MLGW present at holiday celebrations

MLGW employees represented the utility recently during the annual Christmas parades in Whitehaven, Frayser and on Beale Street, tossing candy and handing out souvenirs to those in attendance.

MLGW’s President and CEO, JT Young, partook in some of the events and shared the holiday cheer with attendees.

Volunteer employees and retirees also participated as bell ringers or performed Christmas music for the Salvation Army’s traditional Red Kettle Campaign from Nov. 27 until Dec. 21.

MLGW employees give to "Angels"

Toys, bicycles, clothes, microwaves and a TV set were under the Christmas tree for the young and the old. This year, 15 departments and 30 employees adopted and shopped for over 60 Salvation Army angels. The children ranged in ages from 4 months to 12 years. The seniors ranged in age from 60 to 88. We filled several forgotten angel tags as well, which helps the Salvation Army complete requests that may have otherwise been left out.

MLGW improves customer service experience

Memphis Light, Gas and Water Division is improving the customer service experience by streamlining the new Interactive Voice Response (IVR) system on the customer service line, 544-6549, and enacting an additional safeguard for customers who pay online.

Those who call Customer Care can reach a live advisor by using the key words “representative,” “help,” “agent” or “operator” from the general information menu or any sub-menu after accessing their account. That’s a significant change from the previous outdated IVR system.

“Young goal is to simplify customer interactions and add value to the customer experience,” said Eliza King, MLGW Director of Customer Care.

To further assist customers who pay online, customers making a one-time payment must select if their funds are being processed from either a personal checking or savings account or business checking or savings account. A payment won’t be processed without a selection. That’s to avoid the likelihood of a customer’s bank rejecting the transaction.

Those who pay with a credit or debit card or through AutoPay are not affected.
MLGW surpasses its goal of $5 million in liquefied natural gas sales

As of November 1, LNG sales reached $5.5 million with year-end projections on pace to hit $6 million. On average, MLGW sells about 900,000 gallons of LNG per month.

“This helps keep our utility rates low. It continues to be a nontraditional revenue source for MLGW that benefits all of our customers,” said Michael Taylor, MLGW’s manager of Strategic Planning and Innovations.

LNG is natural gas that has been liquefied and chilled at extremely low temperatures for easier transport and storage. Since LNG is stored at temperatures below -258ºF, MLGW can tap into its 12 million-gallon LNG reserve tank. MLGW can use LNG to meet demand for gas spikes in Memphis, drop to subfreezing conditions and natural gas supplies. If temperatures drop to subfreezing conditions and demand for gas spikes in Memphis, MLGW can tap into its 12 million-gallon LNG reserve tank.

MLGW has a half-hour television program about important news within the utility, hosted by Gale Jones Carson, MLGW Vice President of Community and External Affairs. Each edition of Power Up Memphis features interviews on a wide range of subjects such as energy-saving information, vital safety tips, utility industry news and information on customer assistance programs. The latest episode is available at powerupmemphis.com.

Route 47
You can ride MATA’s Route 47 from the Agricenter International distribution center in Millington to the Shelby Farms Park every Saturday. AgriCenter International inclusive. For more information, call 274-MATA or visit matatransit.com.

Active shooter training
As part of MLGW’s efforts to be of service to our community, Tony Rosser, Manager – MLGW Corporate Security, recently presented an active shooter training session at Memphis’ Oral School for the Deaf, giving a series of classes for what to do in the event of an active shooter invading their campus.

Did you know?

1. Caulk and weatherstrip around windows and doors to stop air leaks. Seal any gaps in floors and walls around pipes and electrical wiring.
2. Change filters monthly.
3. Replace incandescent bulbs with LED bulbs.
4. Repair air leaks and seal and insulate heating system ductwork.
5. Add insulation to your attic, crawl space and any accessible exterior walls. Add pipe insulation to the first five feet of water pipe coming from your water heater. Install light switch and electrical outlet seals on exterior walls.
6. Install an ENERGY STAR® programmable thermostat appropriate for your type of heating system and set it at 68ºF for heating.
7. Look for the ENERGY STAR® label when replacing large or small appliances.
8. Wrap your water heater with insulation or install an insulation blanket.
9. Install sarking, low-flow faucets and shower heads and repair leaky faucets.
10. Use power strips for home electronics, and turn them off when equipment is not in use. TVs and DVD players still use power when plugged in to an outlet.

