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Community OUTREACH

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

May/June 2016

MLGW making strides in J.D. Power Survey

MLGW's ranking climbed in the latest J.D. Power Customer Satisfaction Survey for residential electric service.

The 2015 index improved to a score of 662 compared to 2008's score of 548. It is the highest annual score MLGW has received in eight years.

"Overall, MLGW's scores are trending in a positive direction, but there's still room for improvement," said MLGW's Director of Analysis, Strategy and Performance, Clifford DeBerry Jr.

About 150 customers answered questions on billing, reliability, price, corporate citizenship, communications and customer service.

With this year's goal of 670, MLGW hopes to increase future rankings by adding the convenience of reporting and checking an outage by text, giving better estimated times of restoration, enhancing pre-recorded phone prompt guides and improving communication efforts.



Regulations create changes to MLGW's pay-by-phone service

Due to regulatory changes by the banking industry, MLGW no longer allows customers making payments over the phone to enter their banking or credit card information during the process of making a payment.

With this new change, customers need to create a phone pay ID/PIN and store banking or credit card information in their online MLGW "My Account" profile before making a payment on the phone.

EASY STEP-BY-STEP DIRECTIONS

What you need:

- Valid email address
- Utility bill with 16-digit account number and My Account access code
- Payment info: Visa, MasterCard or Discover credit/debit card number or a bank routing number found on bottom

part of your check

Now you're ready to start:

- Go to mlgw.com
- Click on My Account in the upper-left hand corner
- Create a six-digit phone pay ID and PIN different from your My Account ID
- Enter your email address & payment information
- Click agree to "My Account Terms & Conditions"
- Call MLGW's automated payment system: 1-866-315-0277

Having problems? Call 544-MLGW (6549) Monday-Friday, 7 a.m. – 7 p.m.



It's back! Plus-1 Jam returns

MLGW Music is making a comeback. After last year's hiatus, Plus-1 Jam will be back on Beale this May. So make plans to join us by the Elvis Statue and enjoy some marvelous music.

MLGW will once again sponsor a stage for Plus-1 Jam on world-famous Beale Street on weekends during the Memphis in May celebration as local bands and more than a few talented MLGW musicians play a little music to raise funds for Plus-1. Please check performance lineups and hours at mlgw.blogspot.com.



Water Quality Report 2015 available online in May

MLGW's annual Water Quality Report will be online in May at mlgw.com/waterquality. The report provides vital facts about the source and quality of your drinking water.

MLGW in the Community

May 3 – Professional Network on Aging (PNA) 2016 Senior Expo, Bellevue Baptist Church, 2000 Appling Road, 9 a.m. - 2 p.m.

March 14 – People of Woodstock Community Association, Friendship United Methodist Church, 6220 Highway 51 N, 6 p.m.

May 7 – Latino Memphis Festival / Festa do Brasil, Overton Park Greensward, 10 a.m. - 4 p.m.

May 12 – Twin Lakes Neighborhood Association, 3773 Old Allen Road, 6:30 p.m.

June 3 – Church Women United, Buntyn Presbyterian Church, 561 S. Prescott, 9:30 a.m.

June 4 – Frayser Branch Library, 3712 Argonne, 10 a.m.

June 11-12 – Sisterhood Showcase, Memphis Convention Center, various times

June 14 – Shelby County Organization of Retired Employees (S.C.O.R.E.), 993 Dovecrest, 10 a.m. - 2 p.m.

June 16 – French Fort Historic Neighborhood Association, Ornamental Metal Museum Library, 6 p.m.

June 17-19 – Annual Juneteenth Urban Music Festival, Robert Church Park, various times

June 21 – Veterans Affairs Medical Center, 1030 Jefferson Ave, 8 a.m. - 4 p.m.

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.



Local small businesses are getting a boost from the smart meter project. Fred Johnson, President, Shelby Packaging and Logistics, holds a smart gas meter. His Arlington-based company is coordinating transport and delivery of the automated meters.

