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Community OUTREACH

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

September/October 2018

MLGW continues climb in J.D. Power Survey

Memphis Light, Gas and Water Division posted gains in the annual J.D. Power & Associates Electric Utility Residential Customer Satisfaction Survey. The utility climbed 18 points to best its highest ranking in 10 years with a 2018 score of 684.

MLGW President and Chief Executive Officer J.T. Young says efforts are underway to continue and expand that positive trend with a proactive reliability improvement plan. “Much of MLGW’s infrastructure is 40-plus years old. This fall, we will present a plan to the Memphis City Council aimed at minimizing the adverse impact of severe weather” he said.

Power quality and reliability are among the categories surveyed; customer service, price, communications, corporate citizenship and billing and payment are the others.

Another factor MLGW attributes to improving customer satisfaction scores is low utility rates. MLGW has the lowest combined residential utility bill among more than 40 cities surveyed in an annual rates comparison. “Our goal is to increase customer value while containing costs and enhancing service delivery,” Young said.



MLGW worker saves the day

Rachel Booker with LeBonheur Children’s Hospital wrote a beautiful letter giving KUDOS to Patricia L., Contracted Services-North Service Center, for going the extra mile over lost paperwork.

When Rachel Booker’s son dropped her off at work, Ms. Booker left a portfolio on the top of his car. Patricia L., who works as a line inspector overseeing private contractors, saw a swirl of paperwork on Dunlap and stopped to see if she could find the owner. Patricia L. searched through the papers and tracked Ms. Booker down. The two met outside the hospital. Patricia L. gave her what she had recovered.

Ms. Booker said, in part, “It’s not only what she did, but how she did it; with a smile and words of comfort as I flew out the door and running in the street to pick up papers, she kept saying be careful, watch that car, don’t get hit. She had my back the entire time... She deserved a KUDOS! What we call here at LeBonheur, a Power of One Moment!”



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 21** – Cross Connection Awareness Day, MLGW Univ., 7 a.m.-4 p.m.
- Sept 22** – Riverwood Farms Community Day, Intersection of Riverwood Farms Pkwy and Cedar Mills Cir., 10 a.m.-4 p.m.
- Sept 25** – Nike Distribution Center Health Fair, 5151 E. Shelby Dr., 10 a.m.-4 p.m.
- Sept 27** – Shelby County Schools ESL Night, Grahamwood Elementary, 3950 Summer Av., 5-7 p.m.
- Sept 28-29** – Block Party for Peace at Ed Rice Community Center, 2907 N. Watkins
- Oct 3** – Senior Safari at the Memphis Zoo, 9 a.m.-2 p.m.
- Oct 13** – Westwood Awareness Festival, 810 Western Park, 9 a.m.-1 p.m.
- Oct 13** – Jerusalem Baptist Church, 1781 E. Shelby Dr., 10 a.m.-2 p.m.
- Oct 18** – Community Senior Expo, The Church of Christ at White Station, 1106 Colonial Rd., 9 a.m.-12:30 p.m.
- Oct 20** – Grace United Methodist Church, 1619 E. Raines Rd., 10 a.m.-2 p.m.
- Oct 20** – Greenwood CME Church, 3311 Kimball Av., 11 a.m.-Noon
- Oct 24** – Oak Grove M.B. Church Senior Day Conference, 7289 Hwy 64, 8 a.m.-2 p.m.
- Oct 29** – Salt Community Outreach, Old Landmark C.O.G.I.C., 1490 Hollywood St., 11 a.m.-1:30 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.

Neighborhoods and Government: Partners in Progress



MLGW President & CEO J.T. Young shared with the attendees his vision for the utility during the opening plenary.

Over 140 attendees gathered at the MLGW Joyce M. Blackmon Training Center on August 11 for MLGW’s Neighborhood Leaders Conference. This year’s theme was “Neighborhoods and Government: Partners in Progress” and attendees received an update from City of Memphis Mayor Jim Strickland about everything from trash collection to crime reduction. MLGW President and CEO, J.T. Young talked during the opening plenary about his vision for MLGW.

One of the most popular sessions was Planning and Development FAQs, which provided an overview of the local planning process. Councilwoman Patrice Robinson represented the Memphis City Council and Commissioner Van Turner represented the Shelby County Commission in separate sessions that discussed the role and services of city and county government. State Representative Antonio Parkinson lead another session about the state-level Neighborhood Protection Act and how neighborhoods can use it to combat crime.

One attendee left saying, “I definitely believe the information will help aid in redeveloping my neighborhood. The information presented was very helpful and I’m leaving with so many wonderful resources.”



City of Memphis Mayor Jim Strickland addressed the audience about everything from trash collection to crime reduction during lunch.



Pilot Safety Inspection program has begun

It is pilot re-light time again. MLGW has been accepