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

CHANGE SERVICE REQUESTED

PRSRT STD U. S. POSTAGE PAID MEMPHIS TN PERMIT 95

## Safe Digging Month, you dig?

April is National Safe Digging Month when many homeowners, residents and contractors dig, excavate, landscape and garden. If there are plans to dig on your property, whether for fence posts, trees, gardening, home addition, etc., always call to get your utility lines located and marked first.

Plan ahead. Call 811, the safe digging hotline, before you dig. MLGW, cable and phone companies will come and mark your utility lines for free. Allow 72 hours (three business days) for your lines to be marked before any digging.

Always check to make sure your contractor has called and had your lines marked before they're allowed to begin a job that involves digging. Striking unmarked underground gas or electrical lines can be deadly, and they could be at any depth. Call 811 Before You Dig. It's the law! And it's

smart... For info, visit www.mlgw. com/811.



Know what's **below. Call** before you dig.

# **MLGW** in the Community

March 2 – LeBonheur Children's Hospital, 50 N. Dunlap, 1 p.m.

March 12 – King Solomon Missionary Baptist Church Career Fair, 324 E. Olive St., 9 a.m. to noon.

March 11-13 – Southern Women's Show 2016, Agricenter International, 7777 Walnut Grove Road, various times.

March 12 – National Association of Real Estate Brokers Mid-Winter Conference Community Day, Middle Baptist Church, 801 Whitehaven Lane, 9 a.m. to 3 p.m.

March 14 – People of Woodstock Community Association, Friendship United Methodist Church, 6220 Highway 51 N, 6 p.m.

**April 12** – American Association of University Women Equal Pay Event, Benjamin L. Hooks Library, 11:30 a.m. to 1:30 p.m.

**April 13** – City of Memphis Certified Neighborhood Leaders Program, 3030 Poplar Ave., 5:30 to 7:30 p.m.

**April 13-16** – Africa in April, Robert Church Park (Beale and Fourth Streets), various times.

April 24 – Radio Ambiente's Cinco de Mayo, Tiger Lane, noon to 8 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.



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.

Address all correspondence to:

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

# Community EACH

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

March/April 2016

# **MLGW and Memphis Police warn public of utility scam**

The co-owner of a new restaurant in Cordova momentarily panicked. Someone claiming to be from Memphis Light, Gas and Water threatened to turn off his electricity if he didn't pay his utility bill within 30 minutes.

"It was scary," said Giampaolo Ongaro, coowner of the new Crazy Italians Restaurant in Cordova. "Once they knew I wasn't going to fall for their trap, they hung up."

MLGW and the Memphis Police Department are urging everyone not to fall for the scam. It's a scam that utility companies across the U.S. are battling. The culprits often use phone "spoofing" technology, which makes your caller ID display what appears to be MLGW's number. It's also possible that the scammers

may know personal information. They knew exactly how much Ongaro's bill was for November.

In a slightly different scheme, a woman recently bought a pre-paid card for \$458 on the pretext the caller was going to help her pay her utilities at a discount.

MLGW never calls residential or commercial customers threatening to cut off utilities nor offering discounts.

Scammers have targeted mostly small businesses or customers whose second language is English. The call is often from either a toll-free number or from phones that are untraceable.

The caller directs the business owner to go to a certain location like a Dollar General or Ace Cash Express and get a pre-paid or re-loadable debit card such as Express Pay or Green Dot MoneyPak.



MLGW NEVER demands payments over the

phone with pre-paid debit cards

Call 544-MLGW (6549) and your local police.

Affairs Division alerted Middle Tennessee customers of the scam. Thieves were claiming to be with Nashville Electric Service.

ers from rural electric co-operatives, and

publicly and privately-held companies. In

November, the Tennessee Department

If you get such a call, MLGW and the Memphis Police urge you to do the following:

- Hang up the phone
- Never give out personal financial information over the phone
- Call the MLGW Customer Care Center at 901-544-6549 if you have any concerns
- Report it to your local police station if you have been scammed

Go to any of the five MLGW community business offices and speak with a credit counselor if you have problems paying your utility bill.



# **Holiday boxes from Gas Engineering**

MLGW's Gas Engineering department recently held a friendly competition to design special holiday boxes, which later were filled with donated items for families at Ronald McDonald House. The winning team engineered a rolling scale model of an MLGW gas truck.

MLGW engineers proudly pose in front of their scale model gas truck.

# Another great year for MLGW

As we reflect and close out another calendar year, we can't help but note how

2015 was filled with unforeseen challenges and many successes. We have succeeded again in making Memphis Light, Gas and Water a great utility for our customers. Because of our employees' commitment to provide the best service to our customers, MLGW has provided reliable power, natural gas and drinking water to Memphis and Shelby County for 76 years while maintaining some of the lowest rates in the nation. Here are some of last year's highlights:

#### Recognition

MLGW was recognized externally by many organizations throughout the year. We received the 2015 Governor's Environmental Stewardship Award; the Southern Gas Association awarded our efforts for engineer recruitment and retention; the Mid-South Minority Business Council Continuum awarded MLGW with the APEX Corporation of the Year for the fifth time; we were named in the 100 Best Fleets in North America; MLGW was also named an "Environmental Champion" in a customer survey by Cogent Energy Reports; Security Magazine lauded us as one of the top companies for data security; the American Public Gas Association recognized the CNG Program with the Marketing & Sales Award; TVA named us a Top Performer for energy savings; and for the fifth time, the American Public Power Association recognized us as a Reliable Public Power Provider.

