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## Past success brings LipSync Plus Grand Championship back in April

The competition is always fierce inside the Hard Rock Cafe on Beale Street when performers, celebrities, fans and donors gather to witness this fun talent competition that benefits MIFA's Plus-1 utility assistance program. LipSync Plus will feature contestants lip-syncing to their favorite music as judges and the audience whittle down the competition to select a new winner for the LipSync Plus Grand Championship. It's all happening on April 20, 2017 and all the proceeds go to MIFA's Plus-1 program. Go to [lipsyncplus.com](http://lipsyncplus.com) for more info.



## MLGW in the Community

**Feb. 21** – Professional Network on Aging Conference, Temple Israel, 1376 East Massey Rd., 8 a.m. to 4:30 p.m.

**March 10-12** – Southern Women's Show, Agricenter International, various times

**March 14** – PNA Senior Expo, White Station Church of Christ on Colonial at Park

**March 23** – Bartlett Business Expo, 7700 Flaherty Pl., 9 a.m. to 4 p.m.

**April 1** – Barron Manor Neighborhood Association, 3300 Sharpe Ave., 11 a.m.

**April 1** – Shelby Farms Down to Earth Festival, Shelby Farms Heart of the Park, 10 a.m. to 5 p.m.

**April 8** – 11th Annual Scouts Rock at Graceland, 10 a.m. to 3 p.m.

**April 19-23** – Africa in April, Robert R. Church Park

**April 20** – AARP-Cordova Chapter, Cordova Library, 8457 Trinity Rd., 11:30 a.m.

**May 2** – Senior Expo, Agricenter International

**May 13** – Latino Memphis Festival, Overton Park, 9 a.m. to 4 p.m.

**June 13** – VA Memphis Medical Center Safety Day, 1030 Jefferson Ave.

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](http://mlgw.com/speaker).



Community Outreach is produced by MLGW's Communications and Public Relations department. 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 Communications and Public Relations, at (901) 528-4557.

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# Community OUTREACH

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

March/April 2017

## Memphis Grizzlies' Zach Randolph donates \$20,000 to Plus-1 ... again!

Zach Randolph of the Memphis Grizzlies recently donated \$20,000 to Plus-1, making this his seventh consecutive, annual donation to families in crisis.

A check presentation was held at Metropolitan Inter-Faith Association (MIFA), and after the presentation, Randolph visited two families who received Plus-1 funds.

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.



Z-Bo Randolph joyfully hugs one of the beneficiaries of his donation.



## Former MLGW board chair is new TVA chairwoman

Memphis CPA V. Lynn Evans was unanimously elected recently as chairman of the Tennessee Valley Authority.

Evans, who was appointed to the TVA board four years ago, is the first African-American to serve as chair in TVA's 83-year history. She is also the first female and first Memphian to chair the board.

"I am honored that my fellow board members have confidence in my abilities to serve as chair," Evans said in a statement. "TVA has made great

strides in the past four years to improve its financial and operational performance. I look forward to our continuous efforts to set strategic priorities and drive for strong results, which benefit all of the people of the Tennessee Valley."

Board positions are nominated by the President of the United States and confirmed by the U.S. Senate.

A native of Anguilla, Mississippi, Evans has chaired the board's Audit, Risk, and Regulation Committee since 2014. She has also served on the Nuclear Oversight, People and Performance and External Relations committees.

Evans owns V. Lynn Evans, CPA, a certified public accounting and consulting firm established in 1983. During her service on the Memphis Light, Gas & Water board of commissioners, Evans was chair from 2008 to 2009. She has also served on the board of directors of First Alliance Bank in Memphis, Tennessee, since its inception in 1998. Evans is a member of the American Institute of Certified Public Accountants, Tennessee Society of Certified Public Accountants, Black Business Association, and the International Women's Forum.



William Ray Grandi, 72, of Memphis was grateful for the electric blanket he selected: "I won't need it if it gets in the 70s, but I can set up and be ready for the next cold spell."

## MLGW donates 100 electric space heaters and 100 blankets

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.

MLGW teamed up recently with Neighborhood Christian Centers to assist qualified low-income seniors and physically challenged residents of Shelby County through the Power of Warmth Program. The MLGW program provides space

heaters and electric blankets to eligible MLGW customers.

Through MLGW's Power of Warmth program, Cynthia Kirby, 65, can sleep in her own bed now after she was given a space heater. "This means I won't need to sleep in my mom's room," Ms. Kirby said. "I can put it in my room." Her mother is 89.

She was among 200 recipients of electric blankets and space heaters.



## Remember to 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 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 timely, 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!



