

## Prevent heat-related illnesses this summer!

Here are some useful tips to help prevent heat-related illnesses this summer:

- Drink plenty of cool fluids, especially water and avoid alcohol and caffeine.
- Wear light-weight cotton or natural, loose-fitting fabrics in light colors.
- Limit outdoor activities when temperatures are high.
- Pace yourself. Be sure you don't overdo it in the heat.
- Stay cool indoors using air conditioning or fans.
- Never leave anyone in a car, especially children or seniors.
- Be aware of heat stroke and heat exhaustion symptoms.
- Check on the elderly in times of high heat, as they are more susceptible to high temperatures.



## 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** – Paragon Bank Housing Fair, Hickory Ridge Community Center, 3910 Ridgeway Rd, 10 a.m. – 1 p.m.
- July 20** – Methodist LeBonheur Back 2 School, 10 a.m. – 2 p.m. (Location to be determined)
- July 23** – Power Hour Meeting with MLGW President and CEO J.T. Young, 6 p.m. (Location to be determined)

## Fast and free summer utility cost cutters

- Turn your thermostat up. In the summer, set your thermostat at 78 degrees when at home. Use fans to circulate cool air.
- Close your drapes or shades. Keeping your drapes and shades closed during the day helps keep unwanted heat out of your home.
- Use appliances efficiently. Do only full loads when washing clothes and dishes, and run your appliances after the sun goes down.
- Keep outside air conditioner unit clear. If air can't circulate freely around your outside unit, you'll have higher bills.
- Don't drastically turn down the temperature on your thermostat; your house won't cool down any faster.
- Lower the temperature on your water heater to 120° F.
- Call the Energy Doctor. With this free service, an MLGW energy technician will make a "house call" to perform an energy survey. Call MLGW Residential Services at 528-4188 to schedule an appointment.

- July 26** – Senior Health Fair, Benjamin L. Hooks Central Library, 3030 Poplar Ave., 11 a.m. – 3 p.m.
- July 27** – New Dimensions Ministries, 3607 Frayser-Raleigh Rd, 10 a.m. – 2 p.m.
- Aug 10** – Union Grove M.B. Church, 905 Ayers, 9 a.m. – 1 p.m.
- Aug 15** – Power Hour Meeting with MLGW President and CEO J.T. Young, 6 p.m. (Location to be determined)
- 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](http://mlgw.com/speaker).**

# Community OUTREACH

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

July/Aug 2019

## Community Outreach is now only available electronically

This July/August 2019 issue of *Community Outreach* is the first one available only online or by email. *Community Outreach* is no longer available in print form. You can visit [mlgw.com/communityoutreach](http://mlgw.com/communityoutreach) to read or print this and future issues, or receive an email link to the publication by request at: [commrelations@mlgw.org](mailto:commrelations@mlgw.org).

## MLGW weighs proposals for an Integrated Resource Plan (IRP)

Recently, MLGW released a Request for Proposal (RFP) for an Integrated Resource Plan (IRP) to accurately determine the most viable options should the utility elect to procure electricity from sources other than the Tennessee Valley Authority (TVA).

MLGW extended invitations to qualified firms to assist in developing the IRP, which incorporates a Transmission Analysis (TA) to evaluate the current MLGW-TVA "All-Requirements" Wholesale Power Agreement versus that of entering into the Wholesale Power Market to meet the future needs for reliable electric energy for MLGW customers at the least cost.

The IRP process is an industry standard approach for utilities to assess optimal resources needed for the long-term electricity supply to meet the needs of their customers.

The Consultant awarded the contract will outline the electric resources needed by MLGW to meet the electricity

demand of their customers over the next 20 years. The development of the IRP contains significant stakeholder engagement that includes: MLGW's Board of Commissioners, MLGW's senior management and MLGW's customer advocates.

MLGW officials have worked alongside Memphis Mayor Jim Strickland to form a community and advisory committee comprised of business leaders, community members, MLGW stakeholders and other officials. The IRP and the input from the community and advisory committee will be taken into account when deciding options for other power sources.

On the May edition of MLGW's "Power Up Memphis" TV program, the utility President and CEO J.T. Young discusses the IRP process and how it will aid in determining the most viable options should the utility elect to procure electricity from sources other than TVA. You can watch the program by visiting [powerupmemphis.com](http://powerupmemphis.com).

## MLGW President and CEO honored by alma mater

The Pensacola State College Alumni Association honored MLGW President and CEO J.T. Young with a lifetime achievement award during its inaugural Distinguished Alumni Award ceremony in May. Honorees were recognized for exemplary leadership, career accomplishments and impact on their community and the college. The evening also commemorated the 70th anniversary of Pensacola State College.



The President & CEO of MLGW, J.T. Young poses with his wife, Deidre Young, and two members of the Pensacola State College Alumni Association.



