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Pilot Safety Inspection program accepting appointments now

It may still be hot outside, but it is pilot re-light time again. MLGW is accepting appointments for the Pilot Safety Inspection program. All appointment times made for an inspection in September are free. After Sept. 30, there will be a \$55 fee. The service is free for physically challenged customers and for those who are 60 and older. Customers should call 820-7878 and punch in 1-2-3-2 for English to schedule a time. Press 3-2-3-2 for Spanish.



MLGW in the Community

Sept. 1-10 – 2017 Delta Fair & Music Festival, Agricenter International, various times

Sept. 2 – WLOK Stone Soul Picnic, Levitt Shell in Overton Park, noon – 7 p.m.

Sept. 7 – Food Bank 2017 Agency Conference, the Guest House at Graceland, 9 a.m. – 2:30 p.m.

Sept. 10 – Fiestas Patrias, Delta Fair/Agricenter, 7777 Walnut Grove Rd., noon – 10 p.m.

Sept. 13 – Methodist LeBonheur Healthcare Back to School Fair, 1891 Kansas, 2 – 6 p.m.

Sept. 30 – Lowenstein House, Inc., 6590 Kirby Center Cove, 10 a.m. – 2 p.m.

Sept. 30 – Methodist Univ. Hospital, 1265 Union Avenue, (parking lot), 10 a.m. – 2 p.m.

Oct. 1 – Bluff City Fair, Fairgrounds at Tiger Lane, noon – 10 p.m.

Oct. 4 – Senior Safari, Memphis Zoo, 9 a.m. – 2 p.m.

Oct. 14 – Westwood Neighborhood Assoc., Inc., 810 Western Park, 10 a.m. – 3 p.m.

Oct. 25 – UPS Freight Wellness and Health Fair, 1803 E. Brooks Road, 7:30 a.m. – 2 p.m.

Oct. 29 – MLGW A-Blazing Race at E-Day, University of Memphis Herff College of Engineering, 9 a.m. – 2 p.m.

Nov. 2 – Germantown Senior Expo, Germantown Performing Arts Center, 9 a.m. – 2 p.m.

If you would like MLGW to be an exhibitor or speaker at your event, please call 528-4820 or request online at mlgw.com/speaker.



Community Outreach is produced by MLGW's Communications and Public Relations department. 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 Communications and Public Relations, at (901) 528-4557.

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Community OUTREACH

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

September/October 2017



MLGW President and CEO to retire at the end of the year

MLGW President and CEO Jerry R. Collins Jr. announced recently that he would be retiring as head of the utility company effective Dec. 19. “Working for MLGW and the City of Memphis has been a great experience, however, after 30 years of public service it is now time for me to spend time with my family,” Collins said. “I’d like to thank the 2,500-plus employees who I have enjoyed serving with to improve

the quality of life for residents through the efficient and safe delivery of electricity, natural gas and water the last 10 years.”

Collins has served as President and CEO of MLGW since 2007. He is the 10th person to lead the utility. A native Memphian, Collins previously served as Director of Public Works for the City of Memphis.

Tennessee awards MLGW for clean air contributions

As the state grapples with reducing transportation-related emissions, MLGW is doing its part in a city known as America’s Distribution Center. Recently, the state recognized MLGW with a 2017 Sustainable Transportation award.

The award from the Department of Environment and Conservation Commission and the Department of Transportation is now in its third year. It recognizes outstanding initiatives of reducing emissions, improving the health and well-being of residents, and creating efficiencies in delivering goods and services. MLGW competed against 27 public and private companies. This is a second win for MLGW.

With 400 trucking companies operating in the area, MLGW’s two Compressed Natural Gas fueling stations offer cost-efficient fuel that is 70 percent cleaner than gasoline and diesel. Currently, about 10 percent of MLGW’s fleet is powered by alternative fuels.

In 2016, MLGW raised the bar on its CNG offerings when it began purchasing fuel from Clean Energy to provide customers with 100 percent renewable natural gas. MLGW also is now registered online where drivers can locate CNG fueling stations across the country.

