

Communications and Public Relations
Memphis Light, Gas and Water Division
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Community OUTREACH

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

Nov/Dec 2016

They're back... riding in style!

Every year, hundreds of students get to meet the Terminator, MLGW's very own superhero, dedicated to educating kids all across Shelby County about electricity safety. While he's impressive by himself, one of the best parts about a visit from the super-powered Terminator is seeing how his bucket truck helps him serve our customers. Until now, MLGW reps. visiting schools with a truck have had to rely on what could be spared from the normal fleet of equipment. This sometimes meant that no vehicles were available during a school's event.

That's no longer a concern — the Terminator has his very own ride! Employees from MLGW's Communications and Public Relations led the project to restore a decommissioned bucket truck and wrap it with Terminator graphics and safety tips. Crews from MLGW's Paint and Body Shop worked their magic to make an old truck look brand new. The fun and colorful bucket truck will help promote safe energy use at home to students for many years to come. Don't be



MLGW's Terminators pose with their own, unique, newly-improved Terminator Truck.

surprised if you see the Terminator show up with his flashy ride at a school or community event near you!

Budget Billing

Wish you knew the amount of your MLGW bill before you received it? Wish your MLGW bill was the same amount every month? MLGW Budget Billing is the answer.

Through Budget Billing, MLGW analyzes your previous six months' or year's total usage, adjusts for rate changes and weather conditions, and divides the total into 12 monthly installments, which you pay each month until the following March, when the Budget Billing installment for the next 12 months is determined.

To qualify, you must have had an active account at your current address for six months. You must be current on your account to remain in the program, and if you are disconnected for non-payment or change addresses, you will be removed from the program and will not be able to participate in Budget Billing for six months.

Sign up for Budget Billing by calling 544-MLGW (6549) or visiting any MLGW Community Office Monday-Friday during business hours. Customers can also download an application online at mlgw.com or e-mail their information to budgetbilling@mlgw.org.



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. 3 – Germantown Senior Expo, Great Hall and Conference Center, 1900 South Germantown Road, 9 a.m. to 2 p.m.

Nov. 12 – City of Lakeland Parks and Recreation, 4523 Canada Road, 9 a.m.

Nov. 17 – MIFA-Senior Companion Program, 910 Vance Ave., 10:30 a.m. to 12 p.m.

Jan. 10 – Memphis Jewish Community Center, 6560 Poplar Ave., 12:30 p.m.

Mar. 10-12 – Southern Women's Show, Agricenter, various times

Mar. 14 – PNA Senior Expo, White Station Church of Christ on Colonial at Park Ave.

Apr. 1 – Barron Manor Neighborhood Association, 3300 Sharpe Ave., 11 a.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.

United Way campaign kicks off with city-wide Day of Caring

This year's United Way campaign at MLGW kicked off with the Day of Caring. More than 40 MLGW employees joined 1,000 other volunteers from local companies and government agencies to serve local non-profits across the city.

After an inspiring kick-off speech by MLGW President and CEO and United Way of the Mid-South Board Chairman Jerry Collins Jr. at the National Civil Rights Museum, eager workers made their way to the sites for a day of hard work for a good cause. MLGW volunteers were assigned to Hope House and Grace House.

Hope House is a Midtown-based non-profit that provides therapeutic daycare, social services and more to HIV-affected adults, children and their families. MLGW workers cleaned playground equipment, did gardening and yard work, painted daycare walls, repaired a porch, washed a bus



and spent time with children. They got a lot of work done in just a few hours, and every part of Hope House was left improved by the volunteers.

Grace House provides residential treatment and assistance to local women whose lives have been negatively impacted by alcohol, drugs and other substance abuse. Recently, the organization acquired property from the state to serve even more women. Before the new residences could be used, they needed help from MLGW volunteers to remove hun-

dreds of square feet of carpet, clean and paint furniture, clear out a shed and haul away trash. Because of their hard work, Grace House can begin making a new home for women in need.

We are proud of our volunteers for representing MLGW so well and making a difference in our community.

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, click on Residential and Assistance Programs and look for Gift of Comfort, or visit any MLGW Community Office. Show you care, give a Gift of Comfort this season.