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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## Power Supply Advisory Team meetings have begun



Members of PSAT listen and ask questions as the Integrated Resource Plan (IRP) process begins at its April 2019 meeting.

MLGW’s 21-member Power Supply Advisory Team (PSAT) has held three meetings to study MLGW’s Integrated Resource Plan.

In April, MLGW released a request for proposals to qualified firms. The PSAT will provide input on the most viable options for electricity generation sources. Members include government, business and community leaders.

There will be seven meetings total, all open to the public (limited seating). For more information, visit [mlgw.com/powersupplyinfo](http://mlgw.com/powersupplyinfo).

## Jones honored with TH Allen Award

MLGW’s TH Allen Award of Excellence was presented recently to Cynthia G. Jones, MLGW Client Services, for her research presentation titled, “Using technology to engage your customers.”

Jones presented in front of approximately 100 attendees at the Utility Technology Association Conference, in October 2018 in Memphis. The presentation highlighted various emerging technologies utilized at MLGW to enhance the customer experience. For instance, customers can currently

use live chat and mobile alerts, and the Division is researching future technologies such as a customer portal web application, among many others.

Named after a former president of the utility, the T.H. Allen Award of Excellence was established in 1989 to recognize employees who submitted professional papers or presentations



J.T. Young, MLGW President & CEO, Cynthia Jones, MLGW Client Services, Alonzo Weaver, MLGW Senior Vice President and Chief Operating Officer.

to nationally recognized publications or organizations.

## Tennessee's largest solar farm opens in Millington



An impressive solar farm has opened in Millington, Tennessee. This innovative energy project includes more than 525,000 solar panels, and is the result of a truly collaborative effort that includes the City of Millington; the U.S. Navy; Memphis Light, Gas and Water; the Tennessee Valley Authority (TVA); and Silicon Ranch Corp.

Most of the solar panels are located on private land. The solar farm will generate power for both Millington's Naval Support Activity (NSA) Mid-South and TVA at cost-competitive rates for the next 20 years. More than 300 people were employed to construct the solar facility.

MLGW President and CEO J.T. Young said, "This project leveraged public-private partnerships to deliver a comprehensive solution that addresses the Navy's energy security goals at NSA Mid-South. MLGW is pleased to have worked with Silicon Ranch, the MIDB, the Department of the Navy, and TVA to make this project a success."



Timothy Sheffa,  
Gas Transmission  
Service



Landon Cross,  
Gas Transmission  
Service

## Two MLGW employees aid stranded driver

Timothy Sheffa and Landon Cross, both from MLGW’s Gas Transmission Service, received commendations from a customer for their service to an elderly driver:

“I just wanted to give a shout out to Timothy Sheffa and Landon Cross for going above and beyond. About a month ago our elderly neighbor was stranded

on a busy road with a flat tire—I observed five Bartlett Police Department cars drive by without offering to help. Timothy and Landon pulled up with their lights flashing and proceeded to help our neighbor. After changing his tire, they followed him home a few blocks away to ensure his safety. These gentlemen are an asset to MLGW and they are to be commended.”

## Bowl-a-Thon raises \$18K

For 34 years, the Annual Junior Achievement Bowl-A-Thon has inspired thousands of people from all across Memphis and the Mid-South to lace up their bowling shoes in support of inspiring children to own their economic success. During the recent 2019 event, there were 30 teams, including MLGW that raised \$18,000 this year!

Bowl-a-Thon organizers Joan Brown, MLGW Gas Engineering; Cheryl Ep-penger, MLGW Residential Care Center; Tiffany Crumpton, MLGW Compensa-tion HRIS Services; Gyton Nolan, MLGW Budget, Plant and Rates; and Larry Colbert, President of Junior Achievement Mid-South, pose during the event.



## Kudos!

Lisa Jefferson, STEM Lab Teacher at Germanshire Elementary, sent a congratulatory note to highlight the recent visit of MLGW’s “Terminator” Ernest Holliday.

“Thank you for helping Germanshire Elementary students have a fun and educational experience during our recent STEAM Expo. Mr. Holliday, also known as ‘The Terminator,’ taught our students how to be responsible when using electricity, and he did it in an entertaining way. Please forward this message to let him know that his time was valued and appreciated. Also, thanks to MLGW for 'paying it forward' to our community.”

The Terminator did his presentation before 300 students during his visit.

## The latest water quality report is available!

MLGW’s 2018 Annual Water Quality Report, containing important information about the source and quality of your drinking water, is now available online, in English and Spanish, at [mlgw.com/waterquality](http://mlgw.com/waterquality). If you would like a paper copy of the report, please call 320-3950. You can also email your request or comments to [waterlab@mlgw.org](mailto:waterlab@mlgw.org).

