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Community OUTREACH

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

July/August 2013

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 4 – Shelby Farms Park Summer Concerts, Shelby Farms, 6:30 p.m.

July 16 – Johnson & Johnson Health Fair, 3955 East Holmes Road, Suite 400, 10 a.m. - 2:30 p.m.

Aug. 9 – MLGW Neighborhood Leaders Conference, 4949 Raleigh-LaGrange Road, 8:30 a.m. - 3:30 p.m.

Aug. 15 – PNA Professional Conference, Hope Presbyterian Church, 8500 Walnut Grove Road, 8 a.m. - 4:30 p.m.

Aug. 17 – MLGW A-Blazing Race, Beale Street Landing Parking Garage Roof Top, 8 a.m. - 2 p.m.

Aug. 30 - Sept. 8 – Delta Fair, Agricenter; various days and times

Aug. 31 – 39th WLOK Stone Soul Picnic, Tom Lee Park, 1-10 p.m.

Sept. 7 – Mid-South Convoy of Hope, Memphis Convention Center, 10 a.m.

MLGW Energy Saving Tips

Here are some tips to save energy this summer:

- Set thermostat at 78 degrees.
- Use shades or drapes to block out the sun.
- Weatherstrip and caulk windows and doors.
- Replace incandescent light bulbs with fluorescent bulbs.
- Keep lamps away from your thermostat.
- Clean the area around the A/C unit.
- If possible, shade your A/C unit.
- Use fans to circulate the air in the home.

Interact with MLGW via: [Twitter](#), [Blogspot](#), [Facebook](#) and [YouTube](#)



Just visit [mlgw.com](#) and click on the logos.



Community Outreach is produced by the Communications and Public Relations department of MLGW. 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 Glen Thomas, Supervisor, Communications and Public Relations, at (901) 528-4557.

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Smart Meters Will Reduce Fees and Costs

MLGW's vision is to be the best utility for our customers. As a publicly owned utility, we aim to be the "best" by providing a quality product at the lowest cost for our ratepayers. In a recent annual survey of 50 utilities in cities across the nation, MLGW customers had the lowest combined residential bill for electricity, natural gas, water and wastewater than any other utility.

Now, and in the future, our focus will be on keeping rates and costs as low as possible. The deployment of smart meters will not change our commitment. In fact, smart meters will help keep costs low for everyone. Here's how:

- Virtually eliminating utility diversion (theft). With 11,000 cases of diversion annually, this costs MLGW millions in uncollected revenue.

- Minimizing transmission and distribution (T&D) system losses. The fraction of energy lost accounts for T&D losses. Data generated from smart meters can help us optimize our system and potentially save \$5 million annually.
- Reduction in transportation and labor costs associated with monthly customer meter reads.
- Decreased fees. Connection and reconnection fees will be lower — in some cases by more than 50 percent — because of automation.
- Automating outage reporting. The Division will save approximately \$250,000 on after-hour, third-party outage notification.

Additionally, customers who use their

smart meter data to find ways to conserve, or to spot and fix any energy- or water-wasting issues, will save even more by reducing their monthly consumption. Smart Grid Demonstration participants' average reduction in consumption was from 2.3 percent to 5.6 percent.

Unlike for-profit utilities where any cost-savings may be paid in dividends to shareholders, at MLGW cost-savings are returned directly to customers — and that's more disposable income for households in Memphis and Shelby County.

For more information about smart meters, visit [mlgw.com/smart-grid](#).



Share The Pennies



MLGW announces its newest customer assistance program, Share the Pennies, which is a voluntary program that encourages MLGW customers to round their utility bill to the next highest dollar amount. For example, if your utility bill is \$117.50, upon your approval, it would be rounded up to \$118 and your \$0.50 donation will be added to MLGW's Project CARE program, a home weatherization account managed by MIFA.

Beginning in June 2013, MLGW will mail sign-up cards and information about Share the Pennies to customers. To sign up for Share the Pennies, go online to [mlgw.com/share-the-pennies](#) or call MLGW's Customer Relations department at (901) 528-4887.

MLGW Again Wins RP3 Award from APPA

For the fourth time in eight years, MLGW has earned the American Public Power Association's (APPA) Reliable Public Power Provider (RP3®) recognition for providing consumers with the highest degree of reliable and safe electric service. A utility can qualify for the award once every two years.

The RP3 recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, training and system improvement. Criteria within each category are based on sound business practices and represent a utility-wide commitment to safe and reliable delivery of electricity.

Recently, there was a presentation at an MLGW board meeting in honor of the award.



Put Your Utilities on Vacation!

The suitcases are packed, reservations have been made and tickets are tucked in your pocket. You take one last look around the house, and firmly close the door. Vacation time at last... Wait! You have forgotten one very important detail. Utility usage does not stop when you leave the house. In fact, unless you made some adjustments before departing, your usage could be nearly as high as when you are home. Before you close the door, take some time to flip a few switches, turn a few knobs and fix a few leaks.

Touch That Dial... Start with the thermostat to maximize savings. Nearly 60 percent of your home's annual energy bill is used for heating and cooling the house. Since you won't be home, why keep the house at your regular comfort level? During the summer, keep the thermostat above 85 degrees, or turn off the air conditioner completely.

Getting into Hot Water... Your water heater maintains water at a constant temperature 24 hours per day, whether or not you are home to take a hot bath. Fortunately, you can turn the water heater into an energy saver by adjusting the thermostat to its "vacation" or lowest setting.

Money Down the Drain... A constant water drip the size of a pinhead can waste more than 1,500 gallons of water each week! Why not save money on your vacation and repair leaky faucets, toilets and showerheads before you depart?

Plug into Savings... Unplugging television sets, computers, stereos and other electronic equipment will not save much money, but will protect appliances from potential electric surges.

Shine Some Light on Crime... Use a timer to operate lights instead of them burning constantly during your absence. Install on lamps in various rooms and set to operate at different times for a real "at home" look. There are other measures you can take to deter crime while you are away, like stopping mail and newspaper delivery, and asking someone to mow the lawn.

Saving Energy Pays... By taking a few minutes to make adjustments around your house, you can have your vacation and save energy dollars, too!



The City of Memphis and Memphis Light, Gas and Water recently celebrated the success of an energy efficiency grant program that has helped weatherize nearly 900 homes and contributed to participants reducing electric bills by an average of 14 percent.

City, MLGW Celebrate Block Grant Successes

The City of Memphis Energy Efficiency & Block Grant Program, administered by Memphis Light, Gas and Water Division since 2010, was awarded by the U.S. Department of Energy as part of the American Recovery and Reinvestment Act. Of the \$6.76 million allocated, MLGW

received \$5 million to launch a homeowner weatherization program, programmable thermostats program, and perform commercial audits with the Tennessee Valley Authority.

More than 6,700 applications were received for the weatherization program, and over 1,500 homeowners received weatherization measures or had up to two programmable thermostats installed in their homes. In 140 analyzed homes, there was a 14 percent average reduction in electric bills and a 17 percent average reduction in natural gas bills. The block grant also generated opportunities for minority- and women-owned businesses, which received 75 percent of the contract dollars awarded during the course of the three-and-a-half year program.

MLGW Supplies Liquefied Natural Gas for UPS

MLGW has entered into a 10-year contract to supply liquefied natural gas (LNG) for United Parcel Service's fleet operation in the Greater Memphis area.

UPS is expanding its use of LNG as a transportation fuel by replacing many of the diesel tractors with LNG-fueled tractors to serve the Greater Memphis area. Under the contract, MLGW's Capleville LNG plant will supply UPS with an average of 265,000 gallons of LNG per month for its fueling stations, which UPS will own and operate.

For MLGW, the UPS contract is the latest development in its LNG sales business, which started in August 2012. Since

then, MLGW has sold three million gallons of LNG, generating about \$2 million in revenue. The Capleville plant has the capacity to produce 65,000 gallons of LNG per day – with room for expansion.

