 7:30 a.m. to 5 p.m., Monday through Friday. A customer will never receive a call from 528-4270. This line only accepts phone calls from customers to handle customer-related business. Customers who believe they have been targeted or victimized with this or any other scam should immediately contact the Memphis Police Department at (901) 545-2677.

Fireplace Safety

Building a fire may not be in your plans today. However, here are a few things you should know about your fireplace, even in warm weather. Your chimney may be sucking conditioned air out of your house. Many older homes were built with fireplaces designed to burn wood or coal, and many have no or inoperable dampers. If you use your fireplace and burn wood, be sure you have a properly functioning damper that is closed when not in use and opened before use. Wood burning fireplaces give lots of ambiance, but often deliver little net heat to a home. If you have vented gas logs, you



must have any chimney damper fixed in the open position. These gas logs produce colorless and odorless carbon monoxide, and the only safe way to use them is with a permanently opened damper. If you have these logs, consider retrofitting them with modern ventless models which burn cleanly and deliver 100 percent of the heat to the indoors (with a closed damper or sealed chimney). Look into the pros and cons of ventless gas logs and don't neglect fireplace safety.

How to Manage Winter Cold and Save

Instead of turning up the heating thermostat, 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 as 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 heat down or off.
- Dress warmly in layers to retain body heat.

The elderly should set thermostats no lower than 68 degrees, dress warmly and drink plenty of liquids to avoid hypothermia. Remember to check on elderly relatives and neighbors frequently to monitor their health and safety.



Raving Fans: Customer Compliments

I am a homeowner who appreciates the services provided by Memphis Light, Gas and Water Division and the sanitation workers of our city. Recently, I needed their help in removing a lot of big limbs from a tree in my backyard. For safety reasons, a power line that ran from the corner of my backyard to the roof on the back of my house needed to be temporarily taken down. A courteous MLGW crew responded before and after the tree work was done. Also, I would like to thank the sanitation crew who picked up the debris from the curb and hauled it away. We don't often see letters to the editor supporting our city utilities. So I just wanted to say thanks for a job well done. Barbara Rogers Memphis