Corporate Communications Memphis Light, Gas and Water Division P.O. Box 430 Memphis, TN 38101-0430

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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 6 – MLGW in Neighborhoods Everywhere (M.I.N.E.) at Sheffield Elementary, 4290 Chuck, 4:30 – 6:30 p.m.

March 7 – M.I.N.E. in Hollywood Neighborhood, 880 N. Hollywood Street, 3:30 – 5:30 p.m.

March 9-11 – Southern Women's Show, Agricenter, various times

March 11 – University of Memphis Off-Campus Housing Information Fair, University of Memphis Student Activities Plaza, 10 a.m. – 2 p.m.

March 19 – Multicultural & International Career Expo, Hilton Memphis, 939 Ridge Lake Boulevard, 2 – 7 p.m.

March 21 – M.I.N.E. at Belle Forest Elementary, 6130 Belle Forest Drive, 4 – 6 p.m.

April 20 – Mount Zion Church Seniors Ministry, 60 South Parkway East, 10 – 11:30 a.m.

April 7 – M.I.N.E. in Lakeland, City of Lakeland Senior Center, 4527 Canada Road, noon – 1:30 p.m.

April 7 – Scouts Rock Graceland, 3734 Elvis Presley Blvd., 10 a.m. – 3 p.m.

April 12 – Barlett Business Expo, 7700 Flaherty Pl., 9 a.m. – 4 p.m.

April 12 – M.I.N.E. at Cromwell Elementary, 4989 Cromwell Avenue, 38118, 4:30 – 6:30 p.m.

April 12-15 – Memphis Garden Club Conservation Exhibit, Dixon Gallery and Gardens Conservatory, 4339 Park Avenue, Time TBD.

April 14 – Holy Temple Cathedral of Deliverance Community Day, 4020 Millbranch Road, 10:30 a.m. – 1 p.m.

April 18-22 – Africa in April Cultural Awareness Festival, Robert R. Church Park at Fourth and Beale, various times.

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.



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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Community EAGH

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

March/April 2018

Young named as new CEO; Jeanes is acting Chief Utility Officer

The Memphis City Council confirmed Gulf Power utility manager Jarl T. "J.T." Young of Pensacola, Fla. to be MLGW's new CEO.

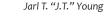
Memphis Mayor Jim Strickland recently announced that he was recommending Gulf Power general utility manager Young after a national search of candidates. The council confirmed Young's appointment and approved same day minutes to make it official.

When MLGW President and CEO Jerry Collins Jr. retired on Wednesday, Jan. 31, he handed the daily operations to Chief Financial Officer Dana Jeanes until Young arrives on March 19.

Jeanes will serve as Chief Utility Officer in the meantime. Under the charter, the interim president and CEO will be MLGW's Board Chairman Steven Wishnia.

"It is my honor to serve in this role as we transition from one president to another," Jeanes said. A long-time MLGW employee, Jeanes joined MLGW in December 1987 as an Energy Engineer. He has held the position of CFO and Secretary-Treasurer since 2011.

Young is the general manager of customer service and marketing for Gulf Power, a subsidiary of the Atlantabased Southern Company. Gulf Power



provides electricity to 455,000 customers across eight counties in Northwest Florida with 9,300 miles of power lines and 2,600 megawatts of electric generating capacity.

Young joined Southern Company in 1989 where he has served as Industrial Marketing Manager, Pensacola District Manager and Southern Company's regional Chief Information Officer for Gulf Power. Prior to that, Young worked as a distribution and marketing engineer at Progress Energy Florida (now Duke Energy, Florida) and as a systems engineer at a TVA nuclear plant in Alabama.



Zach Randolph

Z-Bo left his heart in the Bluff City

Sometimes, you can go home again.

Former Memphis Grizzlies forward Zach Randolph may

have traded his jersey for the Sacramento Kings, but his heart still belongs to Memphis.

