

Community OUTREACH

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

July/August 2008



Memphis Police Director Larry Godwin (at right) and several community leaders addressed last year's Neighborhood Leaders' Conference.

Partnerships for Strong Neighborhoods

Want to learn more about a newly launched grant program for neighborhood organizations? If so, be sure to attend the annual MLGW Neighborhood Leaders' Conference on Friday, August 8, from 9 a.m. - 3 p.m. at the MLGW Training Center (4949 Raleigh-LaGrange Rd.).

The focus of two workshop sessions at the conference will be the Strengthening Communities Program, a partnership of the Community Foundation of Greater Memphis, United Way of the Mid-South and the University of Memphis. In these sessions, attendees will learn about the application process, proposal development and capacity building through connections with the U. of M., and from current grantees about their projects.

Other workshop topics include *Creating Community Spaces*, *Partnerships for Safety* and *Engaging Youth through Art*. Many of the workshops feature local leaders who have been successful at combating critical community issues. Also, attendees will have the opportunity to hear from several professionals on issues such as aging, energy efficiency and safety.

The cost of the conference is \$5, which includes breakfast and lunch. To get a brochure or to register by phone, call Anet Parkinson at 528-4322.

Beware of Utility Scams!

With the recent indictment of an individual for scheming to defraud the utility and its customers, MLGW is advising its customers to beware of similar scams.

The individual allegedly contacted customers offering them utility assistance she said would be provided by Shelby County Community Services Agency (CSA). She demanded a fee for providing this assistance. The scam defrauded customers and the utility of tens of thousands of dollars.

The criminal indictment was the result of an investigation by MLGW's Revenue Protection department in coordination with the District Attorney's White Collar Crime Prosecution Unit.

MLGW wants customers to know it has policies in place that address the serious nature of this and similar scams.

- MLGW takes seriously any effort to defraud our customers or the utility.
- MLGW employees will never offer utility assistance to our customers. Instead, MLGW staff will direct customers to one of several agencies that offer utility assistance, including CSA, MIFA and others.
- If customers feel they have been a victim of this scam, they should call MLGW Revenue Protection at 320-1579.

"We want to emphasize that MLGW employees will only direct customers to agencies that offer utility assistance," said MLGW President and CEO **Jerry R. Collins Jr.** "MLGW does not offer utility assistance programs, nor will MLGW representatives contact customers offering utility assistance."



Joyce Akins, supervisor, Residential Customer Care - BSL & Mill., helps provide information to seniors at the Senior Expo at the AgriCenter in May.



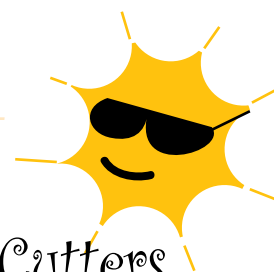
MLGW volunteers lent a hand at the MLGW/IBEW Special Olympics Sportsfest at St. George's Independent School on May 3.

MLGW in the Community

MLGW has been active in the community this spring, with its outreach to the community and its volunteer programs. MLGW's Community Relations area has provided informational booths, volunteers and programs for:

- Tennessee Black Caucus Housing Fair, March 15
- Living Green in Germantown Outdoor Expo, March 29
- *The Dream Reborn* Green Jobs Conference, April 4-6
- Volunteer Memphis/Health Dept. Emergency Preparedness Expo, April 30
- Frayser Fest, May 3
- Senior Expo at the AgriCenter, May 8
- Sisterhood Showcase, June 6-8
- Latin Spring Festival in Audubon Park, June 8
- Juneteenth Celebration in Douglas Park, June 13-15

MLGW volunteers also participated in the Habitat House Building Blitz in April and May, assisted at the MLGW/IBEW United Way Fund-raising Golf Tournament at Glen Eagle on May 12, weatherized homes and built wheelchair ramps for Project MAX and helped with the many community events listed above.



Fast and Free Summer Utility Cost Cutters

- **Turn your thermostat up.** In the summer, set your thermostat at 78 degrees when at home. Use fans to circulate cool air.
- **Close your drapes or shades.** Keeping your drapes and shades closed during the day helps keep unwanted heat out of your home.
- **Use appliances efficiently.** Do only full loads when washing clothes and dishes, and run your appliances after the sun goes down.
- **Keep outside air conditioner unit clear.** If air can't circulate freely around your outside unit, you'll have higher bills.
- **Don't drastically turn down the temperature** on your thermostat; your house won't cool down any faster.
- **Lower the temperature** on your water heater to 120° F.
- **Call the Energy Doctor.** With this free service, an MLGW energy technician will make a "house call" to perform an energy survey. Call MLGW Residential Services at 528-4188 to schedule an appointment.

Free TVA Energy Kit Offer Extended

You can still receive a **Free Energy Kit** from TVA when you complete a home energy audit, thanks to an extension of the program through September 30.

