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## '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 the Order of the Eastern Stars joined COAP's effort with donations to the drive.

Working together, we have been able to help these girls get back in school with the confidence they need.



## 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:

- Oct 24** – Oak Grove M.B. Church Senior Day Conference, 7289 Hwy 64, 8 a.m. – 2 p.m.
- Oct 25** – Collierville Business Expo, H.W. Cox Community Center, 440 West Powell Rd, 9 a.m. – 4 p.m.
- Oct 27** – Re-imagining Old Melrose High School, 843 Dallas St, 10 a.m. – 5 p.m.
- Nov 1** – Germantown Senior Expo, Germantown Performing Arts Center, 1801 Exeter Rd, 9 a.m. – 2 p.m.
- Nov 14** – Riverview Community Center, 1891 Kansas St, 1 – 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](http://mlgw.com/speaker).

# Community OUTREACH

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

November/December 2018

## 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."

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 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."



Employees from MLGW's Customer Experience and Market Analysis and Residential Energy Services departments and TVA recently partnered to help sort through canned food donations and prepare boxes for the needy at the Mid-South Food Bank's Perkins Road Warehouse.

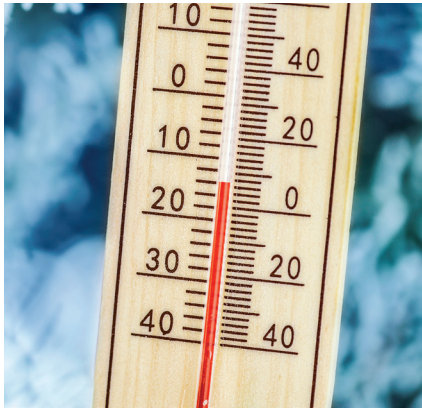
## Stay warm with MLGW's Winter Moratorium

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.

Customers can download brochures at [mlgw.com](http://mlgw.com), pick one up at any MLGW Community Office or have one mailed by calling 544-MLGW (6549).



## 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 wa-

ter 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.

For more information visit [mlgw.com/residential/wintertips](http://mlgw.com/residential/wintertips).



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.

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## Robots roamed at MLGW’s Administration

MLGW and TVA teamed up once again, giving students an opportunity to demonstrate their creativity and engineering skills. Teams of students from around the Memphis and Shelby County area displayed recently their robotics and LEGO creations.

Science, technology, engineering and mathematics (STEM) students presented their robotic constructions at the MLGW Administration Building.

The event is sponsored yearly by MLGW’s Junior Engineer/Professional Engineer (JEPE) program and TVA, which partner together to promote STEM 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 or 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 is intended to encourage girls to explore STEM careers and help boys understand the value of a diverse professional environment.

**The following schools participated in the event:**

- Collierville High School
- Hutchison High School
- White Station High School
- Memphis Business Academy Elementary and Middle School
- Memphis STEM Academy
- Sacred Heart Middle School
- Maxine Smith STEAM Academy
- Millington Middle School

## 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 clarify as “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.

Here are some commonly asked questions about discolored water:

**My water is brown, red, orange or yellow. What does this mean?**

*Brown, red, orange, or yellow water is usually caused by rust. The different colors can be attributed to varying chemical oxidation states of the iron (rust) and by varying concentrations of the rust in the water. There are two major sources that can cause water to be rusty:*

- The water main
- The water pipes in your home or building

**Where does rusty water come from?**

*Rusty water occurs from sediment in the pipes or rust from the inside walls of the water mains. The rust can be disturbed and temporarily suspended in water with unusual water flows from water main breaks or maintenance or by flushing of a hydrant.*

*The other major cause of brown, red, orange or yellow water is rusty water pipes in your home or building. If old, rusty pipes are discoloring your*

*water, consult a licensed contractor or an experienced plumber.*

**What do I do if my water is discolored?**

*When the water is discolored it is recommended to either not wash laundry or to use a rust stain remover or regular detergent but not chlorine bleach as it will react with the iron to form a permanent stain.*

*Before using discolored water to cook, let the tap run for a few minutes. This should clear the water and get it rid of sediments.*

For more information about rusty water, visit [mlgw.com/home/rustywaterinfo](http://mlgw.com/home/rustywaterinfo).



## Natural gas safety: Protecting your family and home

Natural Gas is one of the most reliable, efficient and environmentally safe sources of energy. MLGW is committed to providing natural gas in a safe and reliable way to its customers. However, due to the chemical makeup of natural gas, you should be aware of a few hazards and know how to react to them.

**Natural gas leaks**

While MLGW performs regular maintenance and surveys on its pipelines, it is impossible to monitor the entire system at all times. For MLGW to monitor our system, we need our customers to be aware of how to recognize and react to a potential leak.

**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.
- 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.
- Avoid open flames or other sources of ignition.
- Do not start or restart motor vehicles or electrical equipment near the suspected leak.
- Do not operate 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.
- From a remote location, call MLGW and your public safety officials.



## Buried gas pipelines

As a natural gas customer, you may have a natural gas line running underground from the meter to either a separate building or an outdoor gas-burning appliance such as a gas grill, gas light, pool heater, etc. Federal regulations require MLGW to make you aware that you are responsible for maintaining any underground gas pip-

ing on your property that extends beyond the meter. If not properly maintained, buried gas pipelines may be subject to corrosion (if metallic) and/or leakage. To ensure its continued safe and reliable operation, buried piping should be checked for leaks or damage.

You are advised to contact a natural gas contractor such as a

private utility service, meter specialist or gas-certified plumber to locate, inspect and make any necessary repairs to your buried gas piping. MLGW cannot perform inspections or make repairs on customer-owned buried piping. If you are not the property owner, please notify the owner about this requirement.

## Grahamwood Elementary ESL Night

As part of an ongoing effort to serve and educate our customers, young and old, MLGW participated recently in an English as a Second Language (ESL) evening event at Grahamwood Elementary School.

MLGW’s Corporate Social Responsibility department attends nearly 100 events in the community to mainly promote utility savings and utility safety. With promotional materials in both English and Spanish, MLGW’s commitment to its customers translates into an extended benefit for all.

At MLGW, we offer a number of programs to support students, teachers and the community at large in being

safe and successful because we believe that a sound educational system is the foundation for a healthy community. MLGW participates in many community events in the Memphis and Shelby County area to provide information about our services, utility safety, energy conservation, careers and more. Our Speakers’ Bureau also provides volunteer presenters for school career days, community groups, churches and civic organizations. Visit [mlgw.com/speaker](http://mlgw.com/speaker) to submit a speaker request form.



Young cheerleaders from Grahamwood Elementary School gathered for a picture around MLGW’s booth featuring bilingual promotional materials during GES’s ESL Night.