

Corporate Communications
Memphis Light, Gas and Water Division
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Community OUTREACH

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

July/August 2018

MLGW wins United Way's "Best of the Best"

MLGW won the "Best of the Best" Award for large companies for its 2017 United Way Campaign. This award is presented to the company with the highest donation to the Community Impact Fund. The Community Impact Fund allows United Way to make the biggest impact on poverty by strategically investing dollars in programs that affect education, financial stability and health.

Leaders of the MLGW United Way campaign for 2017 presented a check for \$612,327 during a recent MLGW Board of Commissioners meeting. MLGW donated a total of \$571,000.00 to the Community Impact Fund.

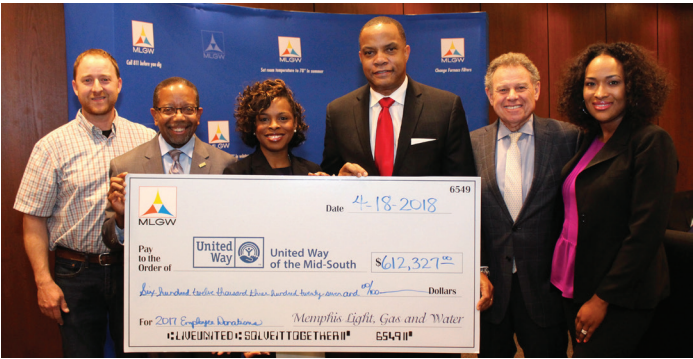
MLGW employees organized and took part in numerous activities throughout the year to raise funds for United Way of the Mid-South. Events in 2017 included the following:

- The MLGW United Way Golf Tournament
- Midday Music series, featuring MLGW employees playing music in the Administration Building lobby for "tips" to United Way
- Park Like an Executive, allowing employees to bid for a week of premium workplace parking
- MLGW and United Way charity fashion show

In addition to fundraising and payroll contributions, MLGW employees volunteered in United Way's Day of Caring, joining with other volunteers to serve a number of local non-profits.



The United Way MLGW steering committee shared in the success of the 2017 campaign as United Way President and CEO Dr. Robinson mugs for the camera.



Incoming 2018 United Way Co-Chairman Bryan Hutton, United Way President and CEO Dr. Kenneth S. Robinson, 2017 United Way Co-Chairman Sharika Hollingsworth, President and CEO J.T. Young, Board Chairman Steven Wishnia and Incoming 2018 United Way Co-Chairman Jovan Harris.

If you want your utility payment to reach us timely...

Just make sure you use an authorized paying agent. Use Firstech – MLGW's authorized paying agent – at one of nearly 100 convenient locations. The agent collects a fee of \$2 or less and your payment posts in 60 minutes.

Some customers have used Fidelity Express – an unauthorized pay agent. Payments through unauthorized agents can take days to post – if at all. Customers may have their services cut off due to nonpayment.

Don't make that mistake. Pay with authorized agents. Find the most up-to-date list of authorized agents and locations at mlgwagents.com or call 544-6549.



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:

- July 13** – Lakeland Senior Center, 10001 Hwy 70 Lakeland, TN 38002, 1:30 p.m.
- July 18** – Collierville Literacy Council, 215 E. Poplar Ave., 11 a.m. – 3 p.m.
- July 21** – New Clyde Avenue Baptist Church, 1226 N. Breedlove St., noon – 2 p.m.
- July 24** – AFSCME Retirees, Martin Luther King Labor Center, 485 Beale St., noon
- July 28** – St. Paul Douglas MB Church, 1543 Brookins St., 9 a.m. – 2 p.m.
- August 10** – MLGW Neighborhood Leaders Conference, MLGW University, 4949 Raleigh-LaGrange, 8 a.m. – 3 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.

