

## MLGW's Plus-1 Jam Celebrates Memphis Music

Enjoy some great Memphis Music on Beale Street in May as MLGW presents its third annual Plus-1 Jam to raise funds for MIFA's Plus-1 utility assistance program. A diverse lineup of local bands will perform on a stage next to the Elvis statue on the north side of MLGW's Administration building at Main and Beale on most Friday nights and Saturday afternoons and evenings this month.

Bands performing for Plus-1 Jam include Broke Clock, 5 for Soul, Fear the Rooster, Tropix, the Letter Carriers, Mullins Orchestra and many more. So come on down to Beale Street, enjoy some great music on MLGW's stage during Memphis in May and donate to help Plus-1. The music lineup can be found on MLGW's website ([www.mlgw.com](http://www.mlgw.com)) under "Latest News."



## 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:

**May 3** - Latino Memphis' Cinco K Mayo Run, Walk, Fiesta. Shelby Farms, from 9 a.m. - noon

**May 6** - Professional Network on Aging (PN) Senior Expo, 10 a.m. - 3 p.m., Bellevue Baptist Church, 2000 Appling Rd.

**May 13** - Whitehaven Kiwanis Club Methodist Healthcare South, 1300 Wesley Dr., 5:30 p.m.

**May 16** - Downtown Bicycle Expo, Court Square, 11 a.m. - 2 p.m.

**May 28** - Bartlett Recreational Center 21st Annual Senior Health and Fitness Day, 7700 Flaherty Place, 8:30 a.m. - 11:30 a.m.

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).

Interact with MLGW via: [Twitter](#), [Blogspot](#), [Facebook](#) and [YouTube](#)



Just visit [mlgw.com](http://mlgw.com) and click on the logos.



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 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

May/June 2014

## Relaxed Payment Plan from MLGW Helped 6,700 Customers

During one of the coldest winters on record, Memphis Light, Gas and Water Division helped 6,704 customers manage their bills and avoid disconnection through its relaxed deferred payment plan (DEFB).

In all, from the time relaxed requirements were activated on January 27 to its conclusion on

March 28, the total amount of DEFBs approved exceeded \$5.5 million.

The relaxed rules lowered the requirement for a deferred payment plan to bills that are \$250 or more, which is down from \$500 or more. Customers were allowed to pay 25 percent of the money owed or \$250, whichever was less, and repay the remaining balance in equal payments

over the next five months.

"Whenever we have the opportunity to help our customers, it's always the right thing to do," said Jerry Collins Jr., MLGW President and CEO.



## Randolph Donates to Restore Power for Memphis-Area Families



Zach Randolph poses with Erika Black and her two sons at her home.

Recently, Memphis Grizzlies forward Zach Randolph made his first official contribution from the Zach Randolph Community Assistance Fund – a \$20,000 donation to the MIFA Emergency Services Plus-1 program to cover the cost of utility payments for 100 Memphis-area households. Randolph visited two

families to restore power and held a ceremony with representatives from MIFA and MLGW to launch the Zach Randolph Community Assistance Fund. This is the fourth consecutive year Randolph has donated to restore power for Memphis-area families.

"I do this event because I

get a great reaction from the families and it's important to me. There are a lot of ways to give back, and it's something I've been doing since I've been here. I'm very embedded in this community, and I do a lot of stuff in the community, so it's important for me to help in any way I can," he said.

## MLGW Makes Waves to Make a Difference for United Way!

The United Way committee chairs recently presented the check from the 2013- 2014 MLGW United Way campaign for \$633,260.06 to United Way of the Mid-South President Bryce Haugsdahl. "United Way is very important to me personally. It has helped me with my family," said Von Goodloe, Vice President of Human Resources.

"The co-chairs have done tremendous work and they faced some opposition, but those things were moved out of the way to help them reach a goal. I've never worked at a place where people are as giving as they are here. We are richly blessed to be here at MLGW and the amount we give back to the community is immeasurable. I see those works in our community and all the neighborhoods throughout the city. I appreciate all the employees and all their giving." Ashley Campbell, co-chair of the 2013 United Way campaign, says the

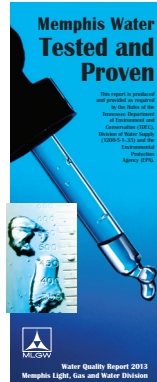
team reached their goal of increasing the funds raised through

additional campaign fundraisers for United Way, "It was a pleasure getting out there and raising money for United Way. I will forever be a contributor to the campaign because of my experiences," Campbell said. "I would like to thank the steering committee for all of their hard work, the key persons, the administration and all the employees who donated."



Holding the check at a recent MLGW Board meeting are left to right, United Way of the Mid-South President Bryce Haugsdahl; Vice President of Human Resources Von Goodloe; 2013 United Way Co-Chairs Kevin Watkins and Ashley Campbell; United Way's Reginald Green; Board of Commissioners Chairman Rick Masson and President and CEO Jerry Collins Jr.





## MLGW's 2013 Water Quality Report Available Online

Do you ever stop and think how fortunate you are to have such awesome drinking water? Many cities are not as lucky as Memphis and Shelby County. Specialists in MLGW's Water laboratory perform numerous tests throughout the year to monitor components of Memphis' water. The 2013 test results reveal our water to be well within the designated limits, and meeting or exceeding all water-quality standards set by the EPA. All community water sys-

tems are required to prepare and distribute an annual water quality report. MLGW is proud to provide excellent drinking water for the citizens of Memphis and Shelby County.

