

personal hygiene items; tools; and important family documents (wills, insurance policies, social security cards, bank account numbers, etc.) in a waterproof, portable container.

- Learn where your gas and water shutoff valves and main electric service panel are located, and how to turn them off in an emergency.

After a severe storm, it is possible for components of your utility services to become damaged, resulting in a safety hazard. To ensure your safety after the storm, keep the following tips in mind:

- Do not touch or come close to downed power lines. Although they may appear harmless, they could be energized, and therefore, deadly. Keep people and animals away from downed lines and call MLGW immediately at 528-4465.
- If a power line falls on your car, do not get out. Use your cell phone to call MLGW immediately or get the attention of someone who can call for you. Stay inside the car until professionals have moved the power line.
- If you smell a strong gas odor in your home, do not smoke, use candles, matches or other open flames, and don't operate any electrical equipment, including light switches. The slightest spark could cause an explosion.



Proper emergency planning can greatly improve your comfort and ability to cope in distressed situations, and we urge you to develop a disaster preparedness and response plan for the protection of your family.

More useful severe weather information can be found in "Weathering Nature's Fury," a publication accessible on MLGW's Web site at www.mlgw.com/StormPrep.pdf.

Let's Talk

From coordinating annual neighborhood and church conferences to assisting groups with training needs, did you know that MLGW's Community Relations staff can schedule speakers for neighborhood associations, civic organizations and church groups on a variety of utility-related topics? Some topics include:

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

Requesting a speaker is easy. Just contact MLGW's Community Relations area at 528-4820 or commrelations@mlgw.org, and the staff will design a program specific to your group's needs.

For the best selection of dates and times, please give at least two weeks advance notice when requesting a speaker.



Partnership Aims to Educate Young Consumers

Memphis Light, Gas and Water and the Children's Museum of Memphis (CMOM) have partnered in the development of an energy education program targeting Shelby County and Memphis City School children in grades 2-5. The program, called the "Energy IQ Traveling Lab," is available to area school teachers.



It teaches children where energy comes from and how it works, how to become smarter consumers, and how to estimate and better control their families' energy usage to save energy and help to lower their utility bills. Each lab includes a curriculum guide and one week's activities related to concepts of saving energy.

"It is important that we educate consumers at an early age on the importance of wise energy usage so that they may adopt good conservation habits," said Jerry Collins Jr., MLGW President and CEO.

MLGW partnered with the CMOM to insure that the concepts for the labs align with the existing curriculum outlined in the Tennessee Curriculum Standards in Language Arts, Math and Social Studies. "Thanks to MLGW's support, the museum is now able to take more of its educational programs and teacher resources directly into the classrooms," said Richard C. Hackett, CMOM's chief executive officer.

The lab is available for loan to Memphis and Shelby County Schools and any other schools located in Shelby



County at no fee. Schools outside Shelby County may rent the lab for \$25 per week. To reserve the lab, call the Children's Museum of Memphis at (901) 458-2678.

Meter Readers Need Access

MLGW meter readers read almost 13 million meters a year – an average of 685 meters per day, 14,385 per month and 170,000 a year per meter reader. Meter readers often face many challenges in the field when trying to obtain customer readings, such as bad dogs, locked gates, meters blocked, shrubbery covering meters and other access issues which can result in your meter reading being estimated.



MLGW meter readers' uniforms are now high-visibility yellow with reflective striping for better customer awareness and increased safety for employees. So, if you see them in your neighborhood, please ensure there is access to your meters.



MLGW asks for your help in reducing estimations. Each bill you receive gives you the next meter-reading date, so please review it and provide safe access to your meters for that next date. Also, please remove any objects or shrubbery that may prevent a visual meter reading.

