

Corporate Communications
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Community OUTREACH

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

May/June 2020

Community Outreach is now only available electronically

Community Outreach is now only available online or by email. You can visit mlgw.com/communityoutreach to read or print this and future issues, or receive an email link of the publication by request at: commrelations@mlgw.org.



MLGW wear red for Cancer

In observance of National Women's Cancer Awareness Day, MLGW employees in the Administration Building downtown wore red to work. They gathered in the lobby for a group shot as they do their best to raise cancer prevention and treatment awareness as well as empower women in the fight against the disease. Together, we can beat cancer!

MLGW's 2019 Water Quality Table now online

Want to check out the facts about the source and quality of your drinking water? The 2019 Water Quality Table can be found on MLGW's website at mlgw.com/waterquality. MLGW's full annual Water Quality Report will be online on our website in May.



MLGW addresses COVID-19

Early in March, immediately after the coronavirus was declared a pandemic, MLGW held a news conference to announce measures the Division would take to address the COVID-19 crisis, including suspending utility service cutoffs.

Bill payment options change due to pandemic restrictions

MLGW understands the worry and concern surrounding the novel coronavirus (COVID-19). Due to the pandemic restrictions and for the safety of customers and employees, the utility has closed public access to all MLGW Community Offices. Drive-thru windows will remain open for payments by cash, check, and money orders only. Customers using drive-thru services are encouraged to bring their bill with them to make processing payments faster. Drop boxes are available at all locations. Additionally, no cash payments can be put in drop boxes – only checks and money orders.

MLGW also encourages customers

Community Offices	Drive-thru	Drop box
Downtown (245 South Main)	NO	YES
South (2935 Lamar Avenue)	YES	YES
Millington (5131 Navy Road)	YES	YES
North (2424 Summer Avenue)	NO	YES
Whitehaven (1111 East Shelby Drive)	YES	YES

to use My Account as an option. My Account gives you 24/7 access to your account. You can review your bill, make payment arrangements and even report outages. It's easier and faster (in

most cases), especially considering call wait times may be longer than usual. If you haven't enrolled in My Account, it only takes a few minutes. Go to mlgw.com or download our app.



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.

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MLGW suspends late fees and disconnects until further notice

Memphis Light, Gas and Water will waive late fees on any bills issued April 3, 2020 and going forward until further notice. MLGW has a history of working with our customers when they need us most.

That commitment continues during the current COVID-19 outbreak. Also, under MLGW’s Pandemic Plan all disconnects are suspended until further notice. However, please note that bills

will accrue. Customers are encouraged to make payments if able. To receive more COVID-19 related updates, please visit mlgw.com/covid-19.

Our President and CEO delivers Inaugural Address

At a recent MLGW Board of Commissioners meeting, MLGW President and CEO J.T. Young delivered the first-ever State of MLGW address. Young covered the changes and improvements of the past year, the accomplishments in the past year, the financial well-being of the Division, plans for the future and what the recent City Council approval of MLGW rate increases will allow for infrastructure improvements.

Young highlighted the MLGW Way, uplifting the values of compassionate service, safety, integrity, ownership and inclusion and ways employees met those objectives throughout 2019. He also discussed MLGW’s goals for 2020 and the accomplishments so far this year including:

New Substation 89 – First Quarter: This new substation is located at Mendenhall and Shelby Drive and will serve roughly 8,000 customers. It will provide load relief for growth in the Hickory Hill area.

Power Supply Recommendation – May/ June: By this time, MLGW hopes to complete the Integrated Resource



Plan and execute the RFP leading to a final recommendation to the MLGW Board.

MLGW Way Forward – Ongoing: New efficiencies and savings of over \$91 million have been incorporated into MLGW’s five-year service improvement plan.

Commencement of five-year Service Improvement Plan: MLGW is moving forward with \$1 billion for improve-

ments to the Division’s system including tree trimming; substation and distribution equipment procurement and replacement; water and gas system upgrades; LED lighting deployments and additional underground upgrades; and more.

To listen to the full State of MLGW Address, visit mlgw.com/ServiceImprovementPlan and select the February 19 State of MLGW video in the middle of the page.



MLGW honors Sam the Conservation Kid

The five-year-old young man who portrays Sam the Conservation Kid in MLGW energy-conservation advertisements, Robert Samuel “Sam” White III, was honored at a recent MLGW Board of Commissioners meeting.

REMINDER: Check your billing due date. It may change as MLGW moves meter reading routes and billing cycles to serve you better.

The annual Southern Women’s Show is always a great opportunity to talk to customers and give out useful information and promotional items. MLGW volunteers and members of its IT department joined in to staff the booth for the three days of the 2020 Southern Women’s Show.



EnergySmart workshop at Southern Women’s Show

MLGW’s Residential Services department presented an EnergySmart workshop at the Southern Women’s Show recently at the Agricenter. Attendees learned about strategies to save energy therefore saving money on their utility bills. MLGW staff passed out energy-saving kits to participants, as well.

Prepare your system and yourself for the summer

Feeling comfortable during a hot and humid Memphis summer can be challenging, but it does not have to be costly. Here are some of the easiest ways to stay cool and save:

- ☀ Have a professional, reputable contractor clean and inspect your air conditioner. This should be done every year, whether you have window or central units.
- ☀ Check your air conditioner’s filter every time you receive your utility bill. Look for a dust build-up that can restrict the airflow and place stress on the system. This added stress causes wear and tear on the unit, and increases operation costs.
- ☀ Always replace the filter cover. By creating a tight seal around the filter opening, you can block any unconditioned air that is being pulled into the unit.
- ☀ Use fans to move the air inside your home. This gives the sensation that it is five degrees cooler than the actual temperature.
- ☀ Shade windows on the sunny side of your home. Keep drapes closed or add room-darkening shades to block out the heat from the sun.
- ☀ Do not set your thermostat at a colder setting than normal when you turn on your air conditioner. It will not

MLGW superheroes/volunteers participate in STEM Expo

Conservation Girl, the Terminator and MLGW volunteers visited Whitehaven Elementary for its STEM Expo recently. There was a lot going on! The kids loved the MLGW superheroes, and learned a lot about safety from them. They also learned about saving energy from our booth volunteers. The future is in their hands...



cool your home any faster and could result in excessive cooling and, therefore, unnecessary expenses.

- ☀ Set the thermostat at 78° degrees or higher for the most energy efficient operation. Each degree below this setting can add up to six percent to your cooling costs.
- ☀ Use a programmable thermostat to allow the inside temperature to rise while you are away from home for four hours or longer. Pre-set the thermostat to adjust back to your normal comfort range one half hour before returning home.
- ☀ Use your programmable thermostat setting to automatically allow the temperature to increase at bedtime. Sleep under lightweight bedding and use fans during sleep.
- ☀ Do not place lamps near your thermostat. The thermostat senses the heat produced from the lamp and causes the air conditioner to run longer than necessary.
- ☀ Plant trees or shrubs to shade air-conditioning units but do not block the airflow. A unit operating in the shade uses as much as 10 percent less electricity than the same one operating under the sun.
- ☀ The outside portion of a central air conditioner is the condensing unit. Keep it clear from dried mud, debris and grass clippings, because it needs to breathe.

