#### **MLGW finishes work on 200<sup>th</sup> home in Share the Pennies program**

MLGW reached a milestone with funds from the Share the Pennies program. Since MLGW kicked off its newly expanded weatherization program in 2018, more than \$1 million has been collected.

"As Memphis celebrates its 200th birthday, we're grateful to be celebrating the work completed on 200 homes," said MLGW's Chief Customer Officer Jim West.

Murlene Beauregard is the 200th homeowner Share the Pennies has helped. Anthony Jackson, with Jackson General Contractors of Memphis and his crew, installed two new heat pumps and air conditioning units,

patched gaping holes in the ceiling, walls and floors, repaired a sewer leak under the house and leveled sagging floors.

"I couldn't afford to do these things." said Beauregard who is 67 and legally



blind. With the repairs finished, she added, "This is going to really take a lot of stress off us." Beauregard babysits her five grandchildren while her daughter works.

Regarding the Share the Pennies program, Jackson said, "Most of the time, I'm a person who doesn't like (spare) change. I either lose it or it falls between the seats. Change is always being disregarded. This program puts it in perspective what those pennies actually can do and who they can help."

For more information about the Share the Pennies program, visit <u>mlgw.com/</u> sharethepennies.

#### **Best of the Best**

The United Way of Greater Memphis held its Best of the Best Awards to recognize and honor those organizations who participated in the 2018/2019 United Way Campaign and went the extra mile.

MLGW's 2018/2019 United Way Campaign won two Best of the Best Awards at United Way of the Mid-South's award ceremony: Best Campaign Climber – Highest Employee Giving, Large Company; and Best Team Effort – Highest Participation, Large Company. Congratulations are in order!



## **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. 4 Mid-South Food Bank Agency Conference, 3865 South Perkins, 9 a.m. – 2:30 p.m.
- Sept. 13 Southern Heritage Classic College and Career Fair 2019, Pipkin Building at Tiger Lane, 9 a.m.
- Sept. 23 Collierville Public Library, 501 Poplar View Pkwy, 4:30 p.m.
- Sept. 27-28 Block Party for Peace, Location TBD, various times
- Sept. 28 Pink With A Purpose Family Health and Wellness Event. Orange Mound Community Center, 2572 Park Avenue, 10 a.m. -2 p.m.
- Oct. 5 Jerusalem Missionary Baptist Church Health Fair, 1791 West Shelby Drive, 9 a.m. – 1 p.m.
- Oct. 8 Nike Employee Health Fair, 515 East Shelby Drive, 11 a.m. 4 p.m.

If you would like MLGW to be an exhibitor or speaker at your event, request online at mlgw.com/speaker.



Community Outreach is produced by MLGW's Corporate Communications department. If you have any questions, concerns or suggestions about Community Outreach, please feel free to call (901) 528-4820 or (901) 528-4557.

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# *Community Outreach* is now only available electronically

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# **Memphis: 10 years among lowest winter utility bills**

Memphis Light, Gas and Water recently completed its annual Comparative Rates Survey comparing Memphis' combined electric, gas and water utility rates with other comparable cities around the U.S. and select cities abroad.

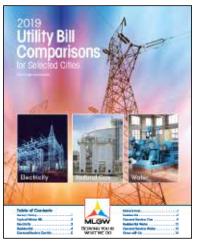
MLGW's combined rates are among the lowest in the country. MLGW's typical winter residential bill was the third lowest among the U.S. cities surveyed. Only Oklahoma City and San Antonio posted lower rates than MLGW.

We survey more than 40 cities, including many that are geographically close to Memphis, as well as utilities that are similar in size. All costs covered in this survey are based on published rates effective January 2019. Memphis continues to outperform many cities in terms of what customers pay for electricity, natural gas and water services.

MLGW started collecting data on rates in the early 1990s. Memphis continues to outperform many cities in terms of Affecting MLGW's rate ranking was an average bill increase what customers pay for electricity, natural gas and water of \$33.40 that included \$23.82 for natural gas due to its services. The Rates Survey can be found on MLGW's website higher weighted average cost and \$9.39 for electricity due to at mlgw.com/ratesurvey and click on the "2019 Utility Bill TVA's pass-through wholesale power cost increase. Comparison Survey" link, at the bottom.



The largest three-service municipal utility in the nation, MLGW delivers electricity, natural gas and water throughout Memphis and Shelby County. Each year we strive to not only deliver the best possible price, but also the highest quality service. One way we measure our performance is to examine how Memphis' typical winter bills compare to other cities.



# **MLGW** improving Downtown network

MLGW is making improvements to the reliability of the Downtown network by replacing substation assets at its Front Street Substation No. 4. Originally energized in December of 1939, the substation feeds a major portion of the Downtown network. MLGW is replacing power transformers and circuit breakers that have been in service since 1951. These upgrades, along with others planned in the future, should help to improve the reliability of the network and reduce customer outages. The project began in earnest in December 2018 and is expected to be completed during the first guarter of 2020. These improvements are being made while the substation is operating and will not cause a disruption in service.

### **MLGW participates in 2019 ClearPath VII**

MLGW employees participated recently in the Department of Energy's (DOE) Office of Cybersecurity Energy Security and Emergency Response (CESER) seventh iteration of the ClearPath exercise series.