Michael Taylor, Commercial and Industrial Customer Care Manager’s Office, and Crystal Love, Key Accounts, accepted the state award in Nashville recently. In addition, Taylor also spoke as a panelist about what drove the winning project to fruition.



County Commission honors those on the front lines of the storm

The Shelby County Commission commended the exceptional work of MLGW during the Tom Lee Storm that hit on Memorial Day weekend. Commissioner Terry Roland read the county’s resolution detailing how in less than 72 hours after the storm hit, MLGW had restored power to 124,000 of the 188,000 homes which were left without electricity.

The resolution further said, in part, “Only true dedication could’ve been possessed by those linemen to be able to reduce such a significant amount of outages in only 10 days.”

Electric Distribution, Electric Operations, Central Support



Services, Safety, Corporate Communications, Logistics, CARES and System Operations representatives were among those who were present when the resolution honoring MLGW was read.

MLGW's tap water is safe, pure and abundant

In spite of water making the news recently, MLGW's tap water continues to be safe, pure and abundant. Twice in recent weeks federal authorities found contaminants in the Memphis shallow water aquifer.

Luckily, MLGW draws no water from the shallow aquifer. The purpose of monitoring wells is to identify any contaminants that might pose a threat to the deeper aquifer systems so that remediation can occur. MLGW pumps from the Memphis Sand aquifer which is between 350 to 1,100 feet below ground.

In addition to the daily testing MLGW does at all of its water pumping stations, an independent lab, ESC Lab Sciences, confirmed that our drinking water is safe and tested below detectable limits for arsenic. Initial test results showed some traces of lead in two wells.

After additional testing, the second samples indicated that lead was below detection limits. ESC tested all 10 wells at the Davis plant which is about

three miles southeast of TVA's plant.

During National Night Out held recently, the Jeff Jolly Block Club in Whitehaven invited MLGW officials to speak about water. "There's no arsenic detected in your water," MLGW's Vice President of Engineering and Operations Alonzo Weaver said. "We conduct from 3,000 to 4,000 tests each month. Your water is safe, inexpensive and well regulated. We've got eyes on this water all the time." Shelby County Health Department Environmental Health Services Bureau administrator Tyler Zerwekh agreed with the assessment. "TVA will continue to test those shallow wells and do soil borings," he said. Jeff Jolly Block Club President Percy Hunter said the meeting helped residents understand the issue. "We were concerned," he said. "Now, everybody is totally satisfied that our water is safe."

In addition, University of Memphis and U.S. Geological Survey officials will perform computerized models to predict if the contamination plume is



moving or staying still.

"Not in my children's lifetime or my grandchildren's lifetime, do we need to worry about arsenic or lead in our water," Zerwekh said.

TVA found arsenic and lead in the 50-foot-deep shallow aquifer wells that were installed to check for any pollution stemming from storage ponds containing ash. Ash is a by-product of burning coal to produce electricity. TVA is retiring the Allen Fossil Fuel Plant that uses coal and is building a new Combined Cycle Power Plant that uses cleaner natural gas generators to produce electricity. The project is more than 75 percent completed and will go online sometime in 2018.

Memphis City Council pays tribute to MLGW's storm workers

The Memphis City Council praised the outstanding work of MLGW during the Tom Lee Storm that hit on Memorial Day weekend. Councilwoman Patrice Robinson sponsored the resolution which "recognizes and honors the coura-

geous, hardworking men and women of MLGW for their tireless work to restore services following such an unanticipated event, as well as their daily work to keep power flowing and our citizens safe."



Leaders learn about neighborhood resources

Over 130 attendees participated in the annual MLGW Neighborhood Leaders Conference held on Friday, August 11 at the MLGW Joyce M. Blackmon Training Center. This year's theme was "Neighborhood Resources."

The day started with a plenary session where Paul Young, Director of the City of Memphis Division of Housing and Community Development spoke. Over lunch, attendees heard from MLGW President Jerry Collins Jr. and Alonzo Weaver, MLGW Vice-President of Engineering and Operations. Weaver discussed the restoration process for the May "Tom Lee" storm and MLGW's continuing efforts to decrease the impact of storms.

