

Community OUTREACH

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

November/December 2013

Smart Meters Approved by Memphis City Council

The Memphis City Council recently approved the \$10.1 million budget expenditure for 60,000 smart meters from Elster Solutions.

The smart meters—electric, gas and water—will be installed at 24,000 homes. The installation will take place in late 2013 or early 2014. Eighty percent of the homes are located in Memphis; 20 percent are elsewhere in Shelby County. The selected areas have existing MLGW telecommunications assets and will allow MLGW to cut four to six meter reading routes out of 21 billing cycles. Selected homeowners were notified by letter earlier this year. In these areas,

customers can opt out of receiving the smart meter if they do not wish to receive one by calling (901) 544-MLGW(6549). There will be no fee for those opting out.

Customers who do not live in the selected neighborhoods do not need to opt out at this time, as their current meters will remain unchanged.

Smart meters are simply digital meters that can communicate remotely, opening up an array of choices for customers and the utility. Advantages include automatic outage notification, automatic meter tampering notification, lower connection and reconnection fees, no

bill estimations, and much more extensive information about energy usage, which allows customers to make adjustments to lower bills.

This smart meter expansion is expected to conclude in mid-2014. Upon completion, MLGW will have 61,000 smart meters out of its 1.1 million meters system-wide. Currently, there are 1,000 smart meters in use from a three-year Smart Grid Demonstration pilot, which began in 2010. MLGW's goal is to fully implement smart meters by 2020.



MLGW in the Community

Community outreach and volunteer programs are always a part of MLGW's schedule. Some of the upcoming events that MLGW will be participating in include the following:

Nov. 7 – Medtronic Logistics Employee Health Fair, 4340 Swinnea Rd., 10:30 a.m. - 3 p.m.

Nov. 7 – 18th Annual Germantown Senior Expo, Germantown Athletic Club, 1801 Exeter Rd., 9 a.m. - 3 p.m.

Nov. 8 – MLGW Business of Service Conference, 4949 Raleigh-LaGrange, 9 a.m. - 2:30 p.m.

Nov. 14-15 – Memphis Area Geographic Information Council (MAGIC) Conference, BRIDGES, 477 North 5th St., various times

Nov. 22-24 – Plus-I Sabbath Campaign, various locations

What Number Should Customers Call?

The list below has the appropriate number for frequent customer requests:

- (901) 544-6549: Reconnect service, billing and account information, payments, payment arrangements and payment locations
- (901) 820-7878: Start/stop and transfer utility service, trouble and problems, pilot safety inspections and street outages
- (901) 528-4465: Emergency - potential personal hazard and/or property damage (equal to a 911 emergency)
- (901) 544-6500: Reporting and inquiring about electrical outages.



Interact with MLGW via: Twitter, Blogspot, Facebook and YouTube



Just visit 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.

Address all correspondence to:

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

Conference for Service Leaders Scheduled

The annual MLGW Business of Service Conference is scheduled for Friday, November 8, 2013 from 8:30 a.m. – 2:30 p.m., and will be held at the MLGW Joyce M. Blackmon Training Center (4949 Raleigh-LaGrange at Covington Pike). This year's theme conference theme is "Preparing for the Future".

Attendees will have the opportunity to take advantage of health screenings courtesy of Saint Francis Hospital – Bartlett. In addition to the screenings, below is a description of some of the featured workshops:

Understanding Dementia and Alzheimer's: Alzheimer's disease is the sixth leading cause of death in the United States and more than 5 million Americans are living with the disease. Hear the Alzheimer's warning signs and symptoms along with the resources to aid families dealing with Alzheimer's and participate in dementia-sensitivity activities where participants will experience firsthand, through a symptom-simulated process, what someone with dementia experiences.

CPR for Family and Friends: This session will teach participants how to perform CPR (Cardiopulmonary Resuscitation) on adults, children or infants and is designed for family members, friends and members of the general community who want to learn CPR but do not need a course completion card.

Social Enterprising—A Fundraising Strategy:

In today's tough economy, maintaining the funding for a non-

profit can be even tougher. To deal with this some nonprofits have started a for-profit business that helps to accomplish the mission of the nonprofit while supporting it financially. In this session participants will get the information to decide if social enterprising is a strategy to add to their organization's fundraising plan.

The conference is an annual event hosted by MLGW for service organizations aimed at providing this key stakeholder group the opportunity to network, acquire new skills and get updates on MLGW activities. Registration is \$10 and includes workshop materials, continental breakfast and buffet lunch. For more information, call MLGW Community Relations at 528-4820.



Solar Powers Middle School Engineering

In partnership with the Chickasaw Council Boy Scouts of America and Girls Scouts Heart of the South, MLGW hosted the “A-Blazing Race.” Held at the Beale Street Parking Garage Roof Top, the event promoted MLGW’s interest in solar energy and introduced children to different engineering-related professions.

Each participant team started with an MLGW model solar car kit, containing a solar panel and motor to try to put together a winning car. Although troops were encouraged to work on the design of the car, each team could only consist of four scouts, all in grades six through eight.



Taking first place in the “A-Blazing Race” speed category was Cadette Girl Scout Troop #10103. The team built the fastest solar-powered car in the contest.

Celebrate the Plus-1 Sabbath!

More and more the faith communities in Memphis and Shelby County are learning the powerful possibilities of joining together to help our neighbors. In this spirit, we invite you and your congregation to participate in an unprecedented celebration of the power of working together, MIFA’s Plus-1 Sabbath.