Neighborhoods and Government: Partners in Progress

Register for the annual MLGW Neighborhood Leaders Conference scheduled for Friday, August 10 from 9 a.m. to 3 p.m. at the Joyce Blackmon Training Center (4949 Raleigh-LaGrange). The conference is an annual MLGW event designed to provide network and training opportunities for grassroots leaders.

"Neighborhoods and Government: Partners in Progress" is the theme of this year's event and the luncheon speaker will be the Mayor of Memphis, Jim Strickland. Workshop ses-

sions will include topics such as Home Weatherization Resources, ABCs of City Government and Election Facts and Fictions.

The cost of the conference is \$10 and includes a continental breakfast and buffet lunch and workshop materials.

For more information about the conference contact MLGW Corporate Communications at 901-528-7673 or visit mlgw.com/neighborhoodleaders.



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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Thanks to smart meters, there's a new way to pay your bill: PrePay

MLGW is rolling out a new service made possible by smart meters. It's called PrePay and it offers many benefits including eliminating deposits, reconnection fees and late fees.

At the start of 2018, in New Year's Day our area saw temperatures as low as 10 degrees. Many may have turned up their thermostats and by the time their utility bill arrived they may have been surprised by the increase in energy cost, compared to the month before. Now, MLGW has a new option for customers that affords more control over their utilities and can avoid those end-of-the-month bill surprises. It's called PrePay.

PrePay offers many benefits, including no deposits, reconnection fees or late fees. PrePay utilities is not new and it's been offered in other cities for many years. It works much like prepaid cellphone services and can help customers manage their bill. Smart meters made PrePay possible for our customers. Customers who have smart meters for services MLGW provides to their home, can take advantage of this service.

Customers have the option to make smaller, more frequent




Eliminate Deposits and Late Fees with MLGW PrePay

PrePay Is the Easy Way to Go!

- No Late Fees
- No Deposits
- No Reconnection Fees

Info: 528-7729 or mlgw.com/prepay



quent payments, making it easier to set a household energy budget that makes sense for their lifestyle. For example, customers paid on a weekly basis, can choose to make payments when they get paid instead of once a month. New customers can start their PrePay account with just \$100.

Customers can choose text, phone or email low balance alerts so they'll always know how much money is on their account. In the event services are disconnected, they can be restored in about an hour after payment is made. And there's no reconnection fee. To sign up, customers can visit any of MLGW's community offices or call 901-544-6549. To learn more, call the PrePay hotline at 901-528-7729 or email us at prepay@mlgw.org.

Once the customer signs up, they can use the "myusage" website or mobile app, available from the App Store or Google Play to manage their PrePay account. MLGW is currently notifying customers who are eligible for this service by sending letters to the customer of record. To learn more, visit mlgw.com/prepay.

Rebate changes to eScore program

Since 2008, Memphis Light, Gas and Water (MLGW) and the Tennessee Valley Authority (TVA) are providing homeowners with a simple way to make their homes as energy efficient as possible through eScore, a home energy improvement program.

Through instant rebates on eligible improvement projects performed by members of the Quality Contractor Network (QCN), eScore allows homeowners to work toward a score of 10 at their own pace, re-engaging with the program as many times as needed over time to achieve their home's best possible energy performance.

Rebates for window and door replacement were eliminated on January 1, 2018. After September 15, 2018, rebate applications submitted to the eScore Program for the following upgrades will no longer be eligible for rebate:

Air Sealing, Attic Insulation, Heat Pump Water Heater, Heat Pump, Geothermal Heat Pump, Dual Fuel Heat Pump, Central Air Conditioning, Tune-Up, and Duct System.

However, the eScore program will continue to offer what customers value most, such as unbiased advice from trusted energy advisors; access to the QCN to find contractors that meet TVA membership and installation requirements with customer ratings; eligibility to free eScore inspection to give you assurance that the work is installed right; and advocacy from the eScore program staff if anything goes wrong.

Customers also receive a whole home energy evaluation with customized recommendations to help you make smart energy choices.

