

# 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:

- May 6** – TruGreen Environmental Event, 10 a.m., Woodruff-Fontaine House, 680 Adams Ave.
- May 11** – PNA Senior Expo, 9 a.m. - 3 p.m., Agricenter, 7777 Walnut Grove Rd.
- May 20** – Bike to Work Day, 11 a.m. - 1 p.m., Court Square, 45 N 2nd St.
- June 4** – 2011 Kidney Walk, 9 a.m. Registration, 8 a.m., Rhodes College, 2000 N Pkwy.
- June 4-5** – Sisterhood Showcase, various times, Cook Convention Center, 255 N Main St.
- June 16** – Redbirds, 11:05 a.m., AutoZone Park, 200 Union Ave.
- June 17-19** – Juneteenth Freedom & Heritage Festival, various times, Douglass Park, 1616 Ash St.
- July 19** – Redbirds, 7:05 p.m., AutoZone Park, 200 Union Ave.

# MIFA Names MLGW Corporate Volunteer of the Year

In a recent ceremony, during MIFA's 12th Annual Day of Reflection and Service event at their headquarters, the charity presented MLGW with its E.J. Goldsmith Corporate Volunteer of the Year award, which is given to a MIFA organization that exemplifies the dedicated, caring and enthusiastic spirit of the late E. J. Goldsmith. According to MIFA officials, "MLGW has played an important role in MIFA's work through the years and in helping our entity achieve its mission."



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:

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# Community OUTREACH

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

May/June 2011

## MLGW's President and CEO Honored by U of M

MLGW President and CEO Jerry Collins Jr. was recently honored at the University of Memphis Herff College of Engineering's 23rd Annual Awards Banquet with the "Herff Honor Award for Distinguished Service in Engineering."

This award is presented to recognize those engineers whose professional and/or personal achievements have brought honor and distinction to the college and who have made significant contributions to the engineering profession.



MLGW's President & CEO  
Jerry Collins Jr.

## Simple Summer Savings

Just because the temperatures are rising doesn't mean your utility bill has to. Here are a few tips for simple summer savings:

- Shut off your air conditioner when you are gone four hours or more.
- Change or clean your air conditioner filter regularly.
- Close your blinds, shades or draperies during the hottest part of the day to keep your home cooler.
- Get rid of your second refrigerator. Clean coils on your primary refrigerator and give it sufficient breathing room to lower energy use.
- Cook, do dishes, and wash and dry clothes while the sun is down.
- Cook outdoors, use a microwave oven or prepare cold meals to avoid heating up the kitchen.
- Use a broom instead of a hose to clean driveways and sidewalks.
- Adjust your sprinklers so the grass is getting watered, not the sidewalks or driveway.
- Water plants or lawn during the earliest and coolest part of the day.

- Use fans to increase comfort with higher air conditioning thermostat settings (78 degrees minimum).

For more energy-saving tips, visit [www.mlgw.com](http://www.mlgw.com).



## Community Heroes Honored

Members of the community who give exemplary service and assistance to MLGW customers were honored by the MLGW Board of Commissioners with a public presentation of the MLGW Community Hero Award. At the March 3 meeting of the Board, two outstanding community leaders were presented Community Hero Awards.

Rev. Keith Norman, Senior Pastor of First Baptist Church-Broad, was honored for his consistent, deep involvement in solving the needs of MLGW customers who are having difficulty

paying their utility bills. He is the founder and principal officer of Greater Works, Inc., a ministry dedicated to service to the community.



Rev. Keith Norman, MLGW President Jerry Collins Jr., Zach Randolph and MLGW Board Chairman Darrell Cobbins.

All-Star Memphis Grizzlies forward Zach Randolph was honored for his generosity in paying utility bills for customers. For the past two years, Randolph has paid the utility bills of more than 100 customers during the winter months. He is especially interested in helping single-parent families, as he grew up in a single-parent home.



## United We Fly!

Thanks to MLGW employees, the Division's United Way contribution is soaring! An MLGW check for \$643,378 was presented to United Way representatives at the Feb. 17 Board meeting, celebrating the successful conclusion of the 2010 United Way campaign. Bryce Haugsdahl, President of United Way of the Mid-South congratulated MLGW employees for their stellar efforts on behalf of the charity. "This wonderful opportunity reminds us that there are some folks in the Mid-South who don't know where their next meal is coming from," said Haugsdahl. "MLGW employees gave their all and raised over \$600,000 for United Way this year, and that is a huge help!" The amount raised does not include corporate funds—all donations come exclusively from MLGW employees.



MLGW employees and executives presented United Way representative Reginald Green (second from left), with a check for \$643,378 on behalf of MLGW.

## Electric Vehicle Project (EVP) Coming to Memphis

At a forum conducted recently at the Peabody Hotel, it was announced that Tennessee residents are now eligible to participate in the EV Project. This includes customers in the Memphis area, which will also receive a public charging infrastructure as a result. MLGW will be greatly involved in this project as part of its commitment to green and renewable energy initiatives. Memphis and Shelby County officially became the fourth and final major metropolitan area in Tennessee to join the project, along with Nashville, Knoxville and Chattanooga.

The planned infrastructure will be funded by a \$100 million federal grant as well as some private investment. It is estimated that electric vehicles will become much more prevalent on the roads, and that there will be one million

on the road by 2016. MLGW plans to provide and maintain all charging stations in order to simplify the charging needs of its customers.

MLGW also recently unveiled a set of proposed sites for electric vehicle charging stations. Some of the sites across the county include public libraries and MLGW facilities. MGLW officials also announced that they intend to have 10 of the locations up and running by September 2011 as a first step toward a charging infrastructure in the state. For more information, visit [MemphisTN.gov/evproject](http://MemphisTN.gov/evproject).



