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# Community OUTREACH

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

March/April 2013

## Spring into Safety

Spring is almost here, and with the change of seasons, severe weather may visit us. MLGW wants you and your family to be safe during severe weather outbreaks, so here are a few tips to keep you safe:

- Identify the safest place in your home in case of emergency. It might be a closet or bathroom in the middle of your home, as far from windows and exterior doors as possible. Go and stay there if you hear severe weather warnings in your area.
- Stock that room with emergency items such as a first aid kit, flashlights, a battery-operated radio or TV, and extra batteries.
- Store either bottled or tap water in sterile containers, enough for several days, two quarts per person per day. Store some non-perishable 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 a 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 can cause 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.

## MLGW to the Rescue

The following is an unsolicited letter published recently by *The Commercial Appeal*:

"Thursday night I had to call the MLGW emergency line because I was frightened that I smelled gas after my gas logs unexpectedly went out. Within an hour, two technicians were checking out our gas line and our pilot lights. I would like to thank Joe and Reginald, the technicians who were dispatched to our home. It was reassuring to see their professionalism as they quickly analyzed and fixed our situation. Thanks, MLGW, for your promptness and efficiency."

Barbara Hellman  
Memphis

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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:

- Mar. 7** - Bartlett Business Expo, Bartlett Recreation Center, 7700 Flaherty Place, 9 a.m. - 4 p.m.
- Mar. 8-10** - Southern Women's Show, Agricenter, 7777 Walnut Grove Rd., various times
- Mar. 19** - Alternative Fuel Vehicle Roadshow Tour, University of Memphis Campus, various times
- Mar. 20** - University of Memphis Off-Campus Housing Information Fair, 9 a.m. - 2 p.m., Michael D. Rose Theatre and Lecture Hall
- Mar. 23** - Scouts Rock at Graceland, 3734 Elvis Presley Blvd, 9 a.m. - 2 p.m.
- April 17-21** - Africa and April, Robert R. Church Park, Historic Beale Street District, various times

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



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. Address all correspondence to:  
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## Be Shovel-Ready. Call 811 Before you Dig!

It's tempting to break ground in your eagerness to start an outdoor project like building a fence or planting a tree. But do you know what lies underground where you 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. Don't risk hitting a gas line, disrupting neighborhood service, and facing potential fines and repair costs. Before you begin digging, contact Tennessee One Call at 811 to request that a professional locating crew mark the underground utility lines on your property. The service is free, and it is federally mandated.





## Zack Randolph Continues to Give Back

For the fourth consecutive year, Memphis Grizzlies forward Zach Randolph has demonstrated his commitment to Memphis outside of the FedEx Forum. Randolph once again donated \$20,000 to MIFA for MLGW's Plus-1 utility assistance program. Additionally, Randolph made personal visits to some of the beneficiaries recently. He signed autographs, cradled babies and encouraged kids in the neighborhood to stay focused. He also gave encouraging words to families helped by his generosity. This time around, 100 households will have their service restored thanks to Randolph's gift.

"I come from single parent home, mom was on welfare, I struggled myself so I

know what it's like, I've been fortunate, blessed. I just like to give back because I think this is something the Lord has served me to do, give back, it brings me blessings in other ways. I'm here to tell you that you're a blessing to me," Randolph said.



Plus-1 is a program administered by MIFA to pay utility services for people in need. MLGW customers fund the program through one-time donations or by adding a dollar or more to their utility bill each month. Since its inception in 1982, Plus-1 has provided millions of dollars in assistance to families in crisis in Memphis and Shelby County. For information about enrolling in the program, visit [www.mlgw.com/plus1](http://www.mlgw.com/plus1).

## MLGW's LNG Sales Could Benefit Customers

Memphis Light, Gas and Water Division's President and CEO Jerry Collins Jr. reported recently that the utility is using its ability to liquefy and sell natural gas for additional revenue, and this move could help reduce the heating bills of local residents.

MLGW has been able to sell the liquefied natural gas (LNG) for 60-80 cents a gallon to other companies, which in turn distribute the resource at truck stops. There, the liquefied natural gas is sold as an alternative fuel for 18-wheelers.

"It's been popular because the price is substantially cheaper than diesel fuel,"



Collins said. "The fuel is cleaner than gasoline or diesel and environmentally friendly since you don't have the emissions associated with those fuels."