"This is another positive development for MLGW's LNG business," said MLGW President and CEO Jerry R. Collins Jr. "We have plenty of room for growth."



The 2012 MLGW Neighborhood Leaders Conference is scheduled for Friday, August 2 from 8:30 a.m. to 3:30 p.m. This year's theme is *Neighborhoods Get Down to Business* and workshops will cover topics ranging from urban farming to commercial code enforcement. Here's a look at some of the workshops designed to give attendees the information aimed at strengthening their neighborhood.

Dial 3-1-1 for Community Concerns. You are probably familiar with 9-1-1, 4-1-1 and 2-1-1, but what do you know about 3-1-1? Memphians now have a non-emergency telephone number (3-1-1) that provides quick, easy-

Neighborhoods Get Down to Business

to-remember access to non-emergency municipal services. Launched this year, the new 311 call center takes citizens' concerns or suggestions, logs them into a computer system and tracks the requests from the beginning to the end.

Urban Farming. Growing the Green. That problem overgrown land in your neighborhood could be the solution to unemployment and blight in your neighborhood through urban farming. Transforming the vacant lot into a commercial gardening operation could create self-employment opportunities and provide fresh food. Hear about how urban farming is transforming land and lives in Memphis.

Beyond Residential Code Enforcement. Do you know who to call about a deteriorated commercial structure in your neighborhood or a commercial business in an area zoned residential without the proper permit? Come learn about the department of

government that handles these and other community concerns.

Web-based Neighborhood Watch. Move over Facebook and Twitter! The latest social media network is Nextdoor. It's the first private social work designed to connect neighbors and help them communicate online about suspicious activities, important information, services and goings-on in their specific communities. Attendees will see how this technology is being put to use in one Memphis neighborhood and how to get started.

MLGW's Neighborhood Leaders Conference is held at the Joyce Blackmon Training Center (4949 Raleigh-LaGrange at Covington Pike). The cost of the conference is \$10 and includes a continental breakfast and buffet lunch. To get a conference brochure and to register by phone, call 528-4820, or register online at mlgw.com/neighborhoodleaders.

MLGW A-Blazing Race

MLGW is partnering with the Chickasaw Council of Boy Scouts of America and Girl Scouts Heart of the South to present the MLGW A-Blazing Race, a model solar car race for scouts. The race will be held on Saturday, August 17 from 8 a.m. - 2 p.m. on the roof of the MLGW Beale Street Landing Parking Garage at 220 South Main Street.

The goal of the race is to challenge participants to use scientific know-how, creative thinking, experimentation and teamwork to design and build high-performance model solar vehicles. "We want to encourage scouts to learn about engineering and science, and have fun doing it," says MLGW President and CEO Jerry R. Collins Jr.

Scouting teams will use a kit (provided by MLGW) containing a solar panel and motor. Using any other materials, competitors will design and build a solar-powered vehicle that will race on a 20-meter race course. The winner of the

competition will be the team whose vehicle is the top finisher in a series of head-to-head elimination rounds. Each race participant will receive a special A-Blazing Race scout patch.

There is no cost to participate, but participation is limited to Boy and Girl Scouts in grades 6-8. Teams must register through DoubleKnot at chickasawbsa.org (click on calendar and select A-Blazing Race on August 17 of the calendar page) to compete and receive a model solar car kit.

For more information regarding the A-Blazing Race, contact Beverly Perkins at 528-4820 or commrelations@mlgw.org.



Play It Cool Program Delivers 200 Window Air Conditioners

Seniors facing the unrelenting heat of summer recently got a little relief thanks to Memphis Light, Gas and Water's "Play It Cool" Program. As part of MLGW's community outreach efforts, 200 window air-conditioning units

were donated to qualified low-income seniors 60 years of age or older and disabled residents of Shelby County without operable air conditioning. The Neighborhood Christian Center accepted applications and screened

eligible households for the free units in May and June. Field inspections were conducted by MLGW to verify that the residence met installation requirements, and the installation of units was done by MLGW employees.