Customers can readily view MLGW's 2013 Water Quality Report in English or Spanish online at [www.mlgw.com/waterquality](http://www.mlgw.com/waterquality), as well as request a paper copy of the report by calling 901-320-3950 or e-mailing [corpcomm@mlgw.org](mailto:corpcomm@mlgw.org).

## MLGW Named in Top Ranking for Social Media

A new national survey of the top 50 utilities in the country published by Northeast Group, LLC has ranked MLGW as one of the top three utilities in the nation for its social media efforts. These utilities on average had 11,000 Twitter followers and responded to customer comments within 28 minutes. MLGW ranked tops along with the Los Angeles Department of Water and Power and Dominion.

The survey also ranked the top utilities in the country for mobile apps in which MLGW ranks in the top three. MLGW's free mobile app, both for iPhone and Android, allows

MLGW customers to access a variety of utility related information, including outage status, conservation tips and a mobile-friendly outage map. San Diego Gas and Electric and Con Edison were also selected in this category.

MLGW has nearly 12,000 Twitter followers, 8,000 Facebook likes, an award-winning blog and website, pages on Pinterest, Youtube and Flickr.



## MLGW Receives AVA Awards

The Communications & Public Relations department at MLGW received a number of AVA Digital Awards from the Association of Marketing and Communication Professionals. The following entries were awarded:

- MLGW.com - Website/Government - Gold Award
- MLGW-LNG Video - Video Production/Informational - Honorable Mention
- VIP - Volunteers in Power, July/August 2013 - Interactive Communication/E-Newsletter - Gold Award
- Smart Meter Townhall Meeting with President

Jerry Collins - Social Media/Twitter - Platinum Award

Smart Talk E-mail newsletter - Interactive Communication/E-mail Campaign - Honorable Mention

The AVA Digital Awards is an international competition that recognizes excellence by creative professionals responsible for the planning, concept, direction, design and production of digital communication. Work ranges from digital engagement campaigns – to audio and video production – to website development – to social media interaction – to mobile marketing.



## MLGW Recognized as Outstanding Employer of the Year by TSPE

The Memphis Chapter of the Tennessee Society of Professional Engineers recently presented MLGW with the Outstanding Employer of the Year award. The award is given to a firm, company or agency that employs engineers and has made outstanding contributions to the advancement and improvement of the engineering profession through its employment policies and practices. The criteria used for consideration of this award includes procedures that promote professional licensure, number of engineers on staff and licensure status, recruitment efforts of women and minority engineers as well as employee involvement in professional organizations and the community.



At a recent MLGW Board of Commissioners meeting with the award are left to right Jit-tapong Malasri, Residential Engineering; Jerry Collins Jr., President and CEO; Philip Lim, Electric Substation Engineering and Operations; and Board of Commissioners Chairman Rick Masson.

## MLGW Sponsors Essay Contest

Recently, MLGW sponsored a Black History Month Essay Contest open to all students at Carver High School, MLGW's adopted school. MLGW representatives judged the essays and chose the top three for 1st, 2nd and 3rd place winners. Awards were presented during the Black History Program at CHS by MLGW executives Nick Newman, Vice President of Construction and Maintenance; Richard Finnie, Employee Development Supervisor; and Von Goodloe, Vice President of Human Resources. The winners were: 1st place, Asiah Myers; 2nd place, Marqueshia Allen; and 3rd place, Christana Thomas.



## Raving Fans: Customer Compliments

### MLGW Heroes Save Man from Burning Home

During a recent MLGW Board meeting, President and CEO Jerry Collins Jr. recognized three employees in the Gas Service Commercial Industrial department for saving a man from a burning home while traveling to a job site. "These gentlemen performed an amazing act of bravery. They were just driving down the street and someone waved them down and asked them to call 911. Instead of just calling, they stepped up to help," said Collins. William Jones with the Division of Fire Services sent a letter of

gratitude explaining the incident:

*"I would like to bring to your attention an exemplary act of bravery by several members of one of your gas crews today. Bin Holland, Dustin Johnson and Keith Dollahite were in the area of East Crestwood in East Memphis the morning of January 23. They came upon a home that was on fire and witnessed a female attempting to try to pull her husband from the fire unsuccessfully. They all climbed a fence, gave assistance and carried the gentleman to safety along with his wife. Their quick actions most certainly saved this gentleman's life and kept his wife from harm as well. I am encouraged to know that all divisions of the city have employees that will step forward when most people would only be concerned with their own safety. I personally gave a word of thanks to these men and wanted to make you aware of their actions, so that this may be passed along to their respective supervisors. If you need any further information, please let me know and thank you for your assistance."*

Sincerely,

William (Shannon) Jones, Division of Fire Services



## MLGW Promotes Gas Safety Awareness

Recently, Memphis Light, Gas and Water Division and Lowe's Home Improvement Stores in Shelby County teamed up to promote natural gas safety awareness.

On MLGW's Natural Gas Safety Awareness Day, the Division's Gas Engineering employees displayed tables at several Lowe's locations to provide information on natural gas safety, which is especially relevant in the springtime. That's the season when many homeowners and contractors engage in digging, excavating, landscaping and gardening, as well as home and business construction projects. Natural gas safety is also very important in light

of recent deadly gas explosions like the one in New York City last month. There was also information available to Lowe's visitors about Tennessee One Call, the national 811 safe digging hotline and the "Call Before You Dig" law.

**There was also information on:**

- Damage prevention awareness
- Leak recognition and response
- Awareness of hazards and prevention measures
- Pipeline purpose and reliability
- One-call requirements for transmission pipelines

