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# Community OUTREACH

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

March/April 2020

## Community Outreach is now only available electronically

Community Outreach is now only available online or by email. You can visit [mlgw.com/communityoutreach](http://mlgw.com/communityoutreach) to read or print this and future issues, or receive an email link of the publication by request at: [commrelations@mlgw.org](mailto:commrelations@mlgw.org).



**My Account**

## My Account updates

MLGW has upgraded its popular My Account portal and app to give customers more convenient access and greater control. With the expanded My Account, customers are now able to do much more. New My Account features will allow you to:

1. Report a power outage

2. Request a payment arrangement
  3. Update email address
  4. Manage Text Alerts enrollment
  5. Manage Share the Pennies enrollment
- My Account continues to provide its core account management tools to view and pay your bill and explore personal usage.



## Energy Conservation Days coming up

Martha Roye, a regular at the Frayser-Raleigh Senior Citizen Center, located at 3985 Egypt-Central Rd., hangs a poster on the bulletin board letting residents know about MLGW's upcoming Energy Conservation Days on Thursday, March 19 and Thursday, April 23, 2020 at all five MLGW Community Offices from 9 until 11 a.m.

## 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:

**March 1-3** – Remington College Campus Career Fair, 2710 Nonconna Blvd., 10 a.m. – 2 p.m.

**March 5** – EnergySmart Workshop at Levi Library, 3676 South Third Street, 11 a.m. – 1 p.m.

**March 6-8** – Southern Women Show, Agricenter, Various times

**March 10** – Memphis Housing Authority, Pop-up Community Expo (MLGW is at MHA every second Monday unless otherwise noted), 700 Adams

**March 11** – Energy Day at Agricenter Intl, 7777 Walnut Grove, Building C, 9 a.m. – 12:30 p.m.

**March 13** – Fisherville Civic Club, 12017 Macon Road, 2 p.m.

**March 28** – Scouts Rock at Graceland, 1078 Craft Rd., 10 a.m. – 3 p.m.

**April 2** – Earth Day at BlueCross BlueShield of Tennessee, 85 N Danny Thomas Blvd, 8 a.m. – 2 p.m.

**April 16** – Clean Memphis Table to Farm Expo at Mid-South Food Bank, 3865 South Perkins, 2-4 p.m.

**April 16-19** – Africa in April, Beale Street & Robert R. Church Park, various times

**April 18** – Greenwood CME Church Health Fair, 3311 Kimball Ave., 10 a.m. – 2 p.m.

**April 25** – Cathedral of Faith Collaborative, 2212 Jackson Ave, 10 a.m. – 3 p.m.

**April 29** – Levi Library, 3676 South Third Street, 11 a.m.

**If you would like MLGW to be an exhibitor or speaker at your event, please call 528-4820 or submit a request online at [mlgw.com/speaker](http://mlgw.com/speaker).**

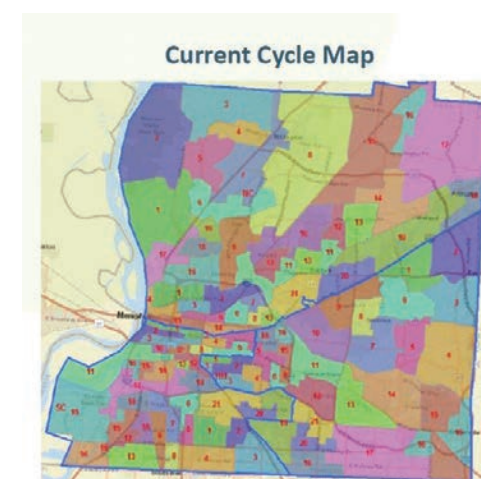
## Billing cycle adjustments

MLGW has begun a Shelby County-wide reorganization of customer meter reading routes and billing cycles. The purpose of the project is to allow MLGW to more effectively serve customers as meter reading routes are streamlined. However, customers should check their billing due date each month as it could change several times over the next few months. Additional details are below.

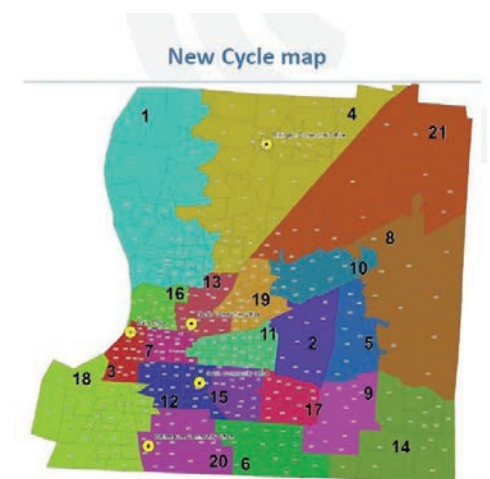
- Approximately 97% of the active accounts will be moved.

- Accounts will be moved gradually to their permanent cycle in order to prevent lengthy billing periods and prorated bills.

Customers on Extended Due Date (Net Due Date Program) will remain on this



program until they are moved into their final cycle. At that point their accounts will be reviewed to see if they need



to remain on the Extended Due Date program.



Community Outreach is produced by MLGW's Corporate Communications department. If you have any questions, concerns or suggestions about Community Outreach, please call (901) 528-4820 or (901) 528-4557.

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## And the winners are...