#### **Supplier Diversity**

Another aspect of our company to applaud is the Supplier Diversity program. At the end of the third quarter, our 2015 spending with small businesses owned by minorities, women and local residents was over \$30 million – 34 percent of the company's overall spending with outside suppliers. We are proud of how the program is leading the way to economic prosperity and how we continue to provide awareness, opportunity and growth for local companies.

#### **Helping Hands**

Once again in 2015, employees made an im pact in the Memphis and Shelby County community through monetary giving, volunteering and participating in community outreach events spearheaded with our new brand and logo, Helping Hands. Our employees' efforts to benefit Operation Feed, United Way, Junior



Achievement, the Salvation Army, the American Heart Association, the American Diabetes Association and many other organizations through walks, bike rides and activities show how we are living out our mission to improve the quality of life for all Memphis and Shelby County customers while lending a helping hand.

We look forward to working with our customers to make 2016 an even better year!

# Smart Talk: Connecting new service will be less hassle with smart meters

The process for connection and reconnection of service will get a lot simpler for customers with the full deployment of smart meters. Starting or stopping service will be almost as fast as flipping on a switch.

That's in stark contrast to the time it takes today. Currently, customers have to make an appointment and wait for

a technician to arrive to manually turn services on or off. Appointments are available in two-hour increments. With smart meters, customers wouldn't have to take two hours off work or wait two hours for a technician; MLGW could remotely turn services on or off. All it would take is for the customer to make a phone call from their residence to MLGW's Call Center to be



connected.

Offering this type of service enhancement far exceeds what most cable companies or Internet providers can deliver, and it's an option customers deserve. Improving connection and reconnection service times is just one of the many reasons why MLGW is looking forward to installing smart meters.

# **MLGW** always present at Salvation Army programs

During the month of December, MLGW employees volunteered to ring the traditional hand bells and raise funds for the Salvation Army in front of the Walgreens on Main Street in downtown Memphis.

At the same time, MLGW employees filled the Administration Building lobby with bikes, toys, appliances and other items for the Salvation Army Angel Tree program, which provides Christmas gifts and cheer to low-income children and seniors.





### **Much needed water shipped to Flint, Michigan residents**

Memphis Light, Gas and Water, the city of Memphis and FedEx recently sent 500 cases of water to residents of Flint, Michigan who are unable to use their city's water supply due to lead contamination. The bottled water went to the Food Bank of Eastern Michigan, one of the designated collection sites for donated water. A simple phone call to city officials spurred the support.

"When Bernal Smith of the Tri-State Defender called the city

to ask if there was something we could do, this seemed like the most logical step," said Memphis Mayor Jim Strickland. "I'm grateful to MLGW President Jerry Collins Jr. and FedEx for responding so quickly, and I hope it will encourage others to act."

Collins added, "We are fortunate to have clean drinking water in our city, and we believe that Flint residents will be able to recover as long as cities like ours continue to help."



An MLGW employee loads packs of water bottles onto a FedEx truck bound for Flint, Michigan.

FedEx is playing a key role as well. "FedEx is committed to helping the citizens of Flint, Michigan who are affected by the water crisis," said Neil Gibson, FedEx Services vice president of Corporate Communications. "Working together with The Water Source and MLGW, we are mobilizing our transportation network to deliver 12,000 bottles of water to those in critical need."

The water crisis started in April 2014 when the financially

strapped city switched its source of water to the Flint River. Previously, the city bought its water from nearby Detroit. The Flint River water was so highly corrosive that it damaged the lead pipes that it flowed through.

Tri-State's president and publisher Smith is glad that Memphis is helping the distressed community. "I would hope that if Memphis was suffering like Flint, other cities would reach out to us as well," he said.

If others want to help in the water relief effort, go to helpforflint.com.

# **Raving fans**

Congrats to MLGW for great work. I reported a power outage because a transformer was blown, and within the hour a truck was

here and power was restored. They saved the day. What do you do with three eager boys full of energy without the Sprout network? #gomlgw

Roger Brown

# **MLGW donates space heaters and blankets**

Neighborhood Christian Center volunteer Tonya Williams helps a Memphis resident with MLGW's Power of Warmth program on Wednesday, Dec. 16, 2015. For the fifth consecutive year, MLGW and the NCC teamed up to give away 100 space heaters and 200 electric blankets to help low-income and disabled residents in Shelby County just in time for Christmas.



# City recognizes Carver High, MLGW's adopt-a-school

The Memphis City Council honored MLGW's adopted school, G.W. Carver High, during a recent Council meeting. Carver High's football team received a standing ovation as

Councilman Edmund Ford Jr. presented a resolution for the team's athletic and academic achievements.

Over half of the players earned academic honors for having a 3.0 grade point average or higher, perfect attendance and/or citizenship awards. In addition, the team was crowned 2015 Regional Champions, Division 1, Class 1A. Several players were also named to *The Commercial Appeal's* Best of the Preps, and the team was named Team of

the Week in October by Fox 13 News. Carver High finished the season with a remarkable 10-2 record.

MLGW employees have played a pivotal role in student academic success with financial contributions, school uniforms and awards.



MLGW executives, including President and CEO Jerry Collins Jr. and Carver High School officials, were photographed with Carver High's football team for the occasion.