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# Community OUTREACH

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

March/April 2019

## New mission and vision for MLGW

MLGW President and CEO J.T. Young revealed the new mission, vision and values this month for the Division, weaving safety deeply into the fabric of the messaging.

**Mission:** To safely deliver services that create and sustain superior customer experiences.

**Vision:** To be the trusted provider of exceptional customer value in the communities we are privileged to serve.



Our Values – “The MLGW Way”

During the presentation, President Young also unveiled a new diagram that represents MLGW’s Values, namely “The MLGW Way,” which include several new initiatives that help promote a culture of Safety, Integrity, Ownership, Inclusion, and Compassionate Service within the Division. These values not only benefit the utility and its employees, but all of our customers.

## MLGW employee prevents potential danger at school

Harold “Hal” Cook, Gas Transmission Service, recognized the outstanding work of William “Dewayne” Leek, Construction Services Facilities, while locating a gas line at Tipton-Rosemark Academy in Millington.



Leek discovered that the school had built an athletic weight room over an existing underground gas line. Cook commended him in an email, saying, “His action is what helps us to continue to provide safe and reliable service.” He added that if a gas leak had occurred in the foundation, gas fumes could have built up inside the weight room. Once Leek reported the problem, MLGW workers rerouted the gas line during the holiday school break.

## 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** – Southern Women’s Show, Agricenter International, 7777 Walnut Grove Rd, various times.
- March 8-9** – Maximizing Manhood Symposium, Halloran Center, Friday, 5-10 p.m., Saturday, 8:30 a.m.-3:30 p.m.
- March 13** – Millington Crisis Center, Baker Community Center, 7942 Church Street, 11 a.m.
- March 21** – Bartlett Business Expo, Bartlett Rec Center, 7700 Flaherty Pl., 9 a.m.-4 p.m.
- April 6** – 13th Annual Scouts Rock @ Graceland, 10 a.m.-3 p.m.
- April 18** – A Taste of Memphis, Tiger Lane, 5-10 p.m.
- April 19-21** – Africa in April, Beale Street & Robert R. Church Park, various times.
- April 28** – Down to Earth Festival, Shelby Farms, 6903 Great View Drive North, 10 a.m.-5 p.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).**



## A new [mlgw.com](http://mlgw.com)

Memphis Light, Gas and Water Division has launched a new external company website. Among the many improvements, the new site is focused on giving our customers an enhanced mobile experience.

The website design adapts to whatever sized screen it is being displayed on to make it more user-friendly. It also gives customers quicker access to what they need, such as My Account, Bill Pay,

information about assistance programs, important phone numbers, payment options, and online interaction through MLGW’s social media and web chat.

Recent research shows that mobile users accounted for 50 percent of all visitors to [mlgw.com](http://mlgw.com). PC users accounted for 45 percent, while tablet users were five percent. To see the new website, please visit [mlgw.com](http://mlgw.com).

## Art contest winners announced!

The judges have spoken and the winners of MLGW’s 2018 Art Contest have been announced. With the cooperation of Shelby County Schools and the Children’s Museum of Memphis, MLGW received 148 art entries from 26 schools within Shelby County on four defined categories, Kindergarten-2nd Grade, 3rd-5th Grade, 6th-8th Grade and 9th-12th Grade.

The judges had difficulty choosing the winners since many of the students showed great quality in their work. With judging based on creativity, originality and adherence to the contest rules, the competition produced the



following winners:

- K-2 Grade Student:** Tiera Wren, 2nd Grade, KIPP Memphis Academy Elementary
- 3-5 Grade Student:** Romey Walkley, 5th Grade, Snowden School
- 6-8 Grade Student:** Julian Ward, 6th

- Grade, Grizzlies Preparatory Charter School
- 9-12 Grade Student:** Jaylen Mark, 9th Grade, Central High School
- Awards for the winning students and teachers will be presented at a later date, during a scheduled MLGW Board of Commissioners meeting.



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.

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



## Martin Luther King service weekend



In partnership with the City of Memphis and Nike, MLGW employees teamed up to volunteer in the Orange Mound neighborhood for a Dr. Martin Luther King Jr. service weekend.

MLGW volunteers dedicated three days to the project, with one day focused on passing out energy kits, weatherizing homes and removing leaves and debris from the Dead-erick Family Cemetery. On the remaining two days, volunteers gave financial and energy saving workshops.

## Space heater and electric blanket giveaway

Inadequate heating units and lack of money continuously leave many people in the Mid-South scrambling for heat in the bitter cold of winter. MLGW recognizes the need for assistance during frigid temperatures and tries to assist those who might find themselves without heat.

