


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:

- Nov 3** – Germantown Senior Expo, 9 a.m. – 3 p.m., Germantown Athletic Club, 1801 Exeter Road, Germantown.
- Nov 5** – EnergySmart Workshop, 10:30 a.m. – Noon, Memphis Library Park Village Branch, 6455 Knight Arnold Rd.
- Nov 7** – Scenic Hills Women’s Association, 10-10:30 a.m., 2847 Pembroke Rd.
- Nov 8** – EnergySmart Workshop (en español), 4:30-6 p.m., Memphis Library Cordova Branch, 8547 Trinity Rd.
- Nov 11** – Business of Service Conference, 9 a.m. – 2:30 p.m., MLGW Training Center, 4949 Raleigh-LaGrange at Covington Pike.
- Dec 3** – EnergySmart Workshop, 10:30 a.m. – Noon, Memphis Library Poplar-White Station Branch, 5094 Poplar Av.
- Dec 6** – EnergySmart Workshop, 4:30-6 p.m., Memphis Library South Branch, 1929 S.Third St.



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 Wins Better Communications Awards

MLGW’s Communications and Public Relations department did well in the 2011 Utility Communicators International (UCI) Better Communications Competition (BCC). MLGW won first place in the Complete Campaign: Image or Public Relations category (for utilities with less than 550,000 customers) for the “Baby Steps” campaign. Our “Baby Steps” billboard ads also won first place in the Outdoor category. MLGW also won second place honors in the Social Media category, as well as in Single Newspaper Ad: Image or Public Relations for our “Baby Steps” print ads.

Community

OUTREACH

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

November/December 2011

MLGW Revises ID Requirements

The MLGW Identity Theft Prevention Policy requires service applicants to present two forms of identification, one of which should be a discernible photographic identification. However, MLGW recently revised the identification requirements of its credit policy by adding three additional, non-picture forms of ID. The newly added forms of identification, which provide a new avenue for customers to obtain services, are:

- Medicaid or Medicare identification card
- State-issued hunting or fishing license
- State-issued gun permit or license
- EBT (Electronic Benefits Transfer) card

If a customer does not have photographic identification, the

supervisor may accept two of the forms of personal identification if the supervisor can determine that the identification presented is as reliable as the absent photographic identification. In the event the customer presents identification that is not listed, the supervisor may only accept such identification after it is referred to and approved by the Manager of Customer Relations.

In regards to the newly revised policy, MLGW President Jerry Collins Jr. says, “The change now is to try and get a better balance on making sure we don’t have identity theft, making sure we comply with federal laws and at the same time are as compassionate as we can possibly be towards those people who may not have a photo ID.”

Prepare Your Home for Winter

When winter chill sets in, most people are tempted to turn up the heat to stay warm. Since heating can account for up to 40 percent of your utility costs, the temptation can have a big impact on your wallet. However, there are things you can do to avoid those high costs. If your home is poorly weatherized, warm air is constantly escaping, causing your utility bill to rise. Blocking the cold winter air out of your home, and keeping the heat in, is easy with these basic weatherization measures:

- Apply good quality caulk around windows and doors.
- Install storm windows or 6-mil polyethylene plastic over windows to block out the cold.
- Add attic insulation to a level of R-38 or above.
- Seal drafty spaces behind light switches and outlet plates with foam gaskets. (Be sure to cut off electricity before installing.)
- Install a threshold and weather stripping on exterior doors if you can see light around a closed door.
- Wrap R-7 insulation around heating ducts in attics and other unheated spaces. Seal duct joints with heat-resistant

- furnace tape.
- Install an airtight door around the fireplace to prevent drafts as fires burn down, and remember to close the damper after each fire.
- If you don’t use a fireplace, install a plywood cover over the front to prevent heat loss.
- Close garage doors.
- When heat is on, keep all doors and windows closed, even if you have storm doors and windows on the outside.
- Make sure attic vents are clear of obstructions in order to prevent moisture build-up in the attic.
- Remove window unit air conditioners and seal cracks with duct tape to prevent drafts.
- Close all foundation vents but one to supply air to the floor furnace.

Want more energy tips? Visit www.mlgw.com.



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P.O. Box 430

Memphis Light, Gas and Water Division

Communications and Public Relations

Holiday Bill Break for All Residential Customers

MLGW will defer cutoffs for nonpayment for all residential customers between December 15 and January 14 annually. Customers must have an unpaid balance of \$399 or less. This

new program will allow customers to have extra cash during the holidays while protecting them from getting into serious debt.

MLGW Crews Commended for Restoration Following Hurricane in NJ

MLGW recently provided mutual aid assistance to Public Service Electric and Gas (PSE&G) customers after the massive storms from Hurricane Irene. There were four crews (24 employees) sent to Secaucus, NJ to assist with the power restoration. Here are some highlights of a letter received by MLGW President Jerry Collins Jr. from a PSE&G customer:

Mr. Collins,

"I want to personally thank YOU, and the crews...who were here to relieve our concerns and fears of many more long days without power.

They ...were OUTSTANDING!!! I cannot say enough about how professional, expedient and accommodating they were to our whole neighborhood, in restoring power, checking all lines...before they left. All the men on the crews were very motivated, they were unloading equipment and working almost the instant their trucks stopped, and did



MLGW crews restoring power to Rutherford, NJ

not pause or hesitate, until the job was completed to everyone's satisfaction.

