

## Be aware of the silent killer!

Carbon monoxide is often called the "silent killer" for good reason. This colorless, odorless and tasteless gas is extremely dangerous and even deadly.

You are probably more aware of the potential for carbon monoxide poisoning in the winter when gas heaters are in frequent use, but it can happen whenever natural gas is not being burned properly or an appliance is not vented as it should be.

Carbon monoxide poisoning is especially dangerous because its victims often don't recognize the symptoms until it's too late. Headaches, fatigue, dizziness,

nausea, vomiting and the inability to think clearly are all tell-tale signs of carbon monoxide poisoning. If you suspect carbon monoxide poisoning, seek medical assistance immediately and move the victim, if possible, to a well-ventilated area, then call Memphis Light, Gas and Water's 24-hour emergency number, 528-4465.

To prevent carbon monoxide poisoning in your home, make sure that all natural gas appliances, such as your water heater, furnace and space heaters, are vented outside. Keep chimneys



and flues clear of all debris, and use gas space heaters only according to manufacturers' instructions. We also recommend that you have your gas appliances inspected annually by a licensed professional.

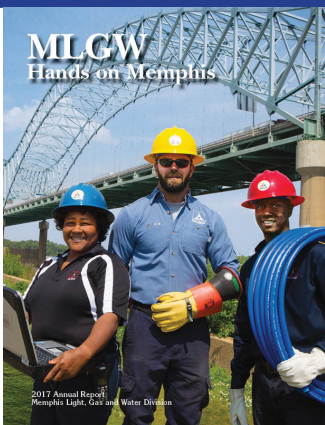
## Employees take honors in APEX awards

The national winners for the Awards for Publication Excellence (APEX) 2019 were announced and MLGW employees took top honors. Lela Garlington, Corporate Communications, and Brian O'Donnell (contractor) won a **Grand Award** for "Testing Your Water for Lead." See apexawards.com for more information on the Awards for Publication Excellence.

**MLGW employees also received three Awards of Excellence:**

- **Writing – Writing Series:** "Eye in the Sky" (Lela Garlington)

- **Annual Reports – 1-2 person-produced:** "MLGW: Hands on Memphis" (Karen Caldwell and Lela Garlington, Corporate Communications)
- **Annual Reports – Print:** "Corporate Communications 2017 Annual Report" (Rhonda Langston, former employee).



## Employee Commendations

Derlon Brown, William Ward, Kyle Newman, Anthony Nicholson and Ryan Boykin, all Electric Distribution-North Service Center employees, received appreciation from a customer in Bartlett for quickly restoring power after a utility pole fell. The crew worked to replace the pole, ensuring that the customer's electricity was restored on the same day. The customer said the job was done, "professionally and quickly," when he made the call to compliment the men.



"When a man with a flashlight is walking around my backyard at 2 a.m., normally I'd call the police. Today, I went out my back door with my flashlight and almost hugged him. Thanks MLGW for working around the clock to get our power restored!"

—Lisa MC Busby

## 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:

- Nov. 2** – Spirit & Truth Outreach Ministries, 10 a.m. to 2 p.m., 4973 Elvis Presley Blvd.
- Nov. 21** – Your Power, Your Voice, 6 - 7:30 p.m., Southwest Community College, 1234 Finley Rd.
- Dec. 21** – Memphis National Society of Black Engineers Jr. Academy, 10:30 a.m., University of Memphis - Engineering Technology Bldg., 3796 Norriswood Ave.

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

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

Nov/Dec 2019

## Community Outreach is now only available electronically

Community Outreach is now only available online or by email. You can visit [mlgw.com/communityoutreach](http://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](mailto:commrelations@mlgw.org).

## MLGW and Siemens workshop at PSAT meetings

Early this year, MLGW released a Request for Proposal (RFP) for an Integrated Resource Plan (IRP) to accurately determine the most viable options should the utility elect to procure electricity from sources other than TVA. The IRP process is an industry standard approach for utilities to assess optimal resources needed for the long-term electricity supply to meet the needs of their customers. With this purpose in mind, MLGW created a Power Supply Advisory Team (PSAT), whose roles and responsibilities are to provide input into MLGW's Integrated Resource Plan (IRP) process. The PSAT has been meeting regularly since April 2019.

Recently, the PSAT, Siemens Industry Incorporated and representatives from MLGW met at First Baptist Church Broad. The newly-hired advisory consultant Siemens presented several options and concerns, and the team held breakout sessions to discuss specifics and ideas.

