Apartments, 4155 Eastwind Dr.

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:

- **Sept 2-11** – Delta Fair, various times, Agricenter International, 7777 Walnut Grove Rd.
- **Sept 24** – SeptemberFest of Hickory Hill, 9 a.m. - 6 p.m., Winridge Park (behind Winridge Elementary School, 3500 Ridgeway Rd.).
- **Sept 24** – Sisters in Motion 5K, 9 a.m., Overton Park, 2080 Poplar Ave.
- **Oct 1** – Emergency Preparedness Expo, 10 a.m. - 5 p.m., Tiger Lane at the Liberty Bowl Stadium.
- **Oct 7-9** – Mistletoe Merchants, various times, Agricenter International, 7777 Walnut Grove Rd.
- **Oct 8** – Ready Shelby Emergency Preparedness Summit, 8 a.m. - 11:30 a.m., Holiday Inn at University of Memphis, 3700 Central Ave.
- **Oct 22** – Lighthouse Chapel International, 10 a.m. - 2 p.m., Hillcrest Apartments, 4155 Eastwind Dr.

Light Bulb Giveaway Cited by ESPN.com as Best Promotion

At a recent Memphis Redbirds game, the first 1,500 fans were treated to a free compact fluorescent light bulb (CFL), courtesy of MLGW, to help the Redbirds celebrate “Idea Night.” And what better symbol for an idea than a light bulb? ESPN thought so, too, and included the MLGW giveaway in their list of the year’s best publicity stunts in minor league baseball.

MLGW Employees Perform Heroic Work

The spring storm season truly tested MLGW’s employees, who worked tirelessly to help restore and maintain power in our community. Looking back, it would appear that they achieved the impossible – restoring power repeatedly to thousands of customers scattered across the county in a mere matter of days.

Their effort was nothing less than heroic. While many of MLGW’s employees also struggled with power outages in their own homes, they had the added difficulty of braving the elements around the clock and restoring power to the homes of other customers. Their restoration efforts began with the February 24th storm. They battled the aftereffects of the fifth strongest storm in recent history on April 4 when downed trees and power lines left 71,000 customers without power. Then they left the comfort of their own homes on April 19 to restore power to more than 64,000 customers, victims to a storm producing 70-mph winds. Once again they left their families to aid in the restoration efforts on April 26 when high winds, lightning and possible tornadoes caused about 31,000 customers to lose power; and again on April 27 after high winds raised the numbers from about 8,000 to 25,000. When Shelby County experienced record flooding during the first half of May, our employees worked at information sites set up to help evacuated flood victims through the transition of returning home or to other living quarters. Even assisted city forces in stemming the tide of record flood levels. On June 13, they gave a repeat performance, going out into the community and assuming their duties to restore power to approximately 50,000 customers following yet another strong thunderstorm.

At times it seems the work they do is thankless. However, the kind letters, e-mails and phone calls MLGW has received from customers commendng our crews’ efforts prove otherwise. Our employees’ work is vital to the community and our customers have responded with their appreciation. MLGW is grateful for their efforts and is proud of their hard work and winning results.

- **Emergency Hotline:** 528-4465
- **Electric Outage Hotline:** 544-6500

Appointments for Annual Pilot Safety Inspection

It’s that time of year when MLGW customers can schedule appointments for pilot safety inspections. The service is free to all customers prior to October 4 and after December 31. Inspection appointments worked October 4 through December 31 will be assessed a $36 service fee that will be billed to the customer’s account. The fee covers up to three gas heating appliances in your home; each additional gas appliance will incur a $14 fee.

Customers can call 820-7878 to schedule an appointment from 8 a.m. - 12 p.m.; 12-4 p.m.; or 4-8 p.m. Saturday appointments are also available. For the best selection of dates and times, please call as soon as possible. We encourage you to use our automated Pilot Safety Inspection Program scheduling system, which is available 24 hours, seven days a week. Just call and follow the prompts to select the date and time that’s most convenient for you.

Floor furnaces and wall furnaces should be cleaned prior to the technician’s arrival to light your furnace. If your furnace is in the attic, proper access must be provided. If your utilities are listed in your name, and you are 60 years of age or disabled, the service will be provided at no charge as long as you present the Customer Service Representative with verification at the time of service. MLGW representatives will always wear an MLGW identification badge.