A diesel-fuel purchase is almost four times more expensive than one of liquefied natural gas. Since August, MLGW

has sold 1.1 million gallons of natural gas, bringing in a reported \$700,000. This year, MLGW expects to increase LNG sales to almost \$5 million, which represents an increase of almost 600 percent.

MLGW ventured into the liquefied gas retail market after considerations that there are no other facilities with the ability to produce LNG within hundreds of miles.

"A lower gas bill is a very strong possibility," Collins said. "Any profit that is made will benefit the customer in either gas rate decreases or avoiding any future rate increases."

## Gas Pipeline Safety



Besides being prepared for the dangers of severe weather, some knowledge about natural gas safety is critical. It is important to know what to be prepared for in case of natural gas transmission pipeline problems.

- Be aware of where natural gas transmission pipelines are located in your area.
- 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.

- Almost 60 percent of natural gas pipeline accidents are caused by damage from excavation or construction. Other causes include rare damage by vehicles or corrosion.
- Whenever you plan to dig on your property, check to see where your home's underground gas lines are located, even for spring planting.
- Call Tennessee One-Call first in order to have your underground gas (and electrical) supply lines located and marked. Failure to do so could result in an explosion (or

electrocution). Plus, it's the law.

- Simply call 811 at least three days before you plan to dig to arrange for a representative to come out and mark the location of your underground pipes and cables. Don't dig until they have done so.
  - For gas appliance safety, make sure your gas appliances are properly vented and inspected annually by a licensed professional.
- For more info on natural gas safety, visit [www.mlgw.com](http://www.mlgw.com).

## MLGW Mobile Alerts: Use Them to Your Benefit

Did you know that MLGW customers can receive text message mobile notification of billing due dates and possible impending cut-offs? You just need to register at [www.mlgw.com/mobilealerts](http://www.mlgw.com/mobilealerts). You will need your 16-digit MLGW account number and access code, found on your MLGW bill. Participants in the MLGW Mobile Alerts program will receive a notification approximately three business days prior to their billing due date and/or scheduled cut-off date,



only if there is a balance due. This benefit helps our customers keep track of when their bill is due and hopefully helps them avoid late charges. Customers will be responsible for paying any fees charged by their carrier for text messages. Customers can opt out of the program by returning to [www.mlgw.com/mobilealerts](http://www.mlgw.com/mobilealerts) and selecting the opt-out option. MLGW respects our customers' privacy, and users' personal information will remain private.

## Space Heater/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 coordinated the selection of recipients and the distribution. Recipients had to meet certain criteria in order to be eligible for the heaters/blankets, such as being 60+ years of age, handicapped or certified as low-income households. Customers can go to [www.mlgw.com](http://www.mlgw.com) for more weather tips on how to stay warm/cool, depending on the season, and keep energy costs down.



Mary Bean chose a donated heater to help warm her home this winter.



Lindsey Bailey Harmon, Senior Director for The American Heart Association's Heart Walk, presents Jerry Collins Jr., MLGW President and CEO, and Steve Wishnia, MLGW Board Chair, with the AHA Fit-Friendly Gold Award in recognition of MLGW's model wellness programs.

## MLGW Earns AHA Gold

The American Heart Association (AHA) recently honored MLGW as one of Memphis' pro-health employers. Lindsey Bailey Harmon, Heart Walk's Senior Director for AHA, presented the Gold Fit-Friendly Award at a recent Board of Commissioners meeting.

Promoting a wellness culture, offering physical activity support and providing nutrition activities were reasons given for MLGW earning the award. "MLGW has an exceptional culture of employee health and wellness that all other companies in our community would benefit from by incorporating similar initiatives into their organizational cultures," Harmon said.



## V. Lynn Evans to Serve on TVA Board

The U.S. Senate has confirmed former MLGW Commissioner V. Lynn Evans as a member of the Tennessee Valley Authority (TVA) Board of Directors. Evans, a Memphis accountant, was nominated by President Barack Obama and was sworn

in on January 16 by Federal Judge John Fowlkes. During her eight years of service at MLGW, Evans served in leadership roles as both Chair and Vice Chair of the MLGW Board of Commissioners. Evans is the owner of a certified public accounting

and consulting firm providing professional services with an emphasis on small businesses, nonprofit organizations, local governmental units and the legal community.