MLGW selected Siemens as the consultant for the Division's Integrated Resource Plan (IRP). Following a rigorous bidding and evaluation process and receiving MLGW Board approval, the Memphis City Council unanimously approved the selection. Siemens is a global powerhouse focusing on the areas of electrification, automation and digitalization.

### The MLGW Power Supply Advisory Team (PSAT) members:

- George Barnes, Community Advisory Council, MLGW
- Harold Byrd, Chairman, Shelby County Chamber of Commerce Alliance and President, Bank of Bartlett
- Mark Halperin, Executive Vice President, Boyle Investment Co.
- Sally Heinz, President and CEO, MIFA
- Jenn Hunsperger, Associate Director, Energy Praxair
- Eddie S. Jones Jr., Commissioner, Shelby County Commission
- Martavius Jones, Councilman, Memphis City Council
- Richard Kelley, Vice President, Corporate Facilities Methodist Le Bonheur Healthcare



Madelyn Lukens, MLGW Performance Engineering, assists with a PSAT breakout session.

- Dwain Kicklighter, ex-officio board member, MLGW Board of Commissioners
- Dennis Lynch, Executive Director, Sierra Club
- Doug McGowen, COO, City of Memphis
- Bo Mills, Director, City of Germantown Public Works
- Mike Pohlman, CEO and President, Pickering Firm, MLGW Board Member
- Randy Richardson, Executive Director, Memphis & Shelby County Port Commission
- Bobby White, Chief Public Policy Officer, Greater Memphis Chamber
- Gina Stewart, President, NAACP Memphis Branch
- Josh Tulino, Vice President and General Manager, Valero Energy Corp
- Jim West, Vice President and Chief Customer Officer, MLGW
- Linda Williams, Neighborhood Advisory Council, MLGW
- Linda Williams, President and CEO, Rise
- Sandra Upchurch, Manager, Energy Justice, Southern Alliance for Clean Energy
- J.T. Young, President and CEO, MLGW

For more information about the IRP process and the PSAT, visit [mlgw.com/powersupplyinfo](http://mlgw.com/powersupplyinfo).



Community Outreach is produced by MLGW's Corporate Communications department. If you have any questions, concerns or suggestions about Community Outreach, please feel free to call (901) 528-4820 or (901) 528-4557.

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



## MLGW's 2019 Poster Art Contest announced!

It's that time of year again for MLGW's Poster Art Contest so students in Shelby County must grab their paints, brushes, colored pencils and crayons and get busy! This year's theme is the protection of the aquifer – Memphis' Water Source – for future generations. So help MLGW create the new superhero, Water Mane! Both students and their teachers can win a \$125 prize! The contest is open to all K-12 students attending school within Shelby County. For contest rules and an entry form, visit [mlgw.com/artcontest](http://mlgw.com/artcontest). The submission deadline is Friday, November 22, 2019. For more information call 528-4820, Monday to Friday, 8 a.m. to 4:30 p.m.



### Gift of Comfort

Give a special gift this holiday season, the gift of utilities. You can make a payment on someone's utility bill by going to [mlgw.com](http://mlgw.com), click on Residential and Assistance Programs and look for Gift of Comfort, or visit any MLGW Community Office. Show your care, give a Gift of Comfort this season.

## Tips for winter energy savings

It's that time of year when the leaves fall, the wind gets colder and winter is right around the corner. That means heating bills, which can average 40 percent or more of your annual utility costs. Use the following energy-saving advice to help reduce your winter utility bills. These free or low-cost steps not only save you money, they also conserve precious energy:

- Set thermostat at 68° or lower when you're home. Every degree below 68° saves four percent on your heating bills.
- Wear layered clothing and thick socks to keep warm, and set your thermostat lower.

- At bedtime, lower thermostat even more and add extra blankets.
- Close garage doors; cover foundation vents; close off vents and doors to seldom-used rooms.
- Use a programmable thermostat and/or lower or turn off thermostat when gone for four hours or more.
- Keep curtains and blinds closed at night and on cloudy days; open curtains on sunny days for warmth.



- Make sure central heating air filters are clean or replaced regularly.
- Place rolled-up towels inside and against bottom of exterior doors and window sills to block wintry drafts.

- Adjust your water heater temperature to 120° or "warm" – it still provides hot water.