Recently, MLGW partnered with the Neighborhood Christian Center (NCC) to administer its annual giveaway of space heaters and electric blankets. NCC, with the help of MLGW volunteers, coordinated the selection of

recipients and the distribution.

Recipients have to meet certain criteria in order to be eligible for the heaters and blankets, such as being 60+ years of age, handicapped, or certified as low-income households.

Customers can go to [mlgw.com](http://mlgw.com) for more weather tips on how to stay warm/cool, depending on the season, and keep energy costs down.

In conjunction with the event, there was also a free Senior Services Expo, where vendors provided information



Benjamin Hamilton, MLGW Performance Engineering, delivers a space heater to customer Marie Pollard during the recent Power of Warmth event.

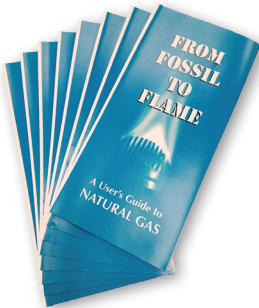
on property tax relief, mortgage/rental assistance, utility assistance, SNAP benefits, employment, transportation and more.

## Boost your natural gas safety knowledge by reading “FROM FOSSIL TO FLAME”

Did you know that the vast majority of households in our community use natural gas for one or more appliances such as home heating systems, stoves and fireplaces? You might also be interested to know that this fuel source enters your home through a gas meter that is connected to an underground network of gas mains leading to city gate stations, where the gas is received from the gas transmission company.

From city gate, to meter, to your gas appliance, natural gas is a safe, reliable resource that pervades our community and performs an important duty in energizing our homes. But it's important to know some basic facts about natural gas to prevent potential hazards including natural gas leaks and carbon monoxide emissions.

Expand your knowledge on this topic by reading “FROM FOSSIL TO FLAME: A User's Guide to NATURAL GAS.” A printable version of this brochure is available at [mlgw.com/fossil](http://mlgw.com/fossil).



## Make springtime a safe time!

With the upcoming change to nicer, warmer temperatures, we frequently get severe weather. MLGW wants you and your family to be safe and protected during severe weather outbreaks, so here are a few tips to increase safety:

- Identify the safest place in your home in case of emergency. It might be a closet or bathroom in the middle of your home, away from exterior doors and windows. Go there if you hear severe weather warnings.
- Stock that place with emergency items such as a first aid kit, flashlights, a battery-operated radio or TV, and extra batteries.
- Store bottled water or tap water in sterile 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 medicines.



## When severe weather strikes, remember these safety tips

- Never approach or touch downed power lines. If a power line falls on your car, remain inside the vehicle, call for help, and do not get out until help arrives.
- Know how to turn off your gas, electricity and water in case the lines are damaged.
- If you smell gas, do not turn on lights or electrical appliances or use any phone, or any source of flame or spark. They could cause an explosion.
- If you smell gas after damage from severe weather, leave the building

immediately. Go to a safe place and call MLGW. Do not go back into your home until an MLGW representative says it is safe to do so.

- 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 represents a fire hazard.
- Should you have downed wires, gas leaks or a broken water main, call MLGW's 24-hour, emergency-only hotline at 528-4465.



## Remember: Call 811 Before You Dig!

In addition to being prepared for the dangers presented by severe weather, a little knowledge about natural gas safety is a must. If your home is close to a major gas-supply pipeline, you should know what to do and where to go in case of a pipeline emergency. When warned to evacuate the area, do so immediately.

The leading cause of natural gas pipeline accidents – almost 60 percent – is damage from excavation or construction. Other causes include rare damage by vehicles or corrosion. Many of us are



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

eager and can't wait to break ground to start outdoor projects such as building fences or planting trees. But do we know what's under the ground where we plan to dig? Natural gas pipelines and other utility lines weave beneath the surface throughout our community.

Major gas pipelines are marked with a

yellow caution sign. But secondary lines aren't as easily identifiable. So don't 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!

## As the Hispanic population grows, MLGW responds

For the past 30 years, Hispanic residents have been moving into Memphis' metropolitan area attracted by abundant work, especially in construction, and a relative low cost of living, compared to most cities in the country.

In the last two decades, MLGW has been proactive in caring for the Hispanic segment of our population by having diverse resources to serve Latinos. The utility offers numerous booklets, brochures and flyers in Spanish; informs about its programs through public service announcements on radio and TV, plus outdoor advertising; promotes utility safety and energy conservation by way of community presentations; and maintains a Spanish version of its Internet page with all pertinent information for Spanish-speaking customers, among other efforts.



MLGW continuously participates in Latino community events with its own bilingual staff promoting the utility's services, programs and information, with a strong emphasis

in utility safety and energy conservation. Social media presence has also been developed in Spanish through Facebook, Twitter and YouTube.