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# Community OUTREACH

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

January/February 2017

## City Council approves MLGW's budget with no 2017 rate increases

The Memphis City Council approved MLGW's 2017 operating and capital budget of \$1.91 billion. Among the highlights:

- There are no rate increases for electricity, gas or water. If TVA wholesale electric rates go up in the future, it must be passed through to customers.
- It costs \$1.13 billion to buy power and gas for MLGW customers.
- MLGW pays more than \$78 million for payments in lieu of property taxes.
- About \$227 million is for capital projects.
- Capital projects include \$18.5 million in electrical substation improvements; \$11.3 million for water pumping station upgrades and \$8.1 million for retrofitting the cast iron gas system and improving pipeline integrity.

## Mayor appoints Dickson to MLGW's Board of Commissioners

Leon Dickson Sr., owner and principal broker of Bench-Mark at Southwind Realtors, is joining MLGW's Board of Commissioners as its newest member.

Mayor Jim Strickland appointed Dickson to replace Darrell Cobbins who had been on the five-member governing board since 2008. The Tennessee Association

of Realtors recently selected Dickson as the group's first African-American president-elect for 2017. A Realtor for 27 years, he previously held the

post of state secretary/treasurer for the 24,000-member group. The native Memphian volunteers at Hope-Works and German-shire Elementary.



Commissioner  
Leon Dickson Sr.

## In case of a gas leak...

MLGW's gas pipelines are extremely strong, durable and safe, yet there is a potential for natural gas leaks due to digging, construction or excavation. Gas leaks can lead to life-threatening conditions such as carbon monoxide poisoning or an explosion. While it's highly unlikely you will encounter a gas pipeline leak, here's how to recognize the signs and respond:

- The rotten-egg-like odor of natural gas could indicate a pipeline leak.
- Warning signs near a gas line include bubbling water, blowing dirt, dead plants or a hissing sound.
- Don't look for a leak or try to stop it; don't use anything electrical near it – not even a cell phone.
- Leave the area, and then call MLGW's emergency line at 528-4465.
- Before doing any digging, call Tennessee One Call at 811 to have pipeline locations marked. For more information, visit [mlgw.com](http://mlgw.com).



## MLGW in the Community

**Jan. 10** – Memphis Jewish Community Center, 6560 Poplar Ave., 12:30 p.m.

**Mar. 10-12** – Southern Women's Show, Agricenter, various times

**Mar. 14** – PNA Senior Expo, White Station Church of Christ, 1106 Colonial Rd.

**Apr. 1** – Barron Manor Neighborhood Association, 3300 Sharpe Ave., 11 a.m.

**If you would like MLGW to be an exhibitor or speaker at your event, please call 528-4820 or request online at [mlgw.com/speaker](http://mlgw.com/speaker).**

## A-Blazing Race gives students a glimpse at engineering life



Students get ready to launch their solar-powered cars

in the design and construction of model solar cars. MLGW provided a kit containing a solar panel, battery holder and motor to build their solar powered vehicle; the rest of the materials and build were up to the students. An engineering workshop was held Sept. 17 to help the students with their designs. The model cars competed in a 20-meter race to determine which vehicles completed the course in the shortest possible time using only the power of the sun. A panel of MLGW engineers also judged the cars on design and the team's project notebook.

The A-Blazing Race took place Friday, Oct. 21 at the University of Memphis Herff College of Engineering as a part of E-Day. The race engages students

There were two divisions: grades six through eight and grades nine through 12. Seventeen middle schools and 18 high schools participated in the race. President and CEO Jerry Collins Jr. and VP of Engineering Operations Alonzo Weaver presented trophies to the winners.

### MIDDLE SCHOOL WINNERS:

**First:** STEM 1, Collierville Middle School

**Second:** STEAM 2, Maxine Smith STEAM Academy

**Third:** STEAM 3, Maxine Smith STEAM Academy

**Notebook/Design:** Houston Middle Silver, Houston Middle School

### HIGH SCHOOL WINNERS:

**First:** MBA Team 2, Memphis Business Academy High School

**Second:** Lausanne Collegiate

**Third:** MCHS Team 2, Middle College High School

**Notebook/Design:** Move It or Lose It, Harding Academy

Approximately 30 MLGW employees helped with setup, registration, announcing and judging. Thanks to all our volunteers who made this event a success.



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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Winter Conservation Quiz Answers  
1. b; 2. b; 3. d; 4. a; 5. a; 6. d



## Smart meter deployment on target and impact video released

At the close of 2016, MLGW completed the installation of approximately 200,000 electric, gas and water smart meters. Installations began in late spring of 2016 in MLGW’s southern service region, including Midtown, Downtown, South Memphis and Whitehaven, and progressed through its northern territory, encompassing North Memphis and the suburban cities of Bartlett, Arlington, Millington and Lakeland. Once work is completed in this region, south-eastern Shelby County installations will start. The project is on target to wrap-up slightly ahead of its 2020 deadline.

This historic project aims to improve customer service and reduce costs. Projections on fees savings were conservative pre-installation. Now, with a few months of post-installation data, it is clear customers are reaping significant savings from reduced fees. In October 2016 alone, smart meter customers saved almost \$70,000 in fees related to having services remotely turned on.