Recently, Z-Bo showed his love by continuing his annual \$20,000 donation to MLGW's Plus-1 program. The gift will provide utility payments for 100 Memphis-area households. In addition, he announced a new partnership with MIFA called the Zach4Families Fund to help prevent homelessness, stabilize families and encourage independence.

Former MLGW CEO and President Jerry R. Collins Jr. described Randolph as a model of humility, strength and compassion: "He is a Memphian. He will always be a Memphian. If everybody follows the example of Zach Randolph, we will all be better off."

Donations to Plus-1 can be made to mlgw.com/plus1 or mifa.org/zach-4families.

MLGW honored for its protection of drinking water

MLGW was honored by the Tennessee Backflow Prevention Association (TBPA) with an award recognizing the Division's "support and commitment to the protection of Tennessee's drinking water and to the Tennessee Backflow Prevention Association." The award was presented at a recent MLGW Board meeting.



MLGW Chief Utility Officer Dana Jeanes proudly shows the award from TBPA.



Shellee Williams, Customer Relations, with recipient Devora Griffin.

the Power of Warmth event.

MLGW donates electric blankets and space heaters

For most of us, turning up the thermostat on a cold winter night is a luxury we take for granted. For those on limited incomes, a space heater or an electric blanket often serves as a reprieve from Old Man Winter.

Through MLGW's and the Neighborhood Christian Center's Power of Warmth program, workers handed out 200 heaters and blankets. "I need it," said recipient Susie Coleman. "These old knees need it." Otha Randolph, 67, who selected a space heater, added, "I think it's a beautiful program. I don't have central heat. I have to use space heaters."

Smart meter update: PrePay

MLGW has launched a new payment option, PrePay, thanks to smart meters. With almost 600,000 electric,



gas and water smart meters currently in use, customers who have the new meters for all the utility services MLGW provides to their home now have a choice to schedule their bill payments on their own terms.

Benefits of PrePay to our customers include:

- No deposits!
- No late fees!
- No reconnection fees!
- No end-of-the-month bill surprises!

Customers can learn about PrePay by viewing the commercial, going to mlgw.smartgrid.com, leaving a message on the PrePay information line (528-7729 or 528-PPAY) or sending their questions to prepay@mlgw.org.

DuPont thanks MLGW for help with private substation

As 220 DuPont employees were working on Sunday night before Monday's Martin Luther King Jr. holiday, the company lost power at its private electrical substation. The outage resulted in the company shutting down four production lines for the protein food additives that the company manufactures at 4272 S. Mendenhall. Engineers and maintenance workers found the problem: a critical internal component had failed but DuPont didn't have the necessary part.

That's when DuPont called MLGW. While most workers were off on MLK Day, Jon Laman, Enterprise Resource Planning, texted, sent emails and photos to Wayne Ellis, Electric Substation Engineering and Operations, about the issue.

Ellis gave the credit to Jim Dacus, Substation Maintenance and Construction, for saving the day. Dacus drove into work, found the part and waited until DuPont workers picked it up. In addition, Dacus walked them through the installation process by phone once they arrived back at the factory. By Monday night, the plant was up and running again.

"This is a great example of what going above and beyond customer service looks like," DuPont's Robert Mooshegian said. He praised MLGW workers



Jon Laman, Robert Mooshegian of DuPont, Jim Dacus and Wayne Ellis.

for their prompt action during MLGW Board of Commissioners meeting on Jan. 24. Added Laman after the presentation, "DuPont is one of our major customers. If DuPont is not running its production lines, we are losing revenues."

Safe Digging Month, you dig?

April is National Safe Digging Month when many homeowners, residents and contractors dig, excavate, landscape and garden. If there are plans to dig on your property, whether for fence posts, trees, gardening, home addition, etc., always call to get your utility lines located and marked first.

