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Community OUTREACH

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

Jan/Feb 2019

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.



Power of Warmth

MLGW is once again teaming up with the Neighborhood Christian Centers to assist qualified low-income seniors and disabled residents of Shelby County through the Power of Warmth Program. The MLGW program provides space heaters and electric blankets to eligible MLGW customers.



The Neighborhood Christian Centers will be accepting applications and screening eligible households for heaters or blankets at 785 Jackson Ave. on Thursday, January 16, 2019 from 9 a.m. to 3 p.m. The items will be available to qualified applicants.

There will be a Senior Services Expo from 10 a.m. to 2 p.m. in conjunction with the event. Admission is free. Vendors will provide information on property tax relief, mortgage/rental assistance, utility assistance, SNAP benefits, employment, transportation, and more.

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 16 - MLGW Power of Warmth Senior Expo, 785 Jackson Avenue, 10 a.m.-1 p.m.

Feb 8-10 - Homeshow of the Mid-South, Agricenter International, various times.

Mar 1-3 - Southern Women's Show – Agricenter International, various times.

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.



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.

"Our 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 saving 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 Auto-Pay are not affected.



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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P.O. Box 430, Memphis, TN 38101-0430

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 #21.
- 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 #7.
- Design: Lausanne Lynx, Car #20.
- Speed: 1st – Middle College, Car #22;
2nd – White Station, Car #51;
3rd – Memphis Business Academy, Car #46.

MLGW exceeds goals for liquefied natural gas sales

MLGW surpassed its goal of \$5 million in liquefied natural gas sales revenue this year. 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 2012, MLGW has sold \$32.7 million in



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.

LNG from its Capleville plant.

United Parcel Service ranks as MLGW’s top LNG customer. UPS buys the alternative fuel for its over-the-road delivery fleet. By switching to LNG vehicles, companies like UPS are using less gasoline and diesel fuel while reducing its environmental footprint and decreasing its greenhouse gas emissions.

In addition to its commercial sales, the utility uses LNG to supplement its 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 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.



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



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++.

MLGW customer Gail M., Cashiering Operations-Millington, couldn’t help but brag on the great customer service she received from Stephen S., Customer Service-Brunswick, 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.” With 2,800 full-time and part-time employees at MLGW, you never know that the house you’re calling on could be that of a fellow co-worker!

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.” “Carlos is a keeper,” is how retiree Dorothy Bobbitt of Millington described

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.
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 68°F 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 aerating, 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.

Did you know?

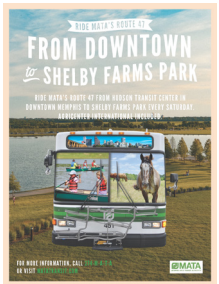
Power Up Memphis

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 Hudson Transit Center in Downtown Memphis to Shelby Farms Park every Saturday. Agricenter International included. For more information, call 274-MATA or visit matatransit.com.



Active shooter training

As part of MLGW’s efforts to being 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 attendees training for what to do in the event of an active shooter invading their campus.