MLGW rolling out one million smart meters

In the coming months, MLGW will begin installing nearly one million electric, gas and water meters on homes. Installations will continue for the next five years.

This is one of the largest modernization projects the utility has ever undertaken. MLGW's meter upgrade program began in 2010 with a pilot, and was expanded to 60,000 meters in 2014.

"Memphis and Shelby County join communities across Tennessee and the nation who are using smart meters and benefiting from efficient utility service delivery, enhanced payment options and increased customer savings," said Jerry Collins Jr., MLGW President and CEO.

The sheer scale of the project requires meters to be installed in phases. When installers are scheduled in an area, customers will receive a 30-day notice outlining the benefits, the process and how to opt-out if they choose.

To learn more about smart meters, visit mlgw.com/smartgrid.



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.

Address all correspondence to:

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

MLGW, Lowe's stores hold Gas Safety Awareness Day

Memphis Light, Gas and Water teamed up recently with Lowe's Home Improvement Stores in Memphis and Shelby County to promote natural gas safety awareness and "Call 811 Before You Dig". The natural gas safety day is part of National Safe Digging Month observed across the country and in Tennessee.

On MLGW's Natural Gas Safety Awareness Day, the Division's Gas Engineering employees and volunteers staffed display tables at several Lowe's locations to provide information and brochures on natural gas safety. This is especially relevant in the springtime because this is when many homeowners and contractors begin spring digging, excavating, landscaping and gardening, as well as home and business construction projects. There was also information available to Lowe's visitors about Tennessee One Call, the national 811 safe digging hotline and the "Call 811

Before You Dig" law.

Additional information provided by employees and volunteers included damage prevention awareness; leak recognition and response; awareness of natural gas hazards and accident/damage prevention measures; pipeline purpose and reliability; and transmission pipeline awareness, rights of way and pipeline markers.

For more information about Tennessee One Call, visit tennessee811.com. More natural gas safety information can be found on MLGW's website at mlgw.com.



Smart Talk: Why apartment managers support smart meters

According to the National Multifamily Housing Council's website, there are 250,553 occupied housing units in the Memphis metro area. Apartment owners and managers are welcoming the switch to smart meters, citing how the upgrade will help protect their tenants and property.

One apartment manager shared why they are looking forward to the new meters being installed at their complex:

"Smart meters would alert MLGW the minute the meter is pulled. If MLGW can notify us [apartment managers/owners] by email that the meter has been tampered with, we [could] look

into the situation quickly. I believe owners and MLGW can work together to stop a very dangerous situation that occurs almost daily at multifamily properties."

Smart meters provide apartment owners and tenants with a real solution to prevent illegal tampering and potential electrocution and fire hazards.



MLGW's Supplier Diversity sets a new record

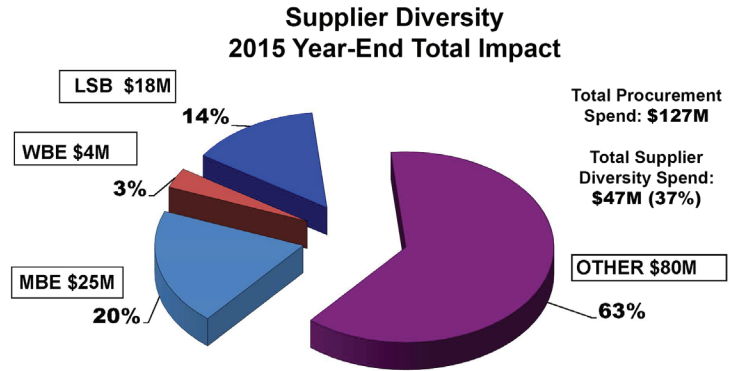
MLGW's Supplier Diversity program reported its highest-ever year-end spending with \$47 million – or 37 percent of the utility's \$127 million spend for procurement – to minority, women and locally-owned small businesses (MWBE/LSBs) in 2015.