The exercise offers an opportunity for utilities, state and federal organizations to discuss what the impacts could be in an earthquake and how to leverage their collective resources when it's time to react to the disaster. More than 180 people participated in the exercise including the Tennessee Valley Authority (TVA), military officials, the Federal Emergency Management Agency (FEMA) and several utilities from Tennessee, Kentucky, Arkansas, Mississippi, Illinois, Alabama and Missouri.

According to DOE's website, energy.gov, ClearPath is an annual exercise involving energy and emergency management partners from both private and public sectors, the Department of Homeland Security and FEMA.

ClearPath VII focused on the potential for an earthquake in the New Madrid Seismic Zone in the Mississippi Valley. The likelihood of a powerful New Madrid earthquake with a magnitude of 6.0 or greater within the next 50 years ranges between 28 and 46 percent.

Source: ClearPath VII: Sizing up a Seismic Zone, published recently on energy.gov.

#### **Buried gas pipelines**

As a natural gas customer, you may have a natural gas line running underground from the meter to either a separate building or an outdoor gasburning appliance such as a gas grill, gas light, pool heater, etc.

Federal regulations require MLGW to make you aware that you are responsible for maintaining any underground gas piping on your property that extends beyond the meter. If not properly maintained, buried gas pipelines may be subject to corrosion

(if metallic) and/or leakage. To ensure its continued safe and reliable operation, buried piping should be checked for leaks or damage.

You are advised to contact a natural gas contractor such as a

private utility service, meter specialist or gas-certified plumber to locate, inspect and make any necessary repairs to your buried gas piping. MLGW



From left to right: Nicholas Newman, Vice President of Engi-

neering and Operations; Oussama Terrab, Transmission Op-

Transmission Operational Planning and Crisis Management;

Jonathan Mosteller, Substation Transmission Engineering.

erational Planning and Crisis Management; Bryant Williamson,

cannot perform inspections or make repairs on customer-owned buried piping. If you are not the property owner, please notify the owner about this requirement.



## Schedule a pilot light safety inspection

To ensure gas appliance safety, MLGW offers pilot light safety inspections. Customers are encouraged to begin scheduling appointments. Inspection appointments during the month of September are free.

After September 30, customers are charged a \$55 fee which covers up to three gas heating appliances. Each additional appliance will be an extra \$16. The service

is free to physically challenged customers and seniors (60 years and older).

To schedule an appointment with a service advisor, customers can call 544-6549 to choose a convenient date and time. MLGW's Interactive Voice Response (IVR) system can also be used to schedule appointments with the customer's 16-digit account number or telephone number.

#### **MLGW employee administers CPR, saves a life**

At least three to five times a week, for the past 20 years, David Leake, MLGW **Hickory Hill Service Center** Garage, takes a nightly jog. Usually his evening run is uneventful, until recently during one warm Sunday night. As he prepared for his run, he saw a woman trying to coax a man from the ground to her car. He watched for a moment, assessed the situation and decided to see what was wrong.



When he approached the duo, the man was struggling to breathe. "She was trying to get him in the car and drive him to the hospital. His chest wasn't moving and he seemed to be getting worse the longer we waited. I thought, 'I have to do something,' " Leake said.

Leake asked the woman to call 911 and began chest compressions. On the second set of compressions, Leake said the barely conscious man seemed to go into shock.

"He was shaking real bad. I put a sweater under his head Leake said it was a great feeling to know that something and he went limp. On the third compression, he came back he learned at work, saved someone in the community. and grabbed my hand tight. He stayed conscious until first

#### **Memphis now has a financial empowerment center**

The Shelby County Trustee's Office, in partnership with RISE Foundation and the national Cities for Financial Empowerment Fund (CFE Fund), has launched the Greater Memphis Financial Empowerment Center (GMFEC), offering professional, one-on-one financial counseling and coaching as a free public service to local residents.

Community partners held a ribbon cutting on July 16 for the GMFEC office, located at 254 Court Avenue, Suite 100. Terica Lamb, MLGW Community and Economic Development, gave remarks during the ribbon cutting.

At the GMFEC, professionally trained FEC counselors will help individuals and families manage their finances, pay down debt, increase savings, establish and build credit, and access safe and affordable mainstream



Shelby County.

banking products. This will be a great resource for our customers.

The GMFEC is a sponsored project of the Women's Foundation for a Greater Memphis, made possible by a match-grant from the Cities for Financial Empowerment and the support of Shelby County government, the Shelby responders got there. I was glad to see the guy was going to make it," Leake said.

Leake has worked for MLGW for 20 years, but that encounter was the first time he has ever used CPR. The married father of two and grandfather of five, said he was surprised by the way everything played out. For instance, he almost didn't go jogging that night. On that

particular evening, the field was emptier than usual and he had just learned CPR two weeks prior during a MLGW training class.

"When the guy passed out, I thought he was going to die. I couldn't believe that what I was doing actually worked. It was surprising to me that he came back," Leake said. "To know that he has a second chance at life feels good. A lot of things go through your head when something like this happens. God gave him a second chance."

Memphis and Shelby County mayors, business leaders, sponsors and organizations gathered recently at the Crane Building in Downtown Memphis for a ribbon cutting to celebrate the opening of the Greater Memphis Financial Empowerment Center. The center provides free, professional one-on-one financial counseling to all residents of

County Assessor's Office, Memphis Light, Gas and Water Division, and with the financial assistance of United Way of the Mid-South, the Assisi Foundation and Bank On Memphis.

For more information, visit gmfec.org. To schedule an appointment, call 901-390-4200.