

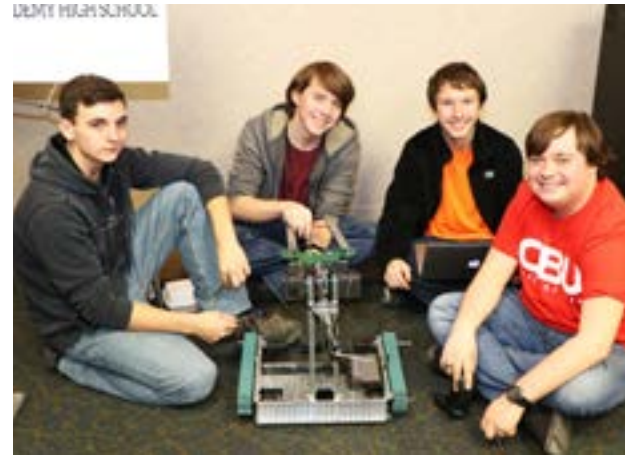
MLGW and TVA host robotics showcase for area students

Recently, students from Shelby County and surrounding areas displayed their robotic constructions at the MLGW Administration Building.

This is the fourth year for this event sponsored by MLGW's Junior Engineer/Professional Engineer (JEPE) program and TVA, which are partnering together to promote STEM education and involvement among the next generation of public power professionals.

Sixteen participating teams unleashed their creations to walk, crawl, carry loads or throw objects around the MLGW building lobby.

Students and their teachers and sponsors were available to answer questions about the inventions.



MLGW climbs to number seven in Security 500 rankings

Memphis Light, Gas and Water recently climbed to number seven in the 2019 Security 500 Rankings in the Utilities (Energy, Electric, Gas, Nuclear, Oil, Water, Wastewater) sector.

A presentation in Memphis Light, Gas and Water's Board of Commissioners meeting honored the Division's security efforts. The award recognizes corporations, organizations and companies whose security excels. MLGW was ranked #7 in the Utilities Category in Security Magazine's 2019 Ratings awarded in November 2019. Lashell Vaughn, MLGW Vice President and Chief Security Officer, presented the award plaque from Security Magazine's "Security 500 Rankings: Recognizing Security Leadership and Management."



Pictured left to right: MLGW President and CEO J.T. Young; Data Security Officer Doug Duncan; VP and Chief Information Officer Lashell Vaughn; MLGW's Board Chair Carlee McClough; Manager, Ethics and Compliance, Allan Long.

The Security 500 tracks 20 vertical markets and collects unique data where appropriate and applies this data to key metrics. Five hundred enterprises have been ranked through metrics to determine the forerunners in 20 sectors.

"MLGW continues to monitor and manage its processes, procedures and products to help maintain a secure environment. The Security 500 rankings are a testament to our efforts and performance within the energy sector," said Lashell Vaughn, VP and Chief Information Officer.

MLGW's ascent on the list puts them in the top ten, just behind Exxon Mobil and Shell, and ahead of Entergy.

In 2018, MLGW held the 16th spot and was 23rd in 2017.

Employee commendation

Calvin Watkins and Larry Kimble, both with MLGW Trouble Shooting and Systems Maintenance, received a commendation for quickly restoring power on Depanne Road on Thanksgiving Day.



Customers wrote a letter to Watkins' and Kimble's manager thanking them for their expedient and professional service during the holiday.

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:

- Jan 18 – New Sardis Church, 7739 E. Holmes Rd, 10 a.m. to 2 p.m.
- Jan 23 – Power Supply Advisory Team Meeting, First Baptist Broad Church, 2835 Broad Ave., Memphis. 10 a.m. to 2 p.m. For more information, visit mlgw.com/about/powersupply.

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.

Community OUTREACH

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

Jan/Feb 2020

Community Outreach is now only available electronically

Community Outreach is now only available online or by email. You can visit www.mlgw.com/communityoutreach to read or print this and future issues, or receive an email link of the publication by request at: commrelations@mlgw.org.

2019 in review

In 1939, Memphis Light, Gas and Water Division was chartered as the city's deliverer of electric, gas and water. As we end the 80th year of service, MLGW remains steadfast in safely delivering services that create and sustain superior customer experiences.

We call it "The MLGW Way"—the values of safety, integrity, ownership, inclusion and compassionate service that drive our commitment to each other and the communities we are privileged to serve. This past year, we began the process of looking forward, examining how MLGW will serve our customers over the next 20 years.

We've spent much of the year hosting public meetings to gather input from customers and other stakeholders about what this future for MLGW could or should look like.

What we have learned is that we must continue to enhance our services. For example, our website, mlgw.com, was redesigned to provide a better mobile experience and to give customers quicker access to My Account and other features.

What we have also learned is that improving our infrastructure is critical. Reducing the amount of interrupted service minutes and updating water pumping stations among other capital service improvement projects. A recent study also showed that we could be more efficient; its suggestions included reducing community offices and possibly lowering staff through attrition.

2019 has given us much to consider as we move forward.

Jarl "J.T." Young
President and CEO



Home Uplift initiative winterizes 350th home

In partnership with MLGW, the city of Memphis and MIFA, TVA celebrated the milestone of 350 homes that have been weatherized through various programs at no cost to homeowners.

TVA hosted the event at the home of Erica Warren, 761 Metcalf Place. She and Ester Patrick were recognized as the most recent recipients of assistance through the Home Uplift program.



Community Outreach is produced by MLGW's Corporate Communications department. If you have any questions, concerns or suggestions about Community Outreach, please feel free to call (901) 528-4820 or (901) 528-4557.

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MLGW A-Blazing Race

A little rain didn't stop the teams from participating in MLGW's 2019 A-Blazing Race. Students gathered recently to compete in the model solar car race for grades six through 12.

