MLGW "Play It Cool" program 2017

200 window air conditioning units donated to low-income seniors

Memphis Light, Gas and Water Division donated 200 window air conditioning units to qualified low-income seniors. In 2017, MLGW and the Neighborhood Christian Center hosted a screening and application process for the free units.

Under the program, qualified applicants must be residents of Shelby County, low-income seniors 60 years of age or older, and without operable air conditioning. The process includes a screening, pre-qualification, and field inspection. Air conditioners are not installed at addresses with bars or storm windows. MLGW field inspection and installation of units are performed by MLGW employees.

MLGW in the Community

July 17 – Memphis Caribbean Jerk Festival, Tiger Lane, Noon – 7 p.m.
July 24 – MLGW Weatherization Expo, 2572 Park Avenue, 9 – 11 a.m.
July 27 – Memphis Jewish Community Center, 6560 Poplar Avenue, 12:30 p.m.
July 29 – Hickory Hill Communities & Housing Fair, 6385 Winchester, 10 a.m. – 2 p.m.
August 1 – MLGW Neighborhood Leaders Conference, 8:30 a.m. – 3:30 p.m., 6949 Raleigh-LaGrange
August 24 – Mid-South Association for Financial Professionals, Holliday Inn – University of Memphis, 11:30 a.m.
Sept. 10 – 2017 Delta Fair & Music Festival, Agricenter International, various times
Sept. 30 – Methodist University Hospital, 1451 Union Avenue, (parking lot at Methodist Hospital, 10 a.m. – 2 p.m.
Sept. 30 – Lowenstein House, Inc., 6590 Kirby Center Cove, 10 a.m. – 2 p.m.
Oct. 4 – Senior Safari, Memphis Zoo, 9 a.m. – 2 p.m.

If you would like MLGW to be an exhibitor or speaker at your event, please call 528-8820 or request online at mlgw.com/speaker.

Memphis residential utility bills rank the lowest in cost for the fifth straight year

Since 2013, Memphis has earned the top spot for having the lowest combined typical winter residential bill among selected cities across the country.

Last year, a typical winter residential bill was $243.79. This year, the bill increased slightly to $253.09, a difference of $9.30. MLGW’s financial management remains a driving force in keeping utility bills as low as possible.

The largest three-service municipal utility in the nation, MLGW delivers electricity, natural gas and water throughout Memphis and Shelby County. Each year we strive to not only deliver the best possible price, but also the highest quality service. One way we measure our performance is to examine how Memphis’ typical winter bills compare to other cities in the U.S.

We survey more than 50 cities, including many that are geographically close to Memphis, as well as utilities that are similar in size. All costs covered in this survey are based on published rates effective Jan. 1, 2017.

MLGW started collecting data on rates in the early 1990s. Memphis continues to outperform many cities in terms of what customers pay for electricity, natural gas, water and wastewater services. For more information and to view the full report, visit MLGW.com.

MLGW workers praised for going above and beyond the call of duty

We did it. With the help of contracted electrical and tree trimming crews, we restored power to the last of our 188,000 customers on Wednesday, June 7 – ten days after the Tom Lee Storm hit.

It is because of our employees’ hard work and dedication that we accomplished what we did in the aftermath and devastation of straight line winds that ripped out massive trees in the Memphis area when it hit with wind speeds exceeding 104 mph at 10:45 p.m. on May 27. Our Crisis Team held their first of many conference calls about 30 minutes after the storm struck.

Among severe weather events, the Tom Lee Storm ranks among the third largest in MLGW’s history behind the Ice Storm of 1994 and Hurricane Elvis in 2003. We are estimating that this storm will cost MLGW at least $15.1 million.

Many of the employees worked 16-hour days doing what they do best – putting our customers first. Just like our customers, our employees also weathered the challenges of losing power. They cleaned out spoiled food from refrigerators and freezers. They saw trees crush their homes or vehicles. They found shingles plucked from their roof tops.

Through all of this mayhem, we are fortunate and blessed no one lost their lives or were seriously injured. Our utility partners throughout the region from East Tennessee, North Carolina and Ohio came to our aid as 101 contract electrical crews and 78 tree trimming crews helped us get back on our feet.

As we continue our recovery efforts, we will focus on repairing damaged street lights, disposing of materials and filing for reimbursements from the Federal Emergency Management Agency.

While we can’t control the weather, we are looking at ways to lessen the impact of future storms. We will be spending $18 million over the next five years for a variety of upgrades. Once smart meters are fully operational throughout our system and more automated switches are installed, MLGW can respond faster when major service interruptions strike.