This marks a 13-percent increase from 2014, when the program recorded \$33 million – or 24 percent of \$144 million – to MWBE/LSBs.

MLGW procurement spending includes such things as lawn maintenance, information services consulting, utility wires, gas pipes, computer equipment and more. The Supplier Diversity program's spending breaks down to \$18 million to locally-owned small businesses, \$4 million to women-owned business enterprises, and \$25 million to minority-owned business enterprises.

"We are proud of how our Supplier Diversity program is leading the way in the city and continuously doing more business with minority, women and local small companies," said Jerry Collins Jr., president and CEO of MLGW.

Through its Sheltered Market program, MLGW spent \$9.5 million in 2015. This race- and gender-neutral program, designed to expand small businesses, shelters any purchase under \$100,000 by offering three or more certified local small businesses the opportunity to bid on products or services. MLGW hosted its fourth annual Procurement Opportunities Fair recently at the utility's Training Center. For more information about the Supplier Diversity program and how your business can participate, please call 528-4635.



MLGW honors gas crew who helped elderly woman after robbery

The MLGW Board of Commissioners recognized Greg Cox, Taylor Dodson and Philip Crain for coming to the aid of a home robbery victim.

The "bait and rob" men knocked on a woman's door on Dec. 14 and offered to cut down a tree for a price. After she paid one of the men in cash, the victim told police he stole the remaining cash she had tucked inside her housecoat pocket.



From left to right: Philip Crain, Taylor Dodson and Greg Cox.

Staggering from her carport, the 85-year-old woman yelled, "I've been robbed" as the men drove off. The quick-thinking MLGW crew jotted down the tag number and gave police a description of the truck that led to one man's arrest. The crew had just repaired a gas leak at her home. The woman, who asked not to be identified, called Cox, "the hero of my life. I could have been killed for that money."

Natural gas workers honored

Giving our natural gas utility workers a special day was long overdue. 2016 is the first year for Natural Gas Utility Workers' Day, which was recently celebrated on March 18. The American Public Gas Association chose that day because it is the date of the New London, Texas school explosion in 1937, which led to the widespread odorization of natural gas and an increased emphasis on safety.

Safety is a vital aspect to natural gas distribution, and our MLGW gas workers work hard every day to make sure

our customers' supply is safe and dependable. From Engineering to Operations to Distribution, they all deserve a day to be recognized for their hard work and accomplishments. They provide one of our most valuable assets, Memphis and Shelby County's reliable, affordable and safe natural gas service. A big "Thank you!" goes out to MLGW's natural gas workers!



2015 MLGW Art Contest winners announced

Three winners of the 2015 Energy Awareness Month Poster Contest were recognized and rewarded for their entries at a recent MLGW Board of Commissioners meeting.

MLGW's Energy Awareness Month Poster Contest, held each October, is designed to give students throughout Shelby County the opportunity to think and learn about saving energy. The 2015 contest focused on water conservation and each student was asked to depict their very own interpretation of water savings in art form.

Students in grades K-12, attending any school (public, private, charter or home school) in Memphis and Shelby County are eligible to enter. Judging covered three categories: elementary school (grades K – 5), middle school (grades 6 – 8) and high school (grades 9 – 12).

The entries were judged on their ability to clearly and creatively communicate the theme "saving water." Each of the winners, as well as their teacher, received a \$125 gift certificate to the Art Center.

THE WINNERS ARE:

Elementary School Winner

Student: Ethan Brown, 5th Grade
Title of Entry: "Save Water"
School: Peabody Elementary School
Art Teacher: Shelley Momany

Middle School Winner

Student: Rupali Ahir, 7th Grade
Title of Entry: "You Waste It, You Lose it"
School: Snowden Middle School
Art Teacher: Hal Harmon

High School Winner

Student: Shadarious Grandberry, 10th Grade
Title of Entry: "Stop the Waste"
School: Douglass High School
Art Teacher: Wilda Chitman



From left to right: Ethan Brown, Shadarious Grandberry and Rupali Ahir.