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Community OUTREACH

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

November/December 2017

Advisory appointments made to MLGW Board

Memphis Mayor Jim Strickland recently named two suburban ex officio advisory members to MLGW's Board of Commissioners. Both the Memphis City Council and the MLGW board approved the resolution creating the new appointments. With input from all six Shelby County suburban mayors, Strickland appointed Kevin Young of Germantown and Dwain Kicklighter of Bartlett.

Each will serve a three-year term as

an advisory, non-voting member. The board generally meets on the first and third Wednesdays of each month.

Young is a former operations and sales manager in the freight industry. He currently serves as chairman of the Germantown Parks and Recreation Commission. Now retired, Kicklighter has worked as Bartlett's water administration manager for the past six years and spent 30 years at MLGW as an accounting supervisor.



Dwain Kicklighter



Kevin Young

Carson named as one of *Memphis Business Journal's* "Super Women"

She may not wear a red cape, but she often carries her



Gale Jones Carson

powerful iPad or selfie stick, capturing newsworthy events at MLGW and within the community. Gale Jones Carson, MLGW's director of Corporate Communications, was recently named as one of 25 Super Women in Business for 2017 by the *Memphis Business Journal*.

The weekly tabloid presents this award

annually for deserving women for outstanding work in their profession and within the community.

A veteran in public relations, Carson rejoined MLGW in January 2007 after working as executive assistant and chief spokesperson for the City of Memphis mayor for almost seven years. Prior to working for the mayor, she spent 16 years in corporate communications at FedEx. Early in her career, Carson worked in public relations for more than six years at MLGW prior to joining FedEx.

2017 Operation Feed campaign exceeds goals

MLGW surpassed its goal of \$30,000 and employees raised \$37,388.51 for the 2017 Operation Feed campaign to support the Mid-South Food Bank.

MLGW's Operation Feed campaign chairman Cliff DeBerry, Analysis Strategy and Performance, 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 Board of Commissioners meeting.



Pictured left to right: Operation Feed Campaign Chairman Cliff DeBerry (Anal., Strat. and Perf.), co-chairmen Sharika Hollingsworth (Treas. Mgmt. Mgr's Ofc.) and Liz Williams (Data Anal. and Software Integ.) and Food Bank CEO Estella Mayhue-Greer.

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 – Germantown Senior Expo at the Germantown Performing Arts Center, 1801 Exeter Rd., 9 a.m. – 2 p.m.

Nov. 9 – Green Families at Magnolia Elementary, 2061 Livewell Cir., 4:30-6:30 p.m.

Nov. 11 – Memphis Police Department, 3201 Austin Peay Hwy., 8-11:30 a.m.

Nov. 16 – Green Families at Kate Bond Middle School, 2737 Kate Bond Road

Nov. 16-17 – MAGIC Conference, 7777 Walnut Grove Rd., 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.

MLGW preserves "I AM A MAN" home

MLGW revealed the newly preserved home of sanitation strike strategist Joe C. Warren during an Aug. 9 press conference. The Division recently acquired Warren's home, located on the corner of Meagher and Dunkley streets, as a part of its North Service Center expansion.

Warren's home served as a crucial meeting place for sanitation workers who participated in the 1968 sanitation strike. Additionally, Warren's home is recognized as the place where Warren coined the term, "I Am A Man."

The sentence boldly printed on protest signs became a compelling image and theme of the Civil Rights Movement. In honor of Warren, Dunkley has been given the honorary street name of Joe C. Warren Boulevard, and MLGW will petition for a historical marker to be placed at the home. MLGW President and CEO Jerry Collins Jr. humbly explained, "MLGW will preserve and maintain Mr. Warren's home, and we are extremely pleased that this historic site will serve as a gateway to our expanding

North Service Center." MLGW is partnering with the National Civil Rights Museum to further restore the home's interior.

In addition to paying tribute to Warren, Collins also recognized five former sanitation workers, who also participated in the 1968 Sanitation Strike, for their many years of service and commitment to the City of Memphis Sanitation Department. In attendance were former sanitation workers Ozell Ueal, Baxter Leach, H.B. Crockett, Russell Walton and Alvin Turner. As former Public Works director for the City of Memphis, Collins said, "I am truly honored and proud to have worked with such an amazing group of men."



Baxter Leach speaks at the dedication of the Warren home where Joe C. Warren coined the "I AM A MAN" slogan for the sanitation strike of 1968.



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.

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Hitting the half-million mark with smart meters


As of mid-August, MLGW contractors had installed 522,812 residential meters. The \$240 million smart meter project remains on track, under budget and likely will wrap up ahead of its 2020 deadline.

About four percent of MLGW's customers have opted out. However, 300 customers who originally opted out have opted back in. So far, there have been more than 70,000 electric service reconnect orders that have been worked remotely (rather than "rolling a truck out"). The remote reconnect

tion has saved customers nearly \$1 million. All residential electric meters were expected to be finished by October. Gas and water residential connections will be finished by December 2018. As

of Aug. 14, the installation residential breakdown is:

- 329,562 electric
- 108,501 gas
- 93,410 water




Goodbye estimated utility bills!

Smart meters take guesswork out of utility usage.

mlgw.com/SMARTmeter

Now you control your utilities



MLGW and TVA host robotics showcase for area students

Over 130 students from Shelby County and surrounding areas recently displayed their robotic constructions during a robotic showcase at MLGW's Administration Building.

