

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

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## MLGW wins top ranking for cybersecurity

Once again, *Security Magazine* has recognized MLGW for its industry practices in data leadership and management.

The publication issued its top 500 rankings, and the Division was named among the top 30 in the utility industry. MLGW has won the distinction for the past four years. The Security 500 survey identifies, ranks and reports on the 500 biggest and best security organizations across 17 sectors.



L to R: John Daho, MLGW Data Security Officer; Albert Brooks, MLGW Manager, Information Technology; Lashell Vaughn, MLGW VP/CTO; and Jerry R. Collins Jr., MLGW President and CEO.

## MLGW in the Community

**May 2** – Senior Expo, Agricenter International, 9 a.m. – 2 p.m.

**May 6** – Frayser Community Association, Frayser Community Center, 2907 N. Watkins, 11 a.m. – 3 p.m.

**May 8** – AARP Chapter 2443, 1188 N. Parkway, 1 – 3 p.m.

**May 13** – The Unity Enrichment Center, 7130 E Shelby Dr., 1 – 5 p.m.

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

**June 3** – Parkway Village Library, 4655 Knight Arnold, 11 a.m. – 2 p.m.

**June 3** – A Day of Merrymaking, Overton Park, 10 a.m. – 3 p.m.

**June 5-11** – St. Jude Golf Classic, TPC Southwind, various times

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

**June 15-17** – Juneteenth Urban Music Festival, Beale Street at Robert R. Church Park, various times

**June 17-18** – Sisterhood Showcase, Agricenter International, various times

**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.

Address all correspondence to:

Communications and Public Relations, Memphis Light, Gas and Water Division  
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# Community OUTREACH

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

May/June 2017

## MLGW CEO reports on smart meter progress

In a powerful, no-holds-barred YouTube video, MLGW President and CEO Jerry R. Collins Jr. wasted few words in giving an update on smart meters.

He pointed out the good. “Thousands of dog-loving customers won’t have to leave their gates unlocked anymore and worry about their pets escaping,” he said, along with never having estimated bills, faster utility reconnects and utility theft being averted.

He touched on the bad. In a project this size, he noted mistakes will be made. A water leak might develop a few days after a meter is installed, but workers will rectify the problem quickly.

He explained why some employees have been opposed to smart meters. “Much of the (smart meter) opposition is all about union dues,” Collins said in a posted eight-minute YouTube video. Collins pointed out that cutting 280 positions through attrition – rather than layoffs – will mean big savings for the customers. “It also means substantially fewer MLGW employees will be paying union dues,” he said.

The International Brotherhood of Electrical Workers Local 1288 represents about 1,800 MLGW employees and has strongly opposed smart meters from the start.

He talked about a recent call he received from an insurance agent who told him that a meter reader had advised a homeowner “to opt out of having a smart meter because... smart meters cause fires and homeowners insurance won’t pay for the damage.”

Collins asked, “Why would an MLGW employee tell a customer something that is so untrue? It all gets back to union dues.” Since May 2016, Collins said about 2,500 electric, gas and water smart meters have been installed daily. So far, more than 300,000 have been installed. “We have 700,000 more to go,” he reported.

“There is no logical reason to opt out of having a smart meter,” Collins said. “The fear is being created by those that do not have your best interest at heart,” he concluded.

To see the full video, go to YouTube and search for MLGW’s “Smart-Talk: Smart Meter Update (February 2017).” Or to see other MLGW-produced smart meter videos, go to [mlgw.com/smartgrid](http://mlgw.com/smartgrid).



## Site selection continues for community office

Memphis Light, Gas and Water Division plans to relocate its North Community Office, 2424 Summer Ave, though it will no longer pursue a site on East Parkway, across from Overton Park, as an option.

“We want our customers to be able to transact business with MLGW in an environment that is safe, convenient and that they can be proud of. The relocation of the North

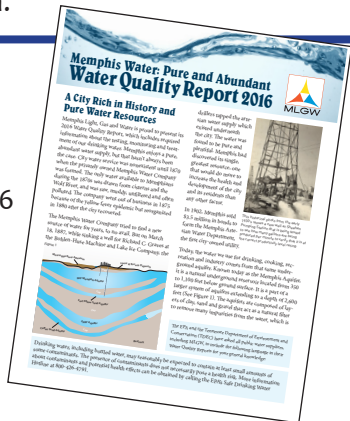
(Summer Ave) Community Office needs to be a win-win for all of our customers,” said Jerry R. Collins Jr., MLGW President and CEO.

“The East Parkway site meets some of the criteria, but it is clearly not a win-win for all of our customers. Therefore, MLGW will continue its search for a community office location that meets all four criteria.”

## MLGW’s 2016 Water Quality Report available online

Do you realize how fortunate we are to have such awesome drinking water in Memphis and Shelby County? Many areas are not as lucky. Specialists in MLGW’s Water Laboratory perform numerous tests throughout the year to monitor the components of Memphis’ water. The 2016 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 systems are required to prepare and distribute an annual water quality report.

Customers can readily view MLGW’s 2016 Water Quality Report online at [mlgw.com/water-quality](http://mlgw.com/water-quality), as well as request a paper copy of the report by calling 320-3950 or e-mailing [comm@mlgw.org](mailto:comm@mlgw.org).





## MLGW offers excess flow valve for your gas service

An excess flow valve – or EFV – is a shut-off device that stops the flow of gas automatically if a service line is broken, for example, by an excavation/digging accident. Stopping the flow significantly reduces the risk of a natu-

ral gas fire, explosion, personal injury and/or property damage. Customers may request installation of an EFV on their property as a safety measure. For more information about EFVs and installation costs, go to [mlgw.com/efv](http://mlgw.com/efv).

Don't forget. Remember to always call 811 before any digging project. It's free, and it's the law.



## MLGW buys water filters for homes with lead service lines

MLGW is taking extra precautions as work crews begin switching out lead water service lines. Just recently, Nick Newman, MLGW Vice President of Construction and Maintenance, showed the MLGW Board of Commissioners a water filter pitcher that will be given to homeowners when their lead service water lines are disturbed. Most homes are within the Parkways of Memphis.

After crews make the service line replacement, homeowners will use a water filter pitcher during the three months following the installation. "This will help them get over the hump" Newman said for any potential

uptick in lead levels in their water lines.

Water experts believe a temporary rise in lead levels may occur within three months following a service line replacement. In addition, MLGW uses a corrosion control that inhibits lead levels in the water.

MLGW hired three water crews to work with existing staff in a goal of changing out 2,000 lead services lines this year. As MLGW staff inspects the service database, Newman said contractors have verified 2,000 lead service lines. Of those, 600 are also on the customer's side. He expects the total number of lead lines to reach about 25,000.



## Raving fans: Customer grateful for smart meters

In a recent "Letter to the Editor" in *The Commercial Appeal* newspaper, Linda Hawkins of Memphis wrote to say she's happy about the new smart meter on her house.

The letter said in part, "We looked forward to having a way to manage our utility usage... We wonder how lucky we are that there was not a fire with the old meter, and we're sure glad they are installing the new smart meters!" MLGW technicians repaired her existing meter socket at no charge after she initially experienced problems.

## The results are in!

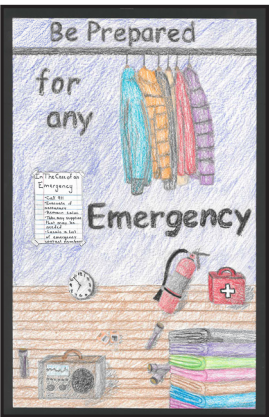
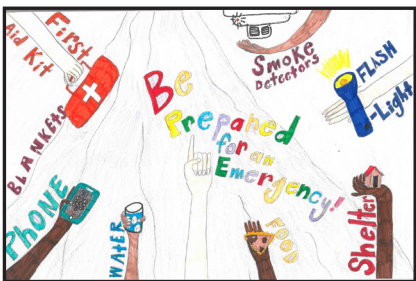
The judges have spoken and named the winners of MLGW's 2016 Art Contest. The contest's theme for the year was Emergency Preparedness, and there were three categories for the participating schools in all of Shelby County.

**The winning art for the Kindergarten - 5th Grade category** was "Prepare" by Ellsie Day, Harding Academy School, teacher Bridget Cornelius.