The winners of MLGW's 2019 "Water Mane" Poster Art Contest have been announced. With the cooperation of Shelby County Schools and the Children's Museum of Memphis, MLGW received 205 art entries (40 percent more than the previous year) from schools within Shelby County, on four defined categories: Kindergarten-2nd Grade, 3rd-5th Grade, 6th-8th Grade and 9th-12th Grade. It wasn't easy to choose the winners due to the great quality and inspiration that the students showed in their work. The judging was based on creativity, originality and adherence to the contest rules, and the winners are:

**K-2 category winning student:** Wynn Maceri, 2nd Grade  
Teacher: Lauren McGeorge  
School: Lamplighter Montessori



**3-5 category winning student:** Erin Gray, Jr. 4th Grade  
Teacher: Megan Travis-Carr  
School: Shelby Oaks Elementary

**6-8 category winning student:** La'Ron Robinson, 6th Grade

Teacher: Jasmine Hicks  
School: Grizzlies Preparatory Charter School

**9-12 category winning student:** Tierra Dillihunt, 12th Grade  
Teacher: Ronald Smith  
School: Whitehaven High School

Art Contest judges Wiley Henry, award-winning journalist and professional artist; Kate Renner, Associate Director of Education at Memphis Brooks Museum of Art; and Tom Clifton, owner of T Clifton Art Gallery, proudly show the winning artwork from Shelby County students out of 205 entries to MLGW's 2019 "Water Mane" Poster Art Contest.

## Spring is coming: Remember to call 811 before you dig

Winter is slowly phasing out while the spring season is bringing nicer weather. At this time, many homeowners plan home improvements, tree planting, or the installation of a fence or deck, all of which may require digging. Whether you are planning a do-it-yourself project or hiring a professional, smart digging means calling 811 before each job. Homeowners often make risky assumptions about whether or not they should get their utility lines marked, but every digging job – even small projects like planting trees and shrubs – requires a call.

The depth of utility lines varies and usually there are multiple lines in a com-



**Know what's below. Call before you dig.**

mon area. Digging without calling can disrupt service to an entire neighborhood, harm you and those around you, and potentially result in fines and costly repairs. Calling 811 before every digging job gets your underground utility lines marked for free and helps prevent undesired consequences.

Getting your lines marked is quick and easy with 811. When you dial, your call

is forwarded to the One-Call Center for processing. Local One-Call Center operators record the location of the dig and notify the corresponding utility companies of your digging plans. Your utility companies then dispatch a professional locating crew to mark the location of your lines within a few days. You should be sure to call 811 at least three days in advance of your scheduled dig to allow time for the request to be processed. Once your lines are marked, you will know their approximate location and you can dig safely. Knowing what's below will protect you, your family and your neighbors.



## MLGW's United Way campaign goal surpassed... again!

MLGW presented United Way President and CEO Rev. Kenneth Robinson with a check for the total amount raised for MLGW's United Way Campaign: \$670,860.57! MLGW met and beat its campaign goal of \$665,000. The campaign consists of all employee contributions with no funds coming from the Division. MLGW Campaign co-chairs Kevin Watkins and Chantal Lairy presented the check to United Way.

## Seniors up their game and potential savings with "Utility Bingo"

Inside a room at the Frayser-Raleigh Senior Citizen Center, a group of mostly women and a few men spent about an hour playing utility bingo recently.

Instead of B-1 or I-30, Beverly Perkins of MLGW called out "change filter," "Prepay" and "68 degrees" for the B-I-N-G-O squares while sharing information about the word or phrase. "Unlike a standard presentation, utility bingo gives our customers a chance to have a little fun and win some prizes while learning about our programs and ways to save on their utilities," Perkins said.

Many of the players are avid bingo fans. "When you say, bingo, they'll show up," said bingo participant Sandra Stiger. "Bingo. That's the word." Stiger hopes she can convince the senior living facility where she resides to host a utility bingo event soon.

"This is very helpful. I love the information we get. We need to do this more often," added Martha Roye.

If your group or association would like to host utility bingo, go to [mlgw.com/speaker](http://mlgw.com/speaker).



Bingo winner Carolyn Denton searches for the right prize in the bag held by MLGW's Cynthia Hailey.

## MLGW volunteers celebrate 2020 MLK Service Day



MLGW believes in giving back to the community, and an example of that commitment was illustrated by the army of MLGW volunteers who met at the Dave Wells Community Center in North Memphis off Chelsea. Our volunteers walked the neighborhood distributing energy-saving kits to residents. The volunteer force also crisscrossed the neighborhood gathering up and bagging trash from streets, parks, sidewalks and more. Truckloads of filled garbage bags left the area in triumph. Many thanks to our dedicated and caring volunteers!

## MLGW employees named Heroes after saving lives

The Board of Commissioners for Memphis Light, Gas and Water recently honored employees Aaron Barbas and Dwight Alexander with the Division's Hero Award. Each employee took lifesaving action in separate incidents.

On Friday, November 22, 2019, former Mechanic's Helper, Aaron Barbas was picking up parts at an auto store when a store employee collapsed. Aaron began chest compression cardiopulmonary resuscitation (CPR) and administered shocks with an automated external defibrillator (AED). He continued his efforts for close to 30 minutes. The store employee survived the incident and recovered from surgery.



Aaron Barbas and Dwight Alexander.

On Tuesday, December 3, 2019, Transportation Foreman Dwight "Dee" Alexander stopped at a convenience

store to fuel up when he saw a man collapse in the doorway. Dwight jumped out of his truck to help and began CPR. He successfully resuscitated the victim twice before the arrival of paramedics. The victim was conscious and trying to get up on his own when paramedics took over from Dwight.

When a person's heart stops, lack of oxygenated blood can cause brain damage in minutes. CPR helps keep blood flowing to the brain and other vital organs until a normal heart rhythm is restored and healthcare professionals are available. Every MLGW employee receives CPR training which includes recognizing signs of heart attack.