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Community OUTREACH

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

July/August 2017

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.

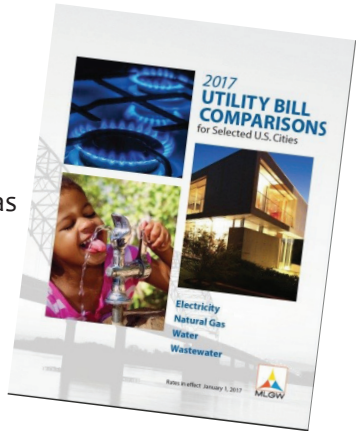
Last year, a typical winter residential bill was \$243.79. This year, the bill increased slightly to \$253.09, a difference of \$9.30. MLGW's financial management remains a driving force in keeping utility bills as low as possible.

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 "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 and disabled residents of Shelby County, 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 11 – MLGW Neighborhood Leaders Conference, 8:30 a.m. – 3:30 p.m., 4949 Raleigh-LaGrange

August 24 – Mid-South Association for Financial Professionals, Holiday Inn – University of Memphis, 11:30 a.m.

Sept. 1-10 – 2017 Delta Fair & Music Festival, Agricenter International, various times

Sept. 30 – Methodist University Hospital, 1265 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 528-4820 or request online at mlgw.com/speaker.

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 now 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 also are upgrading critical circuits to pumping stations, hospitals and emergency services.



Community Outreach is produced by MLGW's Communications and Public Relations department. If you have questions, concerns or suggestions about this publication, please feel free to contact the Community Relations area of MLGW's Communications and Public Relations department at (901) 528-4820. Or call Communications and Public Relations, at (901) 528-4557.

Address all correspondence to:

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Neighborhood Resources

Register, Pay and Win

Register for the annual MLGW Neighborhood Leaders Conference scheduled for Friday, August 11, at the Joyce Blackmon Training Center (4949 Raleigh-La-Grange.) The conference is an annual MLGW event designed to provide network and training opportunities for grass-roots leaders.

“Resources in Your Neighborhood” is the theme of this year’s event and the opening speaker will be Paul A. Young, Director of the City of Memphis Division of Housing and Community Development. The cost of the conference is \$10 and includes a continental breakfast, a buffet lunch and workshop materials. Registrations paid by

July 28, 2017 will have the opportunity to win one of seven MLGW Gifts of Comfort (utility gift cards) ranging from \$100-\$300. For more information about the conference, contact MLGW Corporate Communications at (901)528-7673 or visit www.mlgw.com/neighborhoodleaders.



Andy Wise, investigative reporter with WMC-TV Action News 5, jokingly poses with MLGW event organizer Beverly Perkins.

LipSync Plus-1 contestants wow crowd at Hard Rock Café

Among stiff competition, long-time Memphis radio DJ Stan “The Bell Ringer” Bell won this year’s LipSync Plus-1 contest at the Hard Rock Cafe on Beale. About 100 supporters attended the fundraiser on April 20 as seven contestants battled for the title and grand prize of two round-trip domestic tickets on Allegiant Airlines.

For his final number, Bell wore a Derek Jeter No. 2 Yankees shirt and gold chains and performed the old school hip-hop tune, “Rappers Delight” by the Sugarhill Gang. Shelby County Mayor Mark



Shelby County Mayor Mark Luttrell

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 Tennessee” by Johnny Rivers.



LipSync Plus-1 2017 winner Stan Bell

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 Convention & Visitors Bureau and Memphis Comedy Festival.

Area business owners flock for opportunities with MLGW

More than 100 people packed the auditorium and overflow room at Memphis Light, Gas and Water’s Joyce M. Blackmon Training Center recently for the fifth annual Proactive Procurement Conference.

Attendees inquired about the process of conducting business with MLGW and learned what it takes to become a part of the coveted program celebrating its 20th year growing companies and enhancing economic prosperity in Memphis. Three certification agencies, seven advocate organizations and close to 20 departments from the Division spoke one-on-one with attendees discussing upcoming projects, contracts and what to expect from MLGW.

“Each year our Supplier Diversity representatives reach out to minority, women and local small companies to determine areas where we can do more business with them,” said Jerry Collins Jr., President and CEO of MLGW. “This is

our 20th year of the program and the way we continue to increase our spending each year with MWBE/LSBs reflects our diversity as a company, speaks to our determination to enhance businesses and it has a direct economic impact on the city of Memphis and Shelby County.”



Potential MLGW suppliers were very active during the fifth annual Proactive Procurement Conference, recently hosted by MLGW.

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

Emotions were running high. A musical legend and storyteller was finally getting his due. Family members, supporters, fans, 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 MLGW’s green space overlooking Beale Street.

President and CEO of MLGW Jerry R. Collins Jr. didn’t hesitate when he was approached about the idea. “The decision-making process on whether we would agree to put the statue here took about five seconds. We are going

to do this,” Collins said. “Just like Memphis is famous for having the best drinking water in the world, we are also famous for having the best rock’n’roll and the best blues thanks to people like Bobby “Blue” Bland.” The next time you are at the Administration Building, check out the new statue or listen to Bland’s hits online.



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 customers to make basic energy efficiency 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 Pennies does not provide bill assistance. These are project-based energy-efficiency 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 rounded 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. The amount is hardly noticeable to most of us, but our combined donations will change many lives in our community. This change will not occur until Jan. 1, 2018. You may opt out any time before or after that date. This program is completely voluntary. Customers who opt out after Jan. 1 will be refunded for up to six months of the pennies they shared.

To opt out of the Share the Pennies enrollment:

- 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/share and submit the opt-out form.
- Visit an MLGW community office.

For more information and answers to frequent questions about Share the Pennies, visit mlgw.com/sharethepennies.



Share the Pennies
SMALL CHANGE, BIG DIFFERENCE.

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 honored MLGW with its 2016 Top Performer Award.

MLGW won the award, in part, because of the successes with the EnergyRight Solutions for Business program. For an example, Technicolor Home Entertainment Services retrofitted three warehouses with thousands of energy-efficient LED lights. The change allowed the company to drastically lower its utility bills by saving almost 1.3 million kilowatt-hours annually. Tech-



nicolor is among 414 businesses in Memphis and Shelby County that signed up for the program in 2016, earning utility savings and rebates that help 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 savings among business, commercial, industrial and residential customers, TVA reported that MLGW customers saved 31 million gigawatts of power in 2016 – or enough energy to light up 24,600 homes.