**The winning art for the 6th - 8th Grade category** was "Be prepared for any emergency" by Maggie Dearnore, Snowden Middle School, teacher Hal Harmon.

**The winning art for the 9th - 12th Grade category** was "Are you ready" by Karla Sanchez, Douglass High School, teacher Tameka Townes.

Framed pictures and awards were officially presented to students and teachers at a recent MLGW Board Meeting.



## MLGW spends \$76 million with minority, women and local companies

Memphis Light Gas and Water's Supplier Diversity program reported its highest year-end spending in the 20-year history of the program with roughly \$76.4 million – or 33 percent of the utility's \$234 million spend for procurement – to minority, women and locally-owned small businesses (MWBE/LSBs) in 2016.

This marks a \$29 million increase from 2015 when the program recorded \$47 million – or 37 percent of \$127 million – to MWBE/LSBs.

The utility connected with businesses during its fifth annual Proactive Procurement Conference held at MLGW's Joyce M. Blackmon Training Center, 4949 Raleigh LaGrange Rd. Business owners had an opportunity to meet one-on-one with MLGW project managers, end-users and procurement professionals to preview MLGW's 2017 contracting and purchasing needs.

MLGW procurement spending includes the purchasing of goods and supplies, contracts and services outside the company. Those services include such things as construction, lawn maintenance and information services consulting to products ranging from utility wires, gas pipes and computer equipment. The Supplier Diversity program's spending breaks down to nearly \$22.8 million to locally-owned small businesses, \$10.9 million to women-owned business enterprises and \$42.6 million to minority-owned business enterprises.

"Each year our Supplier Diversity representatives reach out to minority, women and local small companies to

determine areas where we can do more business with them," said Jerry Collins Jr., president and CEO of MLGW. "This is our 20th year of the program and the way we continue to increase our spending each year with MWBE/LSBs reflects our diversity as a company, speaks to our determination to enhance businesses and it has a direct economic impact on the city of Memphis and Shelby County."

In 2014, MLGW began the Sheltered Market program designed to expand small businesses. This race and gender neutral program shelters any purchase under \$100,000 by offering three or more certified local small businesses the opportunity to bid on products or services. A portion of the total spend for the year, the Sheltered Market program also increased an additional \$1 million from the year prior to \$10.6 million in 2016 and continues to provide growth for local businesses.

### MLGW is looking for the following goods and services:

Building Construction Contractors; HVAC Contractors; Electrical Contractors; Engineering Services; Training and Development Consultants; Concrete and Asphalt Contractors; Pest Control and Termite Service Providers; Computer Hardware/Software Service Providers; Business Service Consultants; Temporary Employment Providers; and Information Services Consulting.

For more information about MLGW's Supplier Diversity and Sheltered Market programs, visit [mlgw.com/supplierdiversity](http://mlgw.com/supplierdiversity).

## Share the Pennies program expanding to help more in our community



The MLGW Board of Commissioners approved changes to the Share the Pennies program from an opt-in to an opt-out program. Customers

enrolled in Share the Pennies donate less than a dollar a month to help low income homeowners make weatherization improvements, which reduce wasted energy and normalize utility costs.

The change for the bill round-up program will take effect Jan. 1, 2018.

The change means customers will be enrolled automatically. Starting in July, customers can opt out of the program – but not until then. Opt out methods will be explained through the Customer Connection bill insert and at [mlgw.com/sharethepennies](http://mlgw.com/sharethepennies).

If your utility bill is \$74.63, MLGW would round it up to \$75, and the 37 cents goes toward home weatherization.

Collectively, that small amount can add up to big changes in our community. If you would like to enroll early to begin helping now or have questions, visit our webpage or contact [sharethepennies@mlgw.org](mailto:sharethepennies@mlgw.org).

The program change is similar to other programs throughout the country. Locally, the MLGW Neighborhood Advisory Council – led by MLGW customers – along with Just Energy Memphis (NAACP, Southern Alliance for Clean Energy and the Sierra Club) and Memphis City Councilwoman Patrice Robinson, worked together to find ways to help those most in need in our community.

To increase the amount of good MLGW can do, they suggested making Share the Pennies an opt-out program instead of opt-in.



This year's MLGW's Neighborhood Leaders Conference will take place Friday, August 11 at MLGW's Joyce M. Blackmon Training Center.