## MLGW board to vote on change in Share the Pennies program



collected for the Share the Pennies program. As of now, customers “opt in” to participate to have their utility

The Memphis City Council recently unanimously approved a resolution that will change the way funds are

billings rounded up to the nearest dollar. The new proposal would round up customers’ utility bills to help homeowners weatherize their homes. Customers will have the option of opting out. The MLGW Board will take up the matter next.

If a utility bill is \$141.60, then 40 cents would go into the Share the Pennies program. The most anyone would contribute in a year would be \$11.88.

If approved, MLGW will offer several ways to opt-out.

During a town hall meeting recently, Clint Richardson, MLGW Customer Relations, said that based on similar automatic round-up utility bill programs in Knoxville and elsewhere, a 70 percent retention rate is expected. The program, which could collect \$1.7 million or more, will not pay for repairs for rental housing or utility bill assistance.

## Make springtime a safe time

With the upcoming change to nicer, warmer weather, 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 an 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.

### Safety tips when severe weather strikes:

- Never approach or touch downed power lines. If a power line falls on your car, remain inside until help arrives.
- Know how to turn off your gas, electricity and water in

case the lines are damaged.

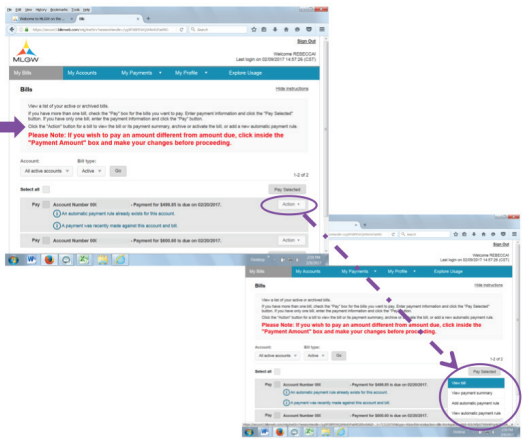
- If you smell gas, do not turn on lights or electric appliances and don't use the phone. They could cause an explosion.
- If you smell gas after severe weather, leave the building immediately. Go to a safe place and call MLGW. Do not go back into your home until MLGW says it is safe to do so.
- If you 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 dangerous 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.



## Changes to My Account payment application

As MLGW continues on its quest to provide you with the best possible user experience for our web payment services, we have made changes to the look and feel of our payment application. We believe that these changes will help make it easier for you to complete your payment transactions and to navigate through our system.

When our My Account login comes back online, you will notice a different look and feel. The text is larger and some tabs have been re-positioned to provide for better navigation.



## MLGW gas crew rescues woman from house fire

Last year, on a bitter cold December morning just before Christmas, four MLGW workers rescued a woman from a burning house on Kansas Street.

Their efforts earned Gas Dist-SSC employees Montero Evans, Tracey Baldwin, Benjamin Rye and Tyree Reaves MLGW Hero Awards at a recent Board of Commissioners meeting.

The crew was repairing a gas leak in the area when they noticed smoke billowing out of the home. “We called for her. We didn't hear anything,” said Rye. They found her in the back of her home.

“We got her out of the window. She was trying to go back into the house,” Evans said. He grabbed a fire extinguisher from their truck to put out the kitchen fire.

“We took her over to our truck and let her sit inside until

the ambulance arrived,” Reaves added. Except for Rye, who is a former Memphis firefighter, none of the men had been tested in such a dire situation before. “They knew exactly what to do,” Rye said of his co-workers.

Their supervisor, Susan Jenkins, couldn't be prouder. “They risked their lives to save this customer,” she said.



L to R: Tracey Baldwin, Benjamin Rye, Montero Evans and Tyree Reaves

## Raving fans: Exceptional customer service gains notice



I wanted to write expressing the outstanding customer service I received on Jan. 11. MLGW representative Courtney Easley went above and beyond to help me with the transfer of services on short notice. After having such an abrupt push to move into another building within my apartment complex, I did not know if I would be able to change everything over in time.

Courtney was calm, personable and reassuring that everything would be just fine. I wanted to personally say that as a nursing supervisor, it is hard to keep people of this quality around. He went above and beyond to make MLGW better. Courtney is doing his part to make MLGW great.

An appreciative customer - *Brooke Laws, Methodist Le Bonheur Healthcare*

## An app to make your life easier

Did you know that MLGW closes up to 15 sections of streets daily to perform repairs or maintenance? Would you like to avoid those delays and others?

Here's a cell phone app for your commute or vacation travels. Waze is a free download traffic/navigation app that posts real-time traffic jams. The Google-owned company says

its data is 85 percent accurate. After a driver keys in their destination, it gives them alternate routes and factors in delays.

Last year, the Tennessee Department of Transportation signed a contract with Waze. TDOT, as well as MLGW, have strict no distracted driving policy with cell phones for employees.