The project is also boosting our local economy. Honeywell Smart Grid Solutions (formerly Elster), estimates about \$5 million direct impact has been realized to date to-date, and anticipates nearly \$25 million will be pumped into Memphis and Shelby County at the project’s end. Part of this economic expansion includes the creation of about 150-175 well-paying, entry-level jobs. Many meter installers are obtaining marketable skills while providing a

service to residents. MLGW recently released a community impact video which highlights smart meter project progress, gives an overview of the installation process and shows how modernizing MLGW’s metering infrastructure is a mini-economic engine for Memphis and Shelby County. The video is posted on YouTube and [mlgw.com/smartgrid](http://mlgw.com/smartgrid). To find it on YouTube, plug MLGW WaysToSave in the search box to view the short segment and other informational videos on MLGW’s channel.

## MLGW’s Terminator Truck present at Christmas parades

MLGW’s newly restored and improved Terminator Truck recently debuted as an important addition to seasonal community parades in Whitehaven and downtown Memphis. MLGW volunteers walked close to the truck and distributed gifts and candy to parade attendees while the Terminators drove the unique vehicle and shared in the excitement with observers. The pictures tell the story.



## Winter homeowner safety tips for natural gas

If you have a gas stove or furnace, make sure the flame burns steady and blue. A yellow-orange tipped, dancing, hissing or shapeless flame is a sign of incomplete combustion which results in dangerous carbon monoxide build-up.

Carbon monoxide is odorless and causes nausea, headaches, dizziness and fatigue. If you suspect exposure, seek medical help immediately. Have gas appliances inspected and serviced annually, and make sure they are properly vented. Never heat your home with a gas stove; that’s a fire

and carbon monoxide hazard. Natural gas smells like rotten eggs or sulfur.

**If you smell gas:**

- Leave the area immediately.
- Do not smoke, or use anything that produces an open flame.
- Do not operate electrical or battery-powered equipment, light switches, flashlights or any phones. A small spark could cause an explosion.
- Call MLGW at 528-4465 or 9-1-1.

## Winter Conservation Quiz

Winter is coming, and it’s time to conserve energy while staying warm at the same time. There are many ways you can conserve and save on your utility bills. So take this fun and enlightening winter conservation quiz, and see how well you know how to conserve and save. The answers are on the back page.

1. During the winter, set your thermostat on 68° or lower. Every degree below 68° can save you \_\_\_\_ on your heating bill.
  - a. 2 percent
  - b. 4 percent
  - c. 6 percent
2. MLGW’s Winter One-Stop is:
  - a. A place to buy blankets and firewood.
  - b. A page on [mlgw.com](http://mlgw.com) where customers can learn energy saving tips to save on their energy bills this winter.
  - c. A stop sign.
3. Which one of the following will not help you to save on your energy bills this winter?
  - a. Caulk cracks around windows and doors.
  - b. Install storm windows and doors.
  - c. Lower or turn off thermostat when leaving your home for four hours or more.
  - d. Open all windows and doors while running your heating unit at full blast.



4. Central heating air filters should be changed every 30-90 days.
  - a. True
  - b. False
5. Wearing layered clothing and thick socks to keep warm, adding extra blankets, and lowering or turning off your thermostat when leaving your home for four hours or more are all ways to help you save this coming winter.
  - a. True
  - b. False
6. When trying to stop the influx of cold air and drafts in winter, you should:
  - a. Caulk cracks around windows and doors.
  - b. Add attic insulation of R-30 value or better.
  - c. Seal drafty spaces behind light switches and electrical outlet plates with foam gaskets.
  - d. Do all of the above.

For more energy-saving tips, visit MLGW’s Web site at [mlgw.com](http://mlgw.com), click on the Save Energy link at top right, highlight Energy-Saving Tools in the left hand column and look for winter tips.

—Quiz answers on back page.

## Customer praise for a job well done

Recently, a customer sent in feedback about their experience with Crew 6120 from MLGW Electric Distribution, North Service Center.

*“We had dim lights yesterday, and our dryer would turn but not heat. My fix-it guy said to call MLGW, so we did, after working hours. I got a call back within 20 minutes asking for details, and a MLGW worker was here within the hour.*”

*He said we had a dead leg and shut down our power to protect our appliances. Soon we had an entire crew here working in the dark for hours to get our power restored. Thank you so much for your all-out effort for just one house. [Our] family really appreciates how quick and how nice everyone from MLGW was last night!”*



## Mallory Water Pumping Station set to reopen in April



MLGW closed the Mallory Water Pumping Station in October for routine maintenance repairs. Once the work is finished, it will mean a more reliable water system.

Nearby water treatment plants will service the station’s existing customers in the downtown and midtown areas.

During the shutdown, customers may see some slightly cloudy water caused

by sediment in their water lines and possible low water pressure in the spring.

Before calling MLGW, customers should flush their pipes by opening the faucet farthest from their water meter until the water clears.

If you have prolonged sediment issues or low water pressure, businesses should call MLGW at 528-4270. Residents should call 820-7878.