"I'd like to thank you for allowing these men to make that long journey to come assist us. The men that came here were a fine representation of America's greatest asset - the spirit of giving back. Your team lived up to your state's motto, VOLUNTEERS... If they are what your company and city has to offer, Memphis and MLGW are in good hands for many years."

"MLGW is proud to extend a helping hand to other communities that experience power failures and other hardships as a result of severe weather," said Collins. "Furthermore, we are proud of the MLGW employees who we send to these communities to assist with storm restoration. The 24 employees that we sent to New Jersey did a great job of representing MLGW in an exemplary fashion."

MLGW's Winter Moratorium to the Rescue

As winter approaches, MLGW wants to ensure uninterrupted service to its senior (60+) and disabled customers. The Winter Moratorium program has been in place for more than two decades and prevents cutoffs for registered customers during the months of December, January and February. Here are some of the details:

- Utility service must be listed in the name of the elderly and/or handicapped person.
- If qualification is to be based on age, proof of such is required (example: driver's license).
- If qualification is to be based on disability, proof of such is required (example: medical statement from a physician).
- Past due amounts must be paid before December 1.

There are no income restrictions for the Winter Moratorium program. However, applicants cannot have an outstand-

ing balance on their utility bill on November 30 when the program begins. The deadline for application is November 15. Customers are encouraged to pay bills by the due date. However, at the end of the three-month period, satisfactory payment or arrangements should be made before the March utility bill is due.

Applications are available at www.mlgw.com, and also at the Aging Commission, Meritan, MIFA, MLGW Community Offices, or by calling 544-MLGW.

To apply, simply fill out the application form and mail it to:

Credit Operations
Memphis Light, Gas and Water Division
PO Box 430
Memphis, TN 38101-0430

There's Still Time

There's still time to register for the MLGW Business Service Conference, being held Friday, November 11, 2011 from 9 a.m. – 2:30 p.m. at the MLGW Training Center, 4949 Raleigh LaGrange Road.

This year's theme is "Addressing Poverty" and workshops include sessions on *Support*

for Entrepreneurs; Building Wealth; Understanding Mental Illness; and Fighting Poverty with Produce.

For more information call 528-4322 or register online at www.mlgw.com/service-leaders.



How to Manage Winter Cold and Save

Instead of turning up the heating thermostat, follow these tips to stay warm this winter while saving money:

- Set the thermostat at 68 degrees when you and your family are home. Each degree above 68 adds as much as four percent to your utility bill.
- At bedtime, consider lowering the temperature and adding extra blankets to the bed. Socks and a cap will also help you retain heat as you sleep.
- If you will be away from home for more than four hours, lower the thermostat or turn the heating system off – unless there is danger of freezing the pipes.
- Make sure delivery and return vents are open in the rooms you use.
- Keep curtains and blinds closed at night and on cloudy

days. Open the curtains on sunny days to let warmth in.

- Install a programmable thermostat that will automatically adjust temperatures during the day.
- Keep central heating air filters clean.
- When using the fireplace, turn the heating down or off.
- Dress warmly in layers to retain body heat.
- The elderly should set thermostats no lower than 68 degrees, dress warmly and drink plenty of liquids to avoid hypothermia. Remember to check on elderly relatives and neighbors frequently to monitor their health and safety.



MLGW Releases iPhone App Upgrade

A new upgrade of MLGW's iPhone application is now available at the iTunes store. Upgrades include:

- The Outage Map updates every five minutes. In the event a user wants to update the map before the update time, a refresh button has been added.
- In this update, if the Outage Map is continuously loading, the user is now able to navigate away from the map and continue to explore the applica-

tion. In the past, you could not navigate away from the screen while it was loading.

- An alert has also been added to notify users that an Internet connection could not be detected. Some of the functionality on the application requires an active Internet connection.
- Last but not least, a new alert has



been added to the login screen to assist users who are having problems logging into the Account section of the application.

MLGW is continuing to pursue future enhancements, including streetlight outage reporting, electric outage reporting, bill payment, mapping of payment locations, and Android and Blackberry versions of the app.

MLGW Gas Leak Surveyors: What You Need to Know

MLGW has received a number of inquiries from customers who have seen our gas leak surveyors working in their respective neighborhoods. Here's what you need to know about MLGW employees in the field:

- Gas Leak Surveyors are contracted through MLGW, wear fluorescent Chartreuse Traffic Vests and carry MLGW contract badges.
- Gas Leak Surveyors use their own personal vehicles. All personal vehicles used by our Leak Surveyors will have clearly marked company signs that indicate their company name (example: Surveys & Analysis - Gas Utility Contractor).
- Gas Leak Surveyors work eight hours a day, every work day of the year.
- MLGW is required by the federal government to survey (for gas leaks) all of its gas facilities in certain intervals every year.
- Leak Surveyor Contractors also inspect for Atmospheric Corrosion. This task is part of a new mandatory require-

ment from the Department of Transportation, which requires MLGW to inspect a certain number of gas meter sets in our system.

- If corrosion is discovered on meter sets, it is then necessary to paint them.
- With 65,000 residential services and over 30,000 businesses, Gas Leak Surveyors perform duties that are very similar to MLGW Meter Readers and travel to different locations throughout the day.
- Like Meter Readers, after a survey is completed, Gas Leak Surveyors enter the service/customer's address in a hand held data unit. This information is posted, almost in real time, to MLGW's customer information system.
- Because Gas Leak Surveyors are contracted by MLGW to survey gas leaks, they do NOT show in the MLGW work order system.

If you have questions or concerns, please contact MLGW's Gas Operations department at 320-1520.