Through our Plus-1 partnership with MIFA, customers can help families in crisis keep their utilities on by adding \$1 or more to their monthly utility bills. MLGW retains none of these funds, all of which are used by MIFA to assist our Plus-1 clients. Currently more than 11,000 customers support Plus-1, which allowed MIFA to help more than 1,200 families last year. But the need is enormous, and with your help we could do so much more.

During the weekend of November 22-24, 2013, we are asking Memphis and Shelby County faith communities to promote Plus-1 in concert with each other so we can help more families in need. If every MLGW customer gave \$1 a month to Plus-1, we could help more than 20,000 families. Emergencies can happen to any family, and Plus-1 can help the initial

PLUS-1
SABBATH

NOVEMBER 22-24

AN INTER-FAITH FUNDRAISING EVENT

Faith communities host Plus-1 campaigns in their congregations to help families keep their utilities on in times of great need.

job loss, serious illness, or other disaster from proliferating into more.

Here’s what we are asking congregations to do:

- Promote the Plus-1 Sabbath in your print or electronic communications well in advance of the date;
- In your services during November 22-24, ask members of your congregation for their support; and/or
- Make Mission or Outreach volunteers available at a Plus-1 station to pass out sign-up cards and answer questions. MIFA and MLGW will supply sign-up cards and marketing material.

To help with the Plus-1 Sabbath, please sign up online at www.mifa.org/plus-1sabbath or by contacting Linda Marks at MIFA at (901) 527-0208 ext. 218 or lmarks@mifa.org.



RACE TO CARE
MLGW 5K RUN/WALK

Second Annual Race to CARE

Join MLGW and MIFA for the second annual Race to CARE 5K Run/Walk on Saturday, Nov. 16, 9 a.m. at Shelby Farms Park Chickasaw Trail. Race to CARE benefits Project CARE which raises funds to assist elderly and disabled homeowners in Memphis and Shelby County with energy efficiency and conservation repairs. In addition to home repairs, customers will receive educational assistance on how to use energy more wisely to lower their consumption and reduce their monthly utility bill.

All race participants will receive a

T-shirt and a complimentary energy conservation kit from Tennessee Valley Authority valued at \$50. In 2012, participants helped the inaugural Race to CARE raise \$72,000 for Project CARE. More than 1,400 MLGW employees donated to Project CARE and more than 200 people participated in the race, making it a big success. We want to make this year even better! Sign-up your friends and family for a fun-filled event for a great cause! All donations to MIFA for the Race to CARE are tax deductible. Register at www.mlgw.com/racetocare.

MLGW Partnership Benefits Customers

MLGW and the State Health Insurance Program (SHIP) are working together to help qualifying Medicare consumers get the assistance they need to make their prescription medications more affordable. If you are on Medicare Part D, have an income below \$1,436 (single)/\$1,938 (couple) – resource limits do apply, and you feel that your medication costs are too high, contact

SHIP by phone at 222-4111. Applications will be completed at that time so there's no need to come into the office.



Receiving extra help can lower the cost of prescription medication to a maximum of \$6.50 for brand name medication, and generic medications will be even lower.

Open enrollment for Medicare Part D is Oct. 15 – Dec. 7. Call 222-4111 for dates/locations for enrollment events. SHIP provides free, unbiased counseling for the Medicare consumer.

New Backflow Test Notification

To protect the quality and safety of the drinking water supply of our customers with irrigation systems, such as a lawn sprinkler system, the State of Tennessee requires a reduced pressure backflow prevention device be installed on any irrigation system and be tested annually. MLGW has a new process for notifying residential customers that it is time to have their backflow devices tested. Notifications are now in the form of postcards rather than a letter mailed in an envelope. The postcards are also color-coded to denote how much time the customer has before the backflow test is due. The first notification is a white card, the second notification is blue, and the third and final notification is a pink card. Customers with irrigation systems must comply with the testing requirements in order to avoid water service interruption. Call the Cross Connection department at 528-7757 for more information.



Got Gas? Be Safe!

When cold weather arrives, home heating and natural gas safety become very important. Natural gas is safe and efficient when used correctly.

Natural gas flames should burn steady and blue.

Yellow-orange tipped, dancing, “hissing” or shapeless flames are signs of incomplete combustion on your gas stove, furnace or water heater. Call a qualified appliance repairman.

Carbon monoxide (CO), caused by incomplete combustion, is odorless and

causes nausea, headaches, dizziness and fatigue. If you suspect exposure, seek medical help immediately. Have natural gas appliances inspected and serviced annually, and make sure they are properly vented.

Never heat your home with a gas stove; that’s a fire and carbon monoxide hazard.

If you smell a gas leak:

Evacuate the area immediately.

Do not smoke, or use anything that produces an open flame or spark.

Do not operate electrical or battery-powered equipment, light switches, flashlights or any phones. A spark could cause an explosion.

Call MLGW’s emergency-only line, 528-4465, from a phone away from the building or leak area. Don’t return until MLGW says it’s okay.

If you smell gas outdoors or suspect a pipeline leak, call 528-4465.



Raving Fans: Customer Compliments

“On Tuesday, my wife and I had a blowout on the Interstate. We got to a parking lot and asked MLGW employees if they knew where the nearest tire store was. They looked at my blown out tire and started helping my wife and me change the tire. I am not as strong as I used to be. We wanted to thank the men for their assistance. It only took them a few minutes. You hear a lot of complaints. This is a thank you. They represented your company very well. Super nice guys. Thank you.”

Ron Lumsden
Henderson, TN