MLGW in the Community

MLGW is an active participant in community activities, and maintains regular outreach programs as well. Recent MLGW outreach efforts include:

- After the recent tornadoes and severe storms in the Mid-South, MLGW crews worked night and day to return power to affected homes and businesses. As part of that effort, MLGW's Communications and PR department participated in a neighborhood meeting at Greater Community Temple Church of God in Christ in storm-ravaged Hickory Hill on Saturday, Feb. 9. Bottled water and informational materials were available for residents as they listened to city leaders update them on storm damage repair and restoration efforts.
- MLGW's Community Relations area recently participated in the Non-Profit Expo at Memphis Botanic Gardens Jan. 31, staffing a booth and informing attendees about MLGW's charitable and volunteer programs that serve the community.

Evans is New Board Chair



MLGW’s Board of Commissioners has unanimously elected Commissioner V. Lynn Evans as Board chairman and William Taylor as vice chairman for 2008-2009. “I’m excited about the possibilities and the opportunities we’ll meet together in the years to come. Our goal will be to remain focused on reliable service delivery in a cost-effective manner with an emphasis on safety and fairness for all employees,” said Evans.

Cobbins Approved for MLGW Board of Commissioners



The Memphis City Council approved the nomination of Darrell Cobbins February 19 to fill a vacancy on MLGW’s Board of Commissioners. Cobbins, who holds a B.A. degree in sociology from Rhodes College and an M.B.A. from the University of Memphis, is the president, CEO and founder of Universal Commercial Real Estate, Memphis’ first African-American owned commercial real estate and community development services company. He was senior resource development officer with the Memphis Regional Chamber of Commerce from 1999-2001, and is also co-founder of the New Path political action group. Cobbins fills the board position vacated last June by Dr. Phillip Bowden and will serve through October 2010. He is expected to be confirmed when City Council minutes are approved at the March 4 meeting.

MLGW Enters the Blogosphere!

MLGW has launched its very own blog, Bird on a Wire, to provide a means of informal communication with customers. MLGW is looking for different ways of communicating with our customers, and blogs are an increasingly popular medium. Go to www.mlgw.blogspot.com to see the latest entries. More details next issue.



Community Outreach is produced by the Communications and Public Relations department of MLGW. If you have questions, concern 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 (901) 528-4557. The Community Relations area also assists neighborhood groups and churches with training needs and technical assistance. Address all correspondence to: Communications and Public Relations, Memphis Light, Gas and Water Division, P.O. Box 430, Memphis, TN 38101-0430.

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Tornadoes and Severe Storms Wreak Havoc