Rebates will continue to be paid for the following qualifying upgrades when the primary heat source is changed from non-electric to electric:

- Conventional Electric Water Heater
- Air Source Heat Pump
- Mini-Split
- Dual Fuel Heat Pump

Please visit zeScore.com or contact eScore today to speak to a friendly customer service representative for more details. The toll-free number is 855-237-2673. Office hours are Monday through Friday, 7 a.m. to 5 p.m. central standard time.



Supplier Diversity: The 2017 numbers are in!

MLGW carries a major responsibility to ensure the fullest consideration of all qualified sources for the purpose of contracting and purchasing. The intent of the Supply Diversity program is to provide an opportunity for minority, women and local small businesses to participate in our procurement process. At present, the minorities, women and local small businesses represent the groups in our supplier base that are underutilized. Therefore, our intent is to encourage the growth of minority, women and local small businesses by providing them with the opportunity to furnish MLGW with good and services through our supplier diversity program.

MLGW's supplier diversity program is celebrating its 20th anniversary. The program has had a stellar track record when it comes to encouraging women, minority and local small business participation, and last year was no different.

"Supplier diversity spend for 2017 was a whopping \$75.4 million," said Renise Holliday, MLGW Supplier Diversity Coordinator. "We continue to be very, very excited about our sheltered market program, which is our local small

business program because it has done very well since its existence. We have outstanding numbers for 2017: We did \$12.3 million, and all of those participants are located in the city."

According to Holliday, it's the culture at all levels of the organization that drives results.

"One of the reasons why I think our program is so successful, is because it's supported from the top down, our Board of Commissioners sets our policy and supports the program, and it goes throughout the organization, from the Board of Commissioners to the executive staff all the way down to our representatives. And our program has done very well because of that," said Holliday.

A focus on outreach is another reason the program has been able to bolster spending with underutilized groups.

"Recently, we had what we call the Proactive Procurement Conference. It was very well attended, we had over 100 vendors attending. With that conference, we had educational opportunities on how to do business with MLGW. We also had computers set up where the vendors were able to register online with both of our systems,



and we had what we call the Vendor Fair. This is where we have representatives from those departments that would have either upcoming or future opportunities. Vendors are able to go around from table to table and visit with those representatives to find out what the needs are, and also what the requirements are for bidding on their projects."

Besides hosting its own vendor recruitment fair, MLGW also engages business owners at community events.

"We also have a vendor trade show. It is one of the largest trade shows in this region, the Mid-South Minority Business Continuum Economic Development Fair, which was recently held at Elvis Presley's Graceland House."

Holliday says opportunities are always coming available to sell products and services. She ensures that the best way to stay informed is to register online at mlgw.com/bids.

Five free things you can do to save energy in the summer

- Adjust your thermostat. In the summer, set your thermostat to 78°. If the temperature change is too drastic, raise the thermostat one or two degrees each week until you are comfortable at 78°.
- Use ceiling fans or box fans to create a breeze that will make you feel five degrees cooler. For each degree you set the thermostat below 78°, your monthly cooling costs may increase six percent.
- Block drafts around doors and windows. If you felt cold air seeping under doors and windows during the winter, remember to block those air leaks during the summer, too. Roll up thick towels and place them inside against the bottom of closed exterior doors and on windowsills to block air leaks. Close your curtains or blinds during the day to block out the sun.



- Keep exterior doors and windows closed. If your house has storm doors or storm windows, make sure they are closed tightly.
- Adjust your water heater temperature. A setting of 120° or "warm" provides hot water and reduces the risk of scalding.
- Cook, wash laundry and do other chores in the morning or late evening. Household chores that produce heat and moisture increase the indoor temperature, making your air conditioner work harder. Do these activities during the cooler hours of the day. Consider drying clothes outdoors instead of using the dryer; it will keep your house cooler and save you money.



Visit us at mlgw.com to find out more ways you can save, calculate savings from different thermostat settings and learn what to shop for when buying appliances.