TVA will mail you the kit when you complete the *Home Profile* and *My Appliances* questions through your *My Account* access at www.mlgw.com, or contact MLGW's Residential Services (528-4188) for a printed version which you complete and mail back.



CCC's New Hours

MLGW's Customer Care Center has rearranged its hours of operation, Monday - Friday, to 7 a.m. - 7 p.m. to be more accessible to customers during peak calling times. The CCC number is (901) 544-MLGW.

CFLs to Replace Incandescent Light Bulbs

It's true! Incandescent light bulbs are being phased out and replaced by compact fluorescent light bulbs. By January 2014, the light bulbs we've become used to will no longer be available. They've been banned by the federal Clean Energy Act of 2007, signed into law in December 2007 (bulbs less than 40 or more than 100 watts will be exempt).

CFLs use far less energy than incandescent bulbs – about one fourth – and last ten times longer, reducing your energy consumption and saving you money on electric bills.

CFL Disposal

There's been some concern about CFLs lately. They do contain a very small amount of mercury, sealed within the glass tubing. Try to avoid breaking CFLs, but if one breaks, the EPA recommends the following clean-up and disposal guidelines:

Before Clean-up: Ventilate Room

- Open windows and have people and pets leave room for 15 minutes or more (don't walk through breakage area).
- Shut off central heating/air conditioning system.

Clean-up Steps

- For hard surfaces: Don't vacuum or sweep! Carefully *scoop up* glass fragments and powder using stiff paper or cardboard.
- For rug/carpet: Carefully *pick up* glass fragments.
- Place fragments in sealed glass jar or plastic bag.
- Use sticky tape to pick up remaining small fragments and powder.
- Wipe hard surfaces clean with damp paper towels or wet wipes and place in sealed glass jar or plastic bag.
- For rug/carpet: If needed, vacuum area where bulb was broken. Remove vacuum bag/debris and put in sealed plastic bag. Wipe canister.

Disposal of Clean-up Materials

- Place all cleanup materials outside in trash container.
- Wash hands after disposing of materials.
- Check with local or state government about disposal requirements. Some states require broken/unbroken CFLs be taken to recycling centers.

Future Cleaning of Carpeting or Rug

- Prior to the next several times you vacuum, shut off central air system and open window. Leave open for 15 minutes after vacuuming.

All used CFLs should be taken to the Memphis & Shelby County Household Hazardous Waste Collection Facility at Shelby Farms Park.

MLGW Provides Customers with Bill Enhancements

MLGW bills now have a different look. After numerous customer requests to add or highlight key bill information, MLGW has included a new *Consumption Summary*, comparing the consumption of electricity, gas and water for the current month to that of the previous month, and the same month a year prior. A monthly energy tip will now be featured under *MLGW Tip for the Month*, located above the *Consumption Summary*, and a note has been added to the blue section stating the date and time of day payment must be received. In addition, the date and time of the meter reading has been moved to the top of the bill, the *Next Reading Date* line appears in boldfaced letters and the assembly process has been modified to omit return envelopes from the bills of AutoPay customers.

Have We Got Speakers!

Need a speaker on timely utility issues and energy conservation? MLGW's Community Relations staff is available to speak to neighborhood associations, civic organizations and church groups on a variety of utility-related topics, including:

- Special Assistance Programs
- Programs for Seniors
- Energy Conservation/Lowering Utility Expenses
- Electronic Bill Payment and Presentment
- EcoBUILD
- Meter Reading
- Gas Purchasing
- Careers

To request a speaker, contact MLGW Community Relations at 528-4820 or commrelations@mlgw.org, giving at least two weeks advance notice.

Dunk One for Plus-1

MLGW employees got a chance to soak an MLGW executive while raising much-needed funds for MIFA's Plus-1 program at the *Dunk One for Plus-1* event during National Drinking Water Week in May. The real winner was Plus-1, which garnered over \$1,400 from the week-long event.

Plus-1 needs your help, too! Please consider helping out those in our community who are having trouble paying their utility bills. You can donate online at www.mlgw.com – look for the Plus-1 link at top right.

Thanks to all who participated, and special thanks to all who braved the pitching of their MLGW colleagues. Managers and executive staff who “rode the bench” atop the dunk tank were **Jerry R. Collins Jr., Nick Newman, Rhonda Morgan, Marcia Mason, Cliff DeBerry, Dan Willoughby, Byron Tate, Army Ward, David Staggs, Jon Laman, Clemente Washington, Michael Ray Russell, Anderson Williams and John McCullough.**



*MLGW President and CEO **Jerry R. Collins Jr.** stares down **Raffi Handian, Comm. & PR,** in the recent employee fundraiser for Plus-1. Collins was thoroughly soaked by the end of his turn in the dunk tank.*



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. The community relations area also assists neighborhood groups and churches with training needs and technical assistance. Address all correspondence to:

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