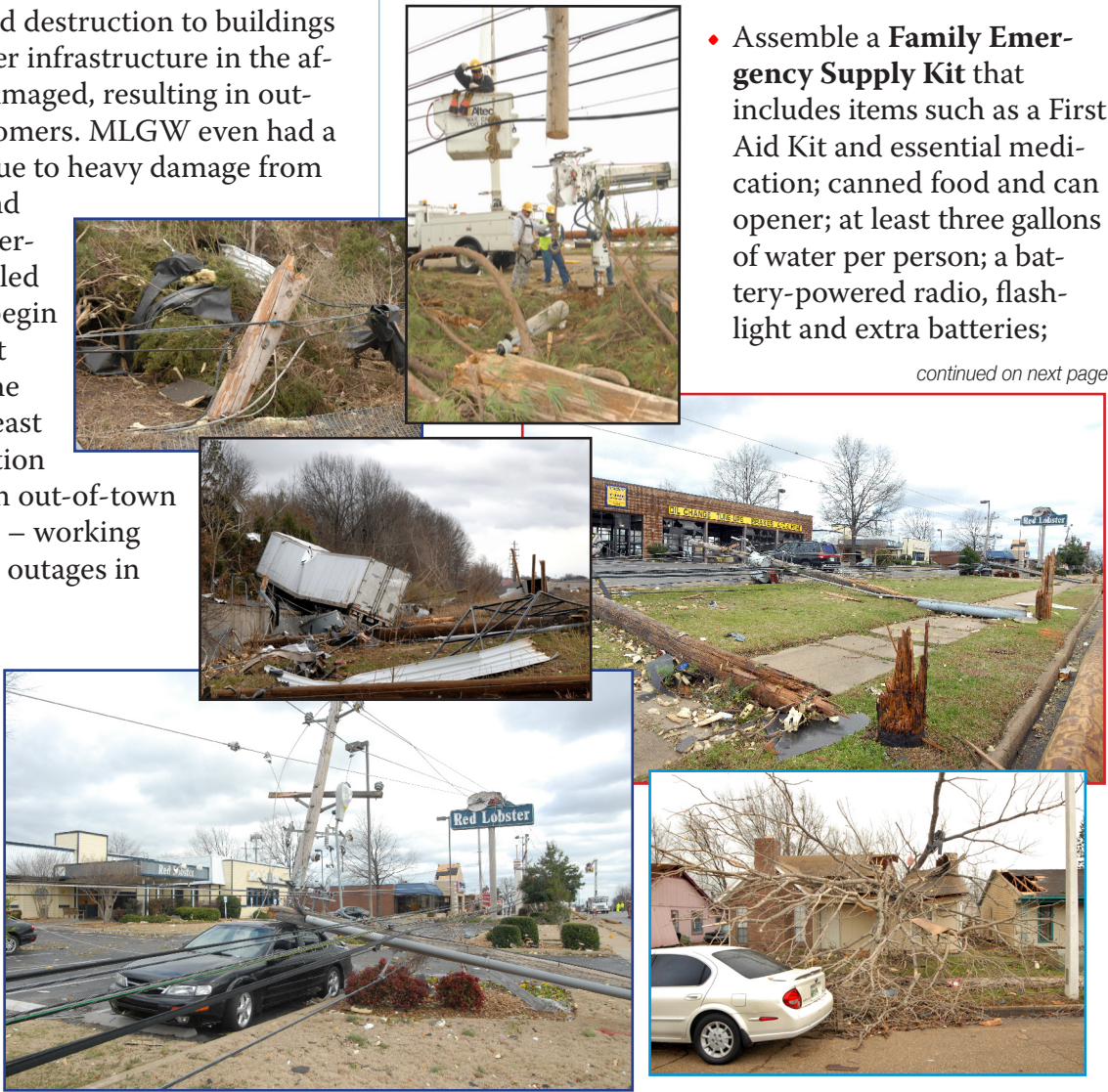
The sky darkened ominously, taking on strange hues as sirens wailed across Shelby County. Residents hunkered down in whatever shelter they could find as Memphis and the Mid-South braced for an onslaught of two waves of severe storms and deadly tornadoes that hit the area Tuesday, February 5, causing major damage and widespread outages, and impacting lives and businesses throughout the area.

In addition to widespread destruction to buildings and homes, MLGW’s power infrastructure in the affected areas was heavily damaged, resulting in outages to almost 65,000 customers. MLGW even had a substation out of service due to heavy damage from flying debris. For the second time in a week MLGW emergency repair crews scrambled to assess the damage and begin restoration efforts. Hardest hit was Hickory Hill and the surrounding area in southeast Memphis. MLGW restoration crews, with assistance from out-of-town crews, performed miracles – working night and day to restore all outages in only five days!

Though the deadly storms hit unusually in February, the spring severe-weather season is only just beginning. It makes sense to acquaint you, your family and friends with a few severe weather tips and pointers as the season begins in earnest. Below are a few

things your family can do to prepare before storms and severe weather hit:

- Develop a **Family Preparedness Plan** that includes a safe, protected place to take cover whether at home, school, work, outdoors or in a car when a severe weather warning is issued. Update the plans every school year, and as places of employment and residence change.
- Assemble a **Family Emergency Supply Kit** that includes items such as a First Aid Kit and essential medication; canned food and can opener; at least three gallons of water per person; a battery-powered radio, flashlight and extra batteries;



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