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.

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 that produce 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.
• Do not smoke, or use anything that produces an open flame or spark.

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 (901-528-4465 - 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.

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 1-855-357-2673 Monday through Friday, 7 a.m. to 5 p.m.

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 inoperative 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 ambience, 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.

Memphis Light, Gas and Water Division has received reports of a scam targeting customers who are in arrears. 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 use auto-dialers alerting them that a payment need 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 payment by phone except at MLGW’s Business Center or 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) 543-6267.

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 to cut down 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 just wanted to say thanks for a job well done.

Barbara Rogers
Memphis

MLGW Warns Customers about Scammer Calls

Telephone Scammers Posing as MLGW Representatives

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