The 2019 A-Blazing Race is part of Engineering Day, or E-Day, an annual open house hosted by the Herff College of Engineering at the University of Memphis. To participate in the race, teams registered and attended an engineering workshop at MLGW's Joyce M. Blackmon Training Center.

For race day, MLGW provides a kit containing a solar panel, battery holder and motor. Participants were allowed to use any other materials to design and build their solar powered vehicle, which raced on a 20-meter race course. The goal was to complete a race in the shortest possible time using the available power. The race consisted of two divisions: grades six through eight and grades nine through 12, with four to eight people on each team. Below are the winners:

Middle School Notebook

Best Notebook - Kate Bond Middle School
Best Design - Arlington Middle School

Middle School Speed

1st Place - Kate Bond Middle School
2nd Place - Snowden Middle School
3rd Place - Arlington Middle School

High School Notebook

Best Notebook - Lausanne Collegiate School
Best Design - Overton High School

High School Speed

1st Place - East T-STEM Academy
2nd Place - Houston High School
3rd Place - White Station High School



New CCC hours

The MLGW Customer Care Center hours are changing from 7 a.m. – 7 p.m. to 8 a.m. – 6 p.m. starting January 6, 2020. The greatest call volume is between 8 a.m. and 6 p.m. This change will make us more efficient and help us better serve our customers.

Salvation Army Angel Tree

MLGW employees donated, searched and shopped for the right gifts for their Salvation Army Angel Tree donations for the holidays. MLGW President and CEO J.T. Young (left) and Vice President Von Goodloe (right), along with MLGW employee representatives, were on hand to partake in the official delivery of the Angel Tree gifts at the MLGW Administration Bldg. lobby.



Basic winter energy saving tips

- Set your thermostat at 68°F or lower when you're home. Every degree below 68°F can save four percent on your heating bills.
- Close garage doors, cover foundation vents, and close off vents and doors to seldom-used rooms.
- Keep curtains and blinds closed at night and on cloudy days; open curtains on sunny days for warmth.



Community service in Binghampton

As she sat in her living room at her home in Binghampton, 98-year-old Inez Taylor watched as employees from Memphis Light, Gas and Water set to work. They caulked around her air conditioning units. They switched out light bulbs to more energy efficient ones. They added weather stripping around her front door.

"I was wondering when they would get around to me. I am so grateful and thankful they're doing this. It's a blessing," Taylor said.

On a rainy Friday morning, about 130 MLGW employees and retirees fanned across the Binghampton area as a way of celebrating Customer Service Week with its second annual Day of Service. While some workers wore rain jackets, others fashioned plastic garbage bags to protect themselves from the steady drizzle of rain.

MLGW targeted 17 homes in Binghampton for minor weatherization projects and delivered about 400 energy kits door-to-door.

A few blocks from Taylor's home, another team of workers tackled drafty areas at Laura McDonald's house on Lipford. "I love it. It's cold in here and it comes from around the windows," McDonald said as she stood inside her modest bedroom. "I tried to do one window. I do what I can to keep the cold out. It's going to help cut down on my utility bill. I appreciate this." MLGW Vice President and Chief Customer Officer Jim West and President and CEO J.T. Young visited several homes where minor weatherization work was done.

"This demonstrates how committed we are to serving our customers,"



West said. "The small stuff – caulking, weather stripping, LED lights – makes a big difference in energy efficiency. It makes homes less drafty with better lighting and little sprucing up." Margie Borrum-Smith, manager of Energy Services department, added, "Today was a bad weather day, but everybody was committed. We showed the community how we appreciate serving them. You know we have a slogan of, 'Serving you is what we do.' Today, we showed that."

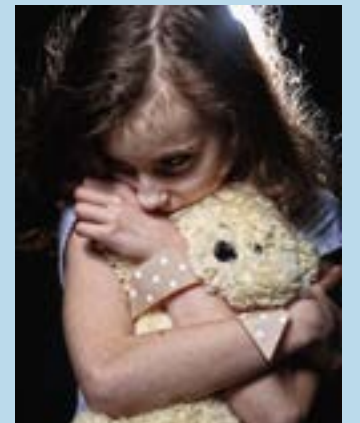
Budget Billing

Would you like to know what your utility costs will be each month, even before you receive your bill? You can – with Budget Billing, a Memphis Light, Gas and Water program that allows you to pay the same amount each month. Budget Billing does not reduce your overall energy expense. It simply lets you spread out your annual energy expense over a 12-month period and lets you know ahead of time what your monthly payment will be. So you'll be able to manage your household budget a whole lot easier.



Gift of Comfort

Give a special gift this holiday season, the gift of utilities. You can make a payment on someone's utility bill by going to mlgw.com, click on Residential and Assistance Programs and look for Gift of Comfort, or visit any MLGW Community Office. Show you care, give a Gift of Comfort this season.



Last IRP Community meeting of 2019 held recently

Memphis Light, Gas and Water Division recently hosted its second, "Your Power, Your Voice" community engagement meeting to discuss the Integrated Resource Plan (IRP) at the Southwest Tennessee Community College's 1234 Finley Rd. location.

Utility companies use IRPs as they plan whether to purchase or generate energy and the type(s) of energy that will best serve the company's customers. IRPs are comprehensive and provide the utility a roadmap for energy resources for years at a time.

This is the first IRP for Memphis Light, Gas and Water. MLGW will use guidance from consulting firm Siemens, feedback from the Power Supply Advisory Team (PSAT) and input from customers to lay out the IRP.

Customers can rank energy concerns via an online survey. For a link to the survey and information about PSAT findings please visit mlgw.com/about/PowerSupply.



Dr. Nelson J. Bacalao, with Siemens, addresses the audience during MLGW's recent IRP community meeting.