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 Engineering/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 and TUA host robotics showcase for area students

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 97th in the Utilities Category in Security Magazine’s 2019 Rankings awarded in November 2019. Lashell Vaughn, MLGW Vice President and Chief Security Officer, presented the award plaque from Security Magazine’s “500 Security Rankings: Recognizing Security Leadership and Management.”

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.

If you would like MLGW to be an exhibitor or speaker at your event, please call (901) 528-4820 or request online at mlgw.com/speaker.

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.
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.

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.

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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.

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. “It 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.”

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.

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.

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.