Community Outreach is produced by the Communications and Public Relations department of MLGW. 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 Glen Thomas, Supervisor, 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.
MLGW Conference Expands to Reach Broader Audience

Non-profit leaders, their staff and volunteers are invited to attend the annual Business of Service Conference (formerly the Business of Being a Church Conference) on Friday, November 11, 2011, from 9 a.m. - 2:30 p.m. The conference’s new name is aimed at encouraging participation from a broader audience of organizations serving the community. The conference features educational sessions aimed at providing charitable leaders with information about local services and resources, in addition to networking opportunities. “The conference also provides an opportunity for MLGW to update a key audience with information about MLGW operations,” says Glen Thomas, MLGW Supervisor of Communications and Public Relations. “We encourage the leaders to share the information with those they serve.” The conference will be held at the MLGW Joyce M. Blackmon Training Center (4949 Raleigh-LaGrange at Covington Pike). Registration is $5 and includes breakfast and lunch. For more information on attending the conference, call MLGW Community Relations at 528-4322.

The Peabody Debuts Four New EV Charging Stations

Community leaders, technology buffs and environmentalists gathered recently in the parking garage at The Peabody Hotel for the debut of four public-access electric vehicle charging stations. The Peabody is the first local business to receive the free charging infrastructure. Approximately 60 public access chargers will be installed at locations in Shelby County this year, as part of the effort to prepare for widespread consumer purchases of electric vehicles.

Businesses and organizations interested in serving as host locations for public charging stations should contact ECOtality at 528-4465 to request participation. A site assessment will be conducted to determine the installation cost. ECOtality funds typical installation costs. Locations where customers gather for at least an hour or more are advantageous near sites where quick customer visits are possible. Memphis was added to the 18-city project in February after lobbying ECOtality and Nissan for inclusion. Given the late addition, the deadline for local installations was extended from September 30 to December 31, 2011.

MLGW Launches Web Chat Feature

MLGW has launched a Web Chat feature for residential customers on its home page, www.mlgw.com. MLGW’s Web Chat has been in the pilot stage since January 2011 and more than 100,000 MyAccount customers have had access via a link in their electronic bills. The recent launch opens MLGW Web Chat for all residential customers from 9 a.m. to 5 p.m., Monday through Friday. For customers who find it more convenient to type than talk, MLGW Web Chat provides a full range of service options, including payment arrangements. However, outage reporting should still be reported at 544-6500 and emergency calls for situations such as gas leaks and downed power lines should still be reported at 528-4465.

MLGW Web Chat is the utility’s latest customer service offering for residential customers. Customers can also interact with MLGW on Twitter and Facebook. In addition, MLGW’s online MyAccount feature provides detailed information about utility usage. As always, customers can send questions and feedback to mlgwcustserv@mlgw.org.

MLGW Web Chat will be available in Spanish in the near future. An MLGW Web Chat for commercial customers will also be offered at a later date.

Move Over Law Expanded in TN to Protect Utility Workers

A piece of legislation signed recently by Governor Bill Haslam expands Tennessee’s Move Over Law to include utility workers. Before the law’s expansion, police, fire and highway construction vehicles were already covered. This newly expanded Tennessee law is the first of its kind in the country. North Carolina’s expanded Tennessee law is the first of its kind in the country. North Carolina’s expanded Tennessee law is the first of its kind in the country. According to Tennessee’s new law, drivers approaching a utility vehicle with flashing lights are required to move over while it is safe to do so, creating the buffer of an empty lane. If changing lanes is not possible due to safety concerns, drivers must reduce speed. Statistically, roadway crashes are the leading cause of occupational fatalities in the country. According to the Tennessee Department of Safety, more than 100 highway and street construction workers are killed and 20,000 injured each year as a result of vehicle crashes or equipment accidents on the job.

The University of Memphis has selected as one of six college and university campuses in four Tennessee Valley states to participate in a pilot program by the Tennessee Valley Authority (TVA) and the Alliance to Save Energy. Green Campus Network (GCN) is a classroom-to-workplace program that involves students, faculty, administration and campus support staff in cutting energy use on college campuses, incorporating energy efficiency into curricula, encouraging students to pursue careers in sustainability after graduation and generally increasing awareness of energy efficiency.