Attendees had the opportunity to learn about resources available for home weatherization, prescription assistance, transportation and food, in addition to hearing from journalists Kontji Anthony (WMC-TV) and David Waters (Commercial Appeal) about the Media as a Resource.

The day concluded with Lt. Joseph Patty II of the Memphis Police Department providing an overview of installing security cameras in neighborhoods. One attendee left saying, "This was my first conference. Very informative! We should have more workshops for neighborhood representatives to attend. I can't wait to get with my neighborhood association."

Better Business Bureau Alert: Scammers posing as MLGW threaten to cut off utilities

The Better Business Bureau (BBB) and Memphis Light, Gas and Water (MLGW) are warning consumers and business owners that the unpaid utility scam is once again targeting people in the Memphis area. In this ruse, scammers call and threaten to cut off your utilities if you don't give them immediate payment over the phone.

The past-due utility scam often targets business owners at the peak of their day. The crooks are hoping to catch businesses off guard and convince them that they'll have no power to operate if they don't pay up fast. Similar scam calls have targeted residential customers as well.

"At MLGW, we never demand payment or threaten to cut off services over the telephone. We certainly never tell any customers to buy prepaid debit cards or

gift cards," said MLGW President and CEO Jerry Collins Jr. "We always mail cut-off notices to customers. We also use auto-dialers that alert you in advance when a payment is due to avoid cut-off."

"As MLGW installs more smart meters," Collins added, "this will soon be an outdated scam. MLGW eventually will no longer disconnect someone's utility by driving up in a utility truck. If you get such a call, hang up the phone. It is not MLGW."

BBB and MLGW offer the following advice to avoid falling for one of these scams:

- Be suspicious of callers who demand immediate payment for any reason.
- Remember that anyone who has the number on a prepaid card has

access to the funds on the card.

- Never give out personal or financial information or wire money to an unsolicited caller.
- If you get a similar call, hang up and contact your local law enforcement agency.
- MLGW will never direct customers to make payments through a specific method. They may advise commercial and industrial customers of pending service disconnection via mail, automated phone calls, text alerts (if enrolled) and sometimes a courtesy call to the business.

If you or your business has been targeted by this scam, share as many details as possible with the BBB at bbb.org/scamtracker.



Customers thank MLGW for their service after the storm

I would like to extend many thanks to everyone at MLGW. We were without power for a week. Each and every time I called to check on the status of our services outage, the person on the other end was always extremely kind and helpful, and honest.

On the last night of the outage at our home (in the 38111 zip code on a grid with 76 other residences), we were packed up and ready to leave with our little dog and stay with relatives. We heard a large pop and some men yell "Whoa" and a power surge. I was just praying no one had been hurt. Just as we were leaving, a work truck pulled up front at 10 p.m.



The gentlemen asked if we had heard the pop and could they please get in our backyard.

I asked, "Well, we were about to leave... I guess might be another day..."

"No Ma'am," the worker said, "We will have you right back on."

These men had worked so many hours in the terrible heat, and were just as cordial as they could be. They were determined. I know everyone at MLGW was working 16 plus hour shifts, the call center included. And the men and women working outside in that heat hour after hour to restore everyone's power. This was also a great learning experience to me in many ways.

Just many, many thanks to all of them!

Sewer/stormwater fees set to increase in 2018

Starting in January, residents will see gradual increases on both city of Memphis stormwater and sewer fees collected by MLGW over the next five years.

The Memphis City Council approved raising stormwater fees by 15 percent to \$4.64 a month in January. The monthly stormwater fee will increase to \$5.25 in July 2019 and to \$6.03 in July 2022.

Sewer fees will jump by 26 percent to \$2.87 per 1,000 gallons of wastewater in January. The monthly sewer fee will go to \$3.32 in January 2019. Both services are listed on MLGW's bill.

The funds will be used for the City of Memphis sewer improvements, upgrades at two treatment plants, sludge storage and flood mitigation.