Greater energy savings can be realized if you weatherize your home by adding insulation, caulking cracks and gaps, weather stripping, installing storm windows and many other improvements. You can find more weatherization and conservation tips at [mlgw.com](http://mlgw.com).

Enter the 2019 MLGW "Water Mane Character" Art Contest

Grab your paints, brushes, colored pencils and crayons, and create MLGW's new Superhero Water Mane!

Illustrate ways to protect the aquifer – Memphis Water Source – for future generations!

**Win a \$125 prize!**  
Open to all K-12 students

ALL K-12 students attending school or being home-schooled within Shelby County are eligible to participate. For contest rules and entry form visit [mlgw.com/artcontest](http://mlgw.com/artcontest).

Submission deadline: Friday, November 22, 2019.  
Information: 901-528-4820 (Monday-Friday).

 MLGW  
SERVING YOU IS WHAT WE DO

## Reminder: Call for your Pilot Safety Inspection

To ensure gas appliance safety, MLGW offers pilot light safety inspections. Appointments scheduled up until December 31 will incur a \$55 fee, which covers up to three gas heating appliances. Each additional appliance will cost an extra \$16 fee. The service is free to physically challenged customers and seniors (60 years and older). To schedule an appointment, customers can call 544-6549 to choose a convenient date and time. MLGW's Interactive Voice Response (IVR) system can also be used to schedule appointments with the customer's 16-digit account number or telephone number.



## Winter safety tips

Winter is almost upon us. As you prepare for cold weather, home-heating, appliance and natural gas safety become very important. Here are some safety tips:

**Natural Gas Safety** – Natural gas is a safe, efficient energy form when used properly. A correct natural gas flame burns steady and blue.

- Flames with yellow-orange tips, dancing flames, flames producing a hissing noise and flames without a defined shape are signs of incomplete combustion.
- Get a qualified repairman to fix the appliance.
- Never use your stove to help heat your home. It can be a fire and carbon monoxide hazard.

**Natural Gas Leaks** – Don't go BOOM! Natural gas is treated with mercaptan to give it a distinct smell like rotten eggs, so that leaks can be easily detected. If you smell a gas leak:

- Open windows and evacuate building immediately.
- Do not smoke, or use anything that produces an open flame or spark.
- Do not operate equipment powered by batteries or



electricity, including light switches, flashlights, or cell or landline phones. The slightest spark could cause an explosion.

- Call MLGW's emergency line (528-4465 – emergencies only) from a phone located away from the building, then stay out until MLGW has deemed it safe to return.

**Space Heater Safety** – Portable heaters are responsible for more than 4,000 fires in U.S. homes each year and 40 percent of heating-related deaths. Please use them safely!



- Do not place your space heater near flammable items like drapes, clothes, furniture, bedding or paper – they are a dangerous fire hazard!
- Do not use space heaters overnight when everyone is asleep.
- Never touch an electric portable heater if the floor or any part of your body is wet.
- Make sure your space heater has no frayed wires. Do not plug space heaters into outlets or extension cords with several other items.

## Budget Billing

Would you like to know what your utility costs will be each month, even before you receive your bill? You can – with Budget Billing, a Memphis Light, Gas and Water program that allows you to pay the same amount each month. Budget Billing does not reduce your overall energy expense. It simply lets you spread out your annual energy expense over a 12-month period and lets you know ahead of time what your monthly payment will be. So you'll be

able to manage your household budget a whole lot easier.

How it works:

- When you enroll in the program, MLGW analyzes your previous year's total usage, adjusts for rate changes and weather conditions, and divides the total into twelve monthly installments.



- You pay this installment each month until the following March, when the Budget Billing installment for the next twelve months is determined.
- Your MLGW account will be monitored monthly. If your home's actual utility costs are consistently lower or higher than your Budget Billing installment, your installment will be adjusted.

## 2019 Operation Feed campaign at MLGW exceeds goals

MLGW surpassed its goal of \$30,000 and employees raised \$43,149.07 for the 2019 Operation Feed campaign to support the Mid-South Food Bank. MLGW's Operation Feed campaign executive sponsor Cliff DeBerry, Design, Construction & Delivery, honored departments' key people for the campaign at a finale meeting, and was presented the "First Place in Points

Per Capita" plaque for companies with 1,000 to 4,999 employees at a recent MLGW Board of Commissioners meeting.



Sharika Hollingsworth, Cliff DeBerry and Liz Williams.