## Only the Best: MLGW's 2010 Water Quality Report

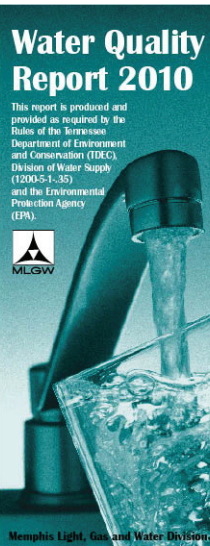
Memphis has stellar drinking water. It's often credited as one of the best things about Memphis. Memphis water not only tastes magnificent, but thanks to thousands of years of filtering down into the Memphis Sands Aquifer, it's also very pure. MLGW's 2010 Water Quality Report confirms that.

MLGW will mail the report to its residential water customers in May in honor of the American Water Works Association's (AWWA) National Drinking Water Week, May 1-7, and to celebrate the fact that our customers enjoy some of the purest drinking water in the nation.

All community water systems are required to prepare and distribute annual water quality reports, also known as Consumer Confidence Reports

(CCR), mandated by the Safe Drinking Water Act. The Environmental Protection Agency (EPA) and the Tennessee Department of Environment and Conservation prescribe regulations that limit the amount of certain contaminants in water including microbial, inorganic and organic contaminants, pesticides and herbicides, and radioactive impurities. Specialists in MLGW's Water Quality Lab perform numerous tests throughout the year to monitor the presence of these components in Memphis' water. The 2010 test results reveal our water to be well within designated limits, meeting or exceeding all water quality standards set by the EPA.

In addition to the mailed copy, the report can also be found in English and Spanish at [www.mlgw.com](http://www.mlgw.com).



## 5th Annual MLGW Goes to School Program

Memphis City Schools' (MCS) students interested in becoming utility employees as engineers, electronics technicians, electrical linemen, accountants, drafters and customer service representatives participated in MLGW Goes to School, a program developed to encourage MCS students to explore career opportunities in the utility and energy industry, specifically at our city's publicly owned utility. Employment at MLGW is included as one of those preparatory choices and MLGW is of-

fering MCS students the opportunity to become "MLGW Bound."

With this purpose in mind, MLGW employee volunteers shared their educational background, career choices, and job responsibilities and duties through the program. Now in its fifth year, the event continues to provide students with information on the kind of study and training needed to prepare students for careers in the utility industry. MLGW leaders sent out approximately

32 employees during the MLGW Goes to School program, which was held from March 28 - April 1, 2011. This year the focus was on the students enrolled in career and technology centers.

This multi-year program has the two-fold purpose of making students aware of opportunities in the utility/energy industry, while providing the utility with a local resource of trained and qualified employees to respond to future industry needs.

## MLGW Goes Door-To-Door to Increase Awareness of Water Usage

Recently, MLGW customer service field technicians spent two entire days going on a door-to-door awareness initiative talking to more than 800 customers in five ZIP codes—38104, 38106, 38108, 38111 and 38114—where bills indicated extreme water usage during the March billing cycle. The initiative started April 1st at 8:30 a.m. and went until 3 p.m. An additional date was added—April 21. The goal is to make customers aware of factors that may be affecting their utility bills.

The customers in those ZIP codes showed at least 39 CCF of water usage on their bills whereas the average for MLGW residential water customers is 10 CCF,

which is also higher than the national average. Consider this: 39 CCF is the equivalent of drinking 234,000 16-oz. water bottles or flushing a 15-year-old toilet 7,293 times during the month of March.



High water usage, especially in March, could be a combination of plumbing fixture leaks, water-guzzling fixtures that pre-date the 1990s low-flow toilet/faucet/shower regulations, or even extremely heavy water consumption through laundry and showering habits. MLGW customer service field technicians were in uniform and had badge identification. A door tag was left at homes where no one was present.

## MLGW Honored as Lifeblood's "Lifesaver of the Year"

MLGW was recently honored by Lifeblood as its 2010 Lifesaver of the Year, an award that is presented to the organization that collects the most blood among all groups in the Memphis area. MLGW employees donated 763 units of blood in 2010, making it the top donor organization in the Memphis area. Potentially, Lifeblood could save up to 3,052 lives with these MLGW blood donations, as one unit of blood can save up to four lives. MLGW has been Lifeblood's leading donor since 2009.

Located in the heart of the Memphis medical district, Lifeblood is the Memphis region's only full-service, non-profit blood center. Lifeblood is the area's leading provider of blood and blood



components to area hospitals, supplying more than 100,000 units for local patient transfusions each year. Lifeblood is a member of America's Blood Centers, an alliance of community-based, non-profit blood centers. Through its neighborhood donor centers and full schedule of mobile blood drives, Lifeblood provides opportunities to donate blood throughout the year. For more information or to schedule an appointment, visit [www.lifeblood.org](http://www.lifeblood.org) or call 1-888-LIFEBLOOD.

## Sorry, You Dialed the Wrong Number...

Do you ever open your MLGW bill and find you have a question about your fire, sanitation, sewer, storm water, or mosquito or rat control services listed on the statement? If so, then make sure you call the correct number for help instead of MLGW. The phone numbers for these municipal services are listed on your MLGW bill for your convenience.

MLGW lists the fees for these services on your utility bill to minimize municipal billing costs, as well as return postage costs for our customers. However, we do not administer those services. We simply collect the fee payments and pass them on to the corresponding municipal organization.