"We All Can Help" campaign

There are girls in our community who are missing school because they don’t have sanitary pads or tampons. Many girls, as young as 11 are embarrassed to attend school in Shelby County because they lack the proper ‘necessities.’

As a response to the situation, MLGW’s Council of Administrative Professionals (COAP) organized a donation campaign to gather items for local young women in need. The International Free and Accepted Modern Masons (IFAMM) and women in need. The International Free and Accepted Modern Masons (IFAMM) and the Order of the Eastern Stars joined COAP’s effort with the goal of getting back in school with the confidence they need.

There are plenty of things you can do in your community office or have one mailed by calling 544-MLGW (6549). Customers can download brochures at mlgw.com, pick one up at any MLGW Community Office, or have one mailed by calling 544-MLGW (6549).

Stay warm with MLGW’s Winter Moratorium

When temperatures drop, seniors may experience difficulty paying their utility bill. MLGW does not want to see anyone left in the cold. MLGW’s Winter Moratorium provides senior (60+) and disabled customers uninterrupted utility service during the coldest months of the year (December 1 through March 1). This program does not relieve customers of their obligation to pay, but it does offer peace of mind with the promise of no cut-offs during the winter months.

In order to qualify, residential customers must show proof of age or disability and have a zero balance on their account at the close of business Friday, November 30. Each year, MLGW departments work internally to raise funds and support the Mid-South Food Bank through its Operation Feed the Need Campaign. In 2017, employees from the utility donated more than $37,000.

MLGW and TVA partner to give back at local food bank

MLGW and TVA showed their commitment to giving back to the Mid-South community. Recently, employees from the two organizations sorted through canned food donations and prepared boxes for needy families at the Mid-South Food Bank’s Perkins warehouse.

“We actively seek opportunities to give back to the communities in which we serve, simply because we care and want these areas to grow and thrive both now and far into the future. Service projects like this one are an investment of time and energy that we proudly give to show our commitment to empowering communities,” said Cindy Herron, vice president of TVA EnergyRight® Solutions. “We value working alongside MLGW and other partners who are defined by the same spirit of servanthood.”

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“Our employees consistently give back to many organizations in the Mid-South,” said J.T. Young, President and CEO of MLGW. “We will continue to be a hands-on presence; donating our time, dollars and lending a helping hand to those in need.

Partnering with TVA at the Mid-South Food Bank is a small way we can support their mission to change lives by eliminating hunger in the Mid-South.”

Get started on winter weatherization

There are plenty of things you can do in the winter to try to save on your heating and utility bill. But the best savings come from efforts you make before cold weather gets here.

Here are some early weatherization ideas:

• Put more insulation in your attic (R38-rated and above) or under floors (R13+).
• Install a new energy-efficient furnace or water heater with Energy Star® endorsement.
• Have vinyl siding installed on your home’s exterior with insulation between the new and old siding.
• Find and caulk cracks around outside doors and windows. Weatherstrip around doors.

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
Normally, rusty water events dissipate over a period, causing any iron sediment inside the water to be used in a short time. In each location and taste bad, but it is not usually a problem. Rusty water may look unpleasant—such as orange or light yellow colored water. You may see discolored water coming out of your faucets, specifically, brown, red, orange, or light yellow colored water. This is what we normally call “rusty water.”

Rusty water may look unpleasant and taste bad, but it is not usually a health concern. In general, rusty water can be caused by a variety of reasons. In each situation, a much larger amount of water is being used in a short time period, causing any iron sediment inside the iron water mains to be suspended and flow to your home or business. Normally, rusty water events dissipate in four to six hours but could last longer depending on water usage in your area.

If you experience discolored water longer than 24 hours, please call MLGW at 820-7878.

Brown water FAQ

Memphis is home to many unique treasures, but perhaps one of the most vital and coveted is its magnificent drinking water. The water you receive at your tap is some of the best quality in the world, but there could be seldom times when you see discolored water coming out of your faucets, specifically, brown, red, orange or light yellow colored water. This is what we normally call as “rusty water.”

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