Plan ahead. Call 811, the safe digging hotline, before you dig. MLGW, cable and phone companies will come and mark your utility lines for free. Allow 72 hours (three business days) for your lines to be marked before any digging.



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

Always check to make sure your contractor has called and had your lines marked before they're allowed to begin a job that involves digging. Striking unmarked underground gas or electrical lines can be deadly, and they could be at any depth. Call 811 Before You Dig. It's the law! And it's smart. For info, visit www.mlgw.com/811.

Flame, Spark and Sparkle awards presented for outstanding achievements

Guests networked, chatted with friends and connected with MLGW's Procurement and Contracts department at the annual Flame & Spark Awards and Supplier Appreciation Reception, held recently in MLGW's Admin. Bldg. lobby. The Supplier Diversity department hosts the awards each year to recognize businesses, MLGW departments and individuals who have supported its mission throughout the year.

owned small business enterprises (MWBE/LSB) that have gone the extra mile, provided high quality products and services at competitive prices and served MLGW well throughout the year. Companies honored with the Flame Award were Thomas Consultants, Inc., Chris Georges Sales, Inc., BH&M Environmental Consultants, Inc., Community Capital, Inc. and Shelby Packaging and Logistics, Inc. Supplier Diversity also recognized departments who

have worked to integrate the supplier diversity process

Flame Awards were given to minority, women and locally-

throughout their procurement cycle. Gas Engineering and Operations and the Customer Care Meter Project

(L to R) Renise Holliday, Supplier Diversity; Eliza King, Smart Meter Team; Portia Williams, System Operations Manager's Division – Smart Office; Rhonda Langston, Communications and Public Relations; and Clifton Davis, Procurement and Contracts.

were honored with Spark Awards.

Individuals who support the Supplier Diversity initiative received the Sparkle Award. These employees went above and beyond what is required in the areas of participation for the program. The 2017 Sparkle Award winners were: Eliza King, Smart Meter Team; Cole McDaniel, Gas Engineering; Portia Williams, System Operations Manager's Office; and Rhonda Langston, Communications and Public Relations.

M.I.N.E. program helps residents save on energy usage

Throughout 2017, MLGW spoke to a number of community groups and schools through the MLGW in Neighborhoods Everywhere (M.I.N.E.) program on how to be energy smart in their homes.

Dozens of residents learned some simple ways to reduce energy usage through the M.I.N.E. program. During a meeting in Whitehaven, Derrick Dones, Residential Services, gave an analogy in a town that breathes basketball on the importance of having an air tight house.

"Your home is like a big basketball. If that basketball has a lot of pin holes in it, no matter how much air you pump into it, it will continue to lose air until you fix the holes in the ball," Dones said.

"Just like you plug a basketball if it has holes in it, you need to plug those areas around the doors and windows and increase your attic insulation in your home," he said. "Doing these things addresses the shell of the home or what we call the thermal envelope."

After each community session, resi-

dents were given energy conservation kits that included LED light bulbs, caulking and low-flow faucet aerators.

If your com-



munity or school group would like to hear about being energy smart or other programs we offer, contact Beverly Perkins, Communications and Public Relations, at 528-4820 or bperkins@mlgw.org.



Kudos to MLGW

MLGW customers expressed their gratitude for workers restoring power to homes on New Year's Eve in a post on the popular social media app, Nextdoor. A big thank you to all of the hardworking staff. Our community is thankful for your service.

"Last night a large number of customers lost power on a dangerously cold holiday evening. MLGW initially

estimated that necessary repairs would take more than four hours, but power was restored in under two hours! Thanks to those brave and competent workers, who took care of us in brutal outside weather conditions. Let's start the New Year by expressing our appreciation to them."

— Susan Mullíkín

"So happy that all of you who lost power regained it so quickly. And a big shout out to those who took care of you during that blisteringly-cold weather."

- Jaine Rodack

"Thanks to all our MLG&W workers for taking care of us. We are blessed to have you."

- Ann Denzer