Automated switches will allow us to remotely control, monitor and regulate our distribution system. We will be upgrading critical circuits to pumping stations, hospitals and emergency services.
LipSync Plus-1 2017 winner Stan Bell said Jerry Collins Jr., President and CEO of MLGW. “This is an annual MLGW event designed to provide networking and training opportunities for businesses.”

Procurement Conference.

LipSync Plus-1 contestants wow crowd at Hard Rock Café

Shelby County Mayor Mark Luttrell traded in his suit for jeans, white cowboy hat and a Sun Studios T-shirt and rocked out on his six-string razor to the classic hit, “Memphis Ten- nesse” by Johnny Rivers. MLGW and MIFA also organized a silent auction to bring in much needed funds for the Plus-1 program which provides one-time utility assistance for families in crisis. A large part of this year’s success is due to the generous support of our sponsors: Top Notch Security, WMC Action News 5, Regional One Health, TVA, Memphis Con- vention & Visitors Bureau and Memphis Comedy Festival.

Area business owners flock for opportunities with MLGW

More than 500 people packed the auditorium and overflow room at Memphis Light, Gas and Water’s Joyce M. Black- mon Training Center recently for the fifth annual Proactive Procurement Conference. Attendees inquired about the process of conducting busi- ness with MLGW and learned what it takes to become a part of the coveted program celebrating its 20th year.

Bobby “Blue” Bland statue joins MLGW’s musical block

Emotions were running high. A musical legend and storytell- er was finally getting his due. Family members, supporters, fans and members of the Downtown Memphis Commission and The Blues Foundation all gathered on May 12, for the statue dedication honoring the late Bobby “Blue” Bland. The statue sits at the corner of South Main and Dr. Martin Luther King Jr. Avenue on the Administrative Building’s property at MLGW. It is just around the corner from the widely popular Elvis Presley statue which is also on ML- GW’s green space overlooking Beale Street.

Share the Pennies update

Share the Pennies, sponsored by MLGW and MIFA, is designed to help break the cycle for homeowners by lowering their energy burden. Through this program, MLGW customers have their bills rounded up to the nearest dollar. The difference is used to provide grants for low-income cus- tomers to make basic energy efficien- cy improvements (e.g., fixing broken windows, replacing insulation or repairing a furnace), reducing wasted energy. Though most customers give only about 50 cents per month, it adds up to be life-changing for those who receive the help. Share the Pen- nies does not provide bill assistance. The program is designed to make basic energy effi- ciency grants for residents who own their homes.

Beginning Jan. 1, 2018, MLGW will automatically enroll all residential customers into the Share the Pennies program. Utility bills will be rounded up to the next dollar. For example, if your bill is $80.76, it would be round- ed up to $81, and 24 cents would go to the Share the Pennies fund. The average customer currently gives around $6 per year to Share the Pennies program. Utility savings and rebates earned by customers are added to the Share the Pennies fund. The aver- age customer is expected to save $10-$300.

To opt out of the Share the Pennies program:
• Call our Customer Care Center at 544-6549 (MLGW), press 1-2-6-2 and follow the prompts, or speak with a Service Advisor.
• Visit mlgw.com/sharetapenny and select the opt-out form.
• Visit an MLGW community office. For more information and answers to frequent questions about the Share the Pennies program, visit mlgw.com/sharetapenny.

TVA names MLGW as 2016 Top Energy Performer

Sometimes, it pays to switch. Because more and more businesses in our area are moving toward energy efficiency measures, the Tennessee Valley Authority (TVA) recently named MLGW with its 2016 Top Performer Award. MLGW won the award, in part, because of the successes with the Energy Efficiency Solutions Business program. For an example, Tech- nicolor Home Entertainment Ser- vices retrofitted three warehouses with technology and energy-efficient LED lights. The change allowed the company to drastically lower its utility bills by saving almost 1.3 million kilowatt-hours annually. Techni- color is among 414 businesses in Memphis and Shelby County that signed up for the program in 2016, earning utility savings and rebates that helped them recover some of the cost for the upgrades. The program helped businesses save a total of 26 million kW of energy in 2016. MLGW is TVA’s largest wholesale electrical power customer. In total program sav- ings among business, commercial, industrial and residential customers, TVA reported that MLGW customers saved 31 million gigawatt-hours of power in 2016 – or enough energy to light up 24,000 homes.