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 22** – Memphis Black Expo, Agricenter, 7777 Walnut Grove, 10:30 a.m. – 6:30 p.m.
- **March 22** – University of Memphis Off-Campus Housing Information Fair, Michael D. Rose Theatre, 9 a.m. – 2 p.m.
- **March 29** – Scouts Rock at Graceland, 3734 Elvis Presley Blvd., 10:30 a.m. – 6:30 p.m.
- **April 16-20** – Africa in April, Robert R. Church Park, various times
- **April 16-18** – Neighborhood Redevelopment Conference, Cook Convention Center, various times
- **April 16-20** – Africa in April, Robert R. Church Park, various times

Power of Warmth Program

MLGW teamed up with the Neighborhood Christian Center to assist qualified low-income seniors and physically challenged residents of Shelby County through the Power of Warmth Program. The program provided 100 space heaters and 100 electric blankets to qualified applicants.

MLGW Celebrates Diamond Anniversary

This year, Memphis Light, Gas and Water is proud to celebrate a significant milestone—75 years as a leading utility provider to the residents of Memphis and Shelby County.

MLGW began operating as the city’s first utility company in 1939. Seventy-five years later, MLGW is the nation’s largest three-service municipal utility with some of the lowest combined bills of any utility in the country.

Prior to the signing, organized utility service was available for 87 years before MLGW was formed. MLGW’s parent companies provided services not long after the Civil War. Since 1939, the Division has strived to meet its mission to improve the quality of life of Memphis and Shelby County customers through efficient and safe delivery of electricity, natural gas and water. The slogan found on the first MLGW logo still resonates with the Division today: “Public Service—Publicly Owned.”

MLGW Commissioner Rick Masson Named Board Chairman

Rick Masson, a member of the MLGW Board of Commissioners since June 2004, is the new MLGW Board Chairman for the next two-year term, through December 31, 2015, replacing former Board Chair Steven Wishnia. Rick Masson spent more than 20 years working for the City of Memphis. During his tenure with the City, Masson held several positions in the area of Finance. Masson served as Chief Administrative Officer of the City of Memphis from 1996 to 2003. Since leaving the city, Masson has served as the Executive Director of the Plough Conservancy.

MLGW at the Top for Cybersecurity

With recent data breaches at Target and Neiman Marcus retail stores, cybersecurity is a hot topic of late. MLGW employees and customers can rest assured knowing MLGW’s systems and processes incorporate the best industry practices as recognized by Security Magazine. The publication issued its top 500 rankings and the Division was among the top 50 in the utility industry. The Security 500 survey identifies, ranks and reports on the 500 biggest and best security organizations across 17 sectors.
In addition to being prepared for winter, you and your family should be prepared for summer heat and storms as well. Here are a few tips to keep you safe:

- **Water and Electricity Safety**:
  - If you hear severe weather warnings, stay inside and close doors and windows to prevent storms from entering your home.
  - If you experience power outages, keep refrigerators and freezers closed to prevent food spoilage.
  - Be cautious around downed power lines; it's never safe to touch them or approach a vehicle involved in an accident with a downed line.

- **Power Line Safety**:
  - If you smell gas, do not use any appliances or electrical devices and do not use any phones. They could cause an explosion.
  - If you smell gas after severe weather, leave the building immediately. Go to a safe place and call MLGW.
  - If you use a portable generator, do not operate it inside your home due to carbon monoxide danger. Also, do not plug it into a wall outlet to power your home; that can cause a dangerous fire hazard.

- **Emergency Reconnect Initiative**
  - MLGW's Cut-off Moratorium program kept power on for customers at a time when it was most needed. A joint effort with the Neighborhood Christian Center provided 200 seniors and customers in need with space heaters and electric blankets.

- **Text Alerts Help You Remember**
  - If you would like a nudge in the form of a text message letting you know when your next utility bill is due, you can sign up for MLGW’s Text Alerts program. The service is free, and it’s the law!

- **Make Springtime a Safe Time**
  - Store bottled water or tap water in sealed containers, enough for several days, two quarts per person per day. Store some non-spoilable food items that don’t require heating, as well as a can opener.
  - Include a whistle or similar device to alert emergency personnel in case of rescue efforts.
  - Store a supply of necessary prescription medications.

- **Raving Fans: Customer Compliments**
  - Johnnie Payton

I am writing in regards to one MLGW employee in Electric Distribution Engineering. This young man was so impressive that I wanted to share with you everything that he did with such grace and knowledge. He was respectable and knew his job well. We were having a problem with lighting on Ross Rd. Some people were complaining that it was a little dark between Ross Ridge and Ross Rd. Your employee came out and investigated the situation and I believe wanted to put a light where we request-

- **Remember: Call 811 Before You Dig!**
  - Major gas pipelines are marked with a yellow caution sign. Do not risk hitting a gas line, disrupting neighborhood service, and facing potential fines and repair costs. Before you begin digging, remember to contact Tennessee One Call at 811 to request that a professional locating crew mark the underground utility lines on your property. And do it in a timely manner, at least three days before starting your project. Failure to do so could result in an explosion or electrocution. The service is free, and it’s the law!

- **Shelby County Gets Federal Grant Money to Offset 2011 Flood Expenses**
  - Shelby County has received $7,464 million in federal grant money to cover expenses incurred after the flooding of spring 2011. The money goes back in the electric division general fund, which directly benefits the customer, Collins said. "Now, rather than the customer having to pay for that storm restoration, the federal government is going to pay for it." The repairs include replacing poles that were knocked down, restringing electric cables that were knocked down and replacing cables that were destroyed, he said. The utility had a total of $9.3 million in eligible charges, and FEMA reimbursed $5.1 million, which left $4.2 million, Collins said. "This is $2.3 million, so at the end of the day, all but $2 million will be reimbursed," he said.

- **January Brought Record-Setting Low Temps**
  - Much of the country experienced frigid wintry weather and some of the coldest temperatures on record during January. No significant problems were reported related to the cold temperatures and MLGW’s system dependably provided electric power, natural gas and drinking water despite the incredibly cold weather. The Division’s cold weather Emergency Reconnect initiative restored power to 197 customers and their families by providing payment plans. MLGW’s Cut-off Moratorium program kept power on for customers at a time when it was most needed. A joint effort with the Neighborhood Christian Center provided 200 seniors and customers in need with space heaters and electric blankets.