A blazing Race

For the sixth consecutive year, MLGW hosted its annual “A-Blazing Race” at the University of Memphis’ Herff College of Engineering.

The A-Blazing Race promotes MLGW’s interest in solar energy and engages youth in grades six through twelve in the design and construction of model solar cars while introducing children to different engineering-related professions.

The object of the race is to design and build a vehicle that is powered strictly by solar power to compete in races with other similar cars. Students also compete in a design competition. This year’s event was divided into two categories, grades 6-8 and grades 9-12. Teams consisted of four to eight students, and schools were limited to two teams. Below are the official results of the 6th Annual A-Blazing Race, where forty-eight schools registered.

Middle School
• Notebook: Lausanne Collegiate, Car #1.
• Design: Memphis Business Academy, Car #25.
• Speed: 1st – Kate Bond, Car #18; 2nd – Collierville, Car #44; 3rd – Havenview, Car #14.

High School
• Notebook: East High School, Car #17.
• Design: Lausanne Lynx, Car #20.
• Speed: 1st – Middle College, Car #22; 2nd – White Station, Car #151; 3rd – Memphis Business Academy, Car #76.

This shout-out goes to Shaunti J., MLGW Electric Matrix, and to all the Electric Distribution crews. MLGW customer K. Humes applauded Shaunti’s outstanding customer service regarding city lights in her neighborhood. Humes wrote in part, “Shaunti assured me that she would assist me with this project until my request was completed. She was indeed professional and certainly the kind of employee/person that Memphis Light, Gas and Water customers like me can appreciate.”

Kudos!

I would like to thank the hard workers at MLGW for continuing to keep our electric, water and gas rates among the lowest in the nation. As one of the few tri service utility companies, MLGW has done a wonderful job serving the City of Memphis and Shelby County. Whenever there have been outages, MLGW has always responded quickly and efficiently to restore service.

Sincerely, James F., Memphis, TN 38120

Tony McGuire with Kenan Advantage Group checks the connections on the vapor recovery hose and the LNG supply hose on his tanker at MLGW’s Capleville plant. The company provides LNG to United Parcel Service. MLGW can tap into its 12 million-gallon LNG reserve tank.

BRAVO!

Carlos B., Troubleshooting and System Maintenance of the North Service Center, when he inspected her natural gas furnace and fireplace recently. When she called to convey her gratitude, she stated he was a good teacher and if she were giving out grades, he earned an A++.

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MLGW customer Gail M., Cashiering Operations-Millington, couldn’t help but brag on the great customer service she received from Stephen S., Customer Service-Brusswick, who was responding to a gas smell call at her home. She said in part, “I would like for you to know how helpful and informative he was. He made sure that I understood how to operate my gas fireplace and what to look for in case of a leak. Stephen was not aware that I was an employee of the company. That’s why I wanted to take the time and compliment a fellow employee. He was kind and patient.”

10 low-cost steps you can take this winter

1. Caulk and weatherstrip around windows and doors to stop air leaks. Seal any gaps in floors and walls around pipes and electrical wiring.
2. Change filters monthly.
3. Replace incandescent bulbs with LED bulbs.
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MLGW hosts largest single fundraising event for United Way

Memphis Light, Gas and Water presented United Way officials with a check for $19,800 raised during this year’s annual golf tournament. The tournament, now in its 11th year, is the largest single fundraising event within the United Way of the Mid-South’s eight-county region.

The check was presented during a recent MLGW’s Board of Commissioners meeting.

BRAVO!