The event was sponsored by MLGW's Junior Engineer/Professional Engineer (JEPE) program and TVA, which are partnering to promote STEM (Science, Technology, Engineering and Mathematics) education and involvement among the next generation of public power professionals.

Participating teams unleashed their creations to walk, crawl, carry loads or throw objects around the MLGW building lobby. Students and their teachers and sponsors were available to answer questions about their contraptions.

After the exhibition, students attended a lunch and a "Girl Power" networking event. Women in the engineering field talked to the students about working in the STEM world. The session was intended to encourage girls to explore STEM careers and help boys understand the value of a diverse professional environment.

Nine teams participated in the event:

- St. Benedict at Auburndale High School – BEST Robotics Team
- Cloud 901 – High School Community – FIRST Robotics Competition Team
- White Station High School – FIRST Robotics Competition Team
- Bartlett High School – VEX Team
- Springdale Elementary School – Cubelets

- St. Francis of Assisi – First Lego League
- Havenview Middle School – First Lego League and Memphis Middle School Robotics Competition
- Millington Middle School – VEX IQ Team
- Southwind High School – VEX Team

BEST Robotics: BEST (Boosting Engineering, Science and Technology) is just not another robotics competition. It perfectly incorporates real world business acumen and the arts into STEM. Kids will learn invaluable skills such as creative thinking, time management, communication, leadership and teamwork. These are essential for today's ever changing environment.

FIRST Robotics: FIRST (For Inspiration and Recognition of Science and Technology) inspires young people's interest and participation in science

and technology through innovative programs. FIRST is more than Robots.

VEX: The VEX family of competitions, presented by the Robotics Education & Competition Foundation, is the largest and fastest growing elementary, middle school, high school and college robotics program globally with more than 18,000 teams from 40 countries playing in over 1,400 tournaments worldwide.

First LEGO League: First LEGO League is an international competition for elementary and middle school students. It inspires tomorrow's innovators to practice imaginative thinking and teamwork for infinite possibilities within STEM.



Gas leak? Know how to respond!

With colder weather on the horizon, home heating and natural gas safety become very important. Natural gas is safe and efficient when used correctly, and MLGW has a maintenance strategy to keep its pipelines safe.

Natural gas leaks typically result from damaged underground pipelines or indoor gas appliances. Natural gas is naturally colorless and odorless, so MLGW adds the odorant mercaptan to give gas a recognizable rotten egg smell. Indoor leaks are usually detected by the strong odor. Outdoor gas pipeline leaks sometimes offer more hints such as water bubbling near the site, dirt being blown into the air or dead or dying vegetation near the pipeline.

If you suspect a natural gas leak, the proper response could save your life. The following tips will help you avoid a disaster.

How to recognize natural gas leaks:

- Rotten egg smell.
- Hissing or roaring sound caused by escaping gas.
- Dead or discolored vegetation in an otherwise green setting along a pipeline route.
- Blowing dirt, grass or leaves near a pipeline.
- Flames coming from the ground or from valves along a pipeline.

MLGW again rated as a high-quality investment in bond issuance

Once again, Memphis Light, Gas and Water has been recognized by the market as an excellent investment for bond buyers.

Recently, MLGW issued over \$150 million in bonds across its three utility divisions. The bonds were issued at 2.777 percent interest for the electric division, 2.831 percent for gas, and 2.735 percent for water.

By MLGW's charter, each division

within the utility is financially independent in regards to issuing credit. As a result, S&P Global Ratings and Moody's Investors Service assessed each separately.

For the second year in a row, MLGW's water division was assessed by S&P as AAA credit and Aa1 by Moody's. The electric division was rated AA and Aa2, and gas received AA- and Aa1 ratings, respectively.

The low interest and high credit ratings reflect the market's confidence in MLGW as a sound investment. The water division's AAA rating — S&P's highest rating — is notably difficult to earn. Even the gas division, which last year issued bonds for the first time since 1984, received an interest rate close to the other more highly rated divisions.



- Steady bubbling in a wet, flooded area or marshland, river, creek or bayou.
- Frozen ground not related to weather.

What to do if you suspect a gas leak:

- Leave the vicinity immediately by foot. Abandon house, vehicles and/or equipment.
- Don't do anything that could cause a spark including smoking, using matches, phones or electricity.
- Don't use a phone inside your house. Go outside to use your cell phone, or use a neighbor's phone and call MLGW at 528-4465 and 911 to report the gas leak.
- Do not start or restart motor vehicles or electrical equipment near the suspected leak.
- Do not operate any electric equipment (light switches, phones, flashlight, etc.).
- Warn others to stay away from the area.
- Do not try to put out a natural gas fire.

MLGW celebrates 20 years of supplier diversity

The Mid-South Minority Business Council (MMBC) Continuum Economic Development Forum was a good opportunity to hold MLGW's Supplier Diversity department's celebration of 20 years of efforts to benefit local, minority and women-owned businesses.

MLGW's Supplier Diversity program was launched in 1997 as a means of providing economic parity between minority-, women- and locally owned small businesses. The program is defined as a proactive business process that seeks to provide suppliers equal access to purchasing opportunities.

For the event, about 45 owners of local-, minority- and women-owned businesses signed up to receive information on how to sell goods or services to MLGW.



A group of MLGW employees welcome a "transformer from another planet" who recently visited MLGW's Supplier Diversity table during the MMBC Continuum Economic Development Forum at The Guest House at Graceland.