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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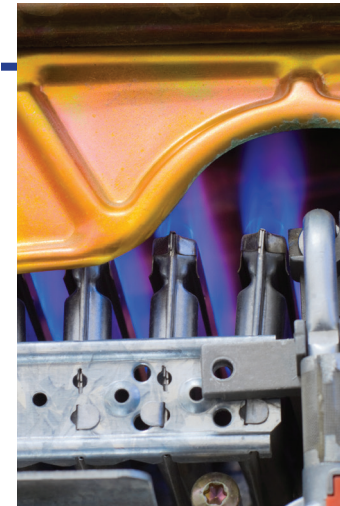
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MLGW hosts FIRST exhibit

MLGW's Junior Engineer/Professional Engineer program (JEPE) and TVA recently hosted a FIRST (For Inspiration and Recognition of Science and Technology) exhibit at MLGW's Admin. Bldg. Teams from seven schools showcased their robotic Lego creations.

FIRST participation encourages students to pursue education and careers in STEM (Science, Technology, Engineering and Mathematics) related fields and inspires them to become leaders and innovators. Check out more information on the FIRST Program at firstinspires.org.



MLGW's President and CEO Jerry Collins Jr. holds a panel with a hole through which a basketball accurately passes after being thrown by a robot built by White Station High School students.



Remember to call for your pilot safety inspection

Pilot safety inspection appointments scheduled between now and Dec. 31 incur a \$54 fee. The fee will be billed to customer accounts and covers up to three gas heating appliances. Each additional appliance over three will cost an additional \$16 fee. The service is free to physically challenged customers and seniors (60 years and older). Customers can schedule an appointment by calling 820-7878 and choosing a convenient date and time. The Interactive Voice

Response (IVR) system can also be used to schedule an appointment. A 16-digit account number is needed to use the system. English-speaking customers need to press the following prompts: 1-2-3-2. Spanish-speakers must press 3-2-3-2. For the best selection of dates and times, customers are encouraged to call as soon as possible. MLGW's Customer Care Center is open from 7 a.m. - 7 p.m., Monday through Friday.

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.

Remember, natural gas should always burn a clean and steady blue flame. If you notice a yellow flame, or one that seems to "float" or waver, call our Customer Care Center at 544-6549.



Student Art Contest: There's still time!

There's still time to enter MLGW's Student Poster Contest so grab your paints, brushes, colored pencils, crayons, glue and glitter! Think about emergency preparedness and create your masterpiece! You 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. The submission deadline is Friday, December 2, 2016. For more information call 528-4820, Monday to Friday, 8 a.m. to 4:30 p.m.

MLGW employees raise funds for worthy causes

Each year, MLGW participates in the Food Bank's area-wide Operation Feed campaign, raising money to provide meals for families in need. This year, MLGW employees came together to raise \$29,822, enough funds to provide nearly 90,000 meals for families in the Mid-South. The Food Bank recognized MLGW's efforts as earning the second-highest amount for companies with between 1,000 and 4,999 employees.

"Some people really don't know where their next meal will come from," said Cliff DeBerry, MLGW Director of Analysis Strategy and Performance, "so it's always an honor to participate in this particular campaign." The commissioners also heard from United Way golf tournament organizers, who proudly reported that MLGW workers and friends contributed \$10,000 for the event, which was an unqualified success.



The generosity of Division workers was on full display at a recent meeting of the MLGW Board of Commissioners. MLGW staff received accolades from the Mid-South Food Bank and United Way.

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.
- Make sure central heating air filters are clean or replaced regularly.

- 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.
- Place rolled-up towels inside 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.

Stay warm with MLGW's Winter Moratorium

When temperatures drop and gas prices rise, seniors may experience difficulty paying their utility bill. MLGW does not want to see anyone left in the cold.

MLGW's Winter Moratorium provides elderly (60+) and disabled customers uninterrupted utility service during the coldest months of the year (December 1-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 28. Participating customers who have balances on their accounts

at the end of the program will be eligible for an extended payment plan for up to three months. Once customers have been approved for the Winter Moratorium, they are automatically re-enrolled each year if they have a zero balance at the close of business November 28. Previous customers will receive a reminder letter to clear balances in the mail at the beginning of October. Customers can download brochures at mlgw.com, pick one up at any MLGW Community Office or have one mailed by calling 544-MLGW (6549).



Holiday Bill Break for all residential customers

MLGW will defer cutoffs for nonpayment for all residential customers between December 15 and January 14 annually. Customers must have an unpaid balance of \$399 or less. This program will allow customers to have extra cash during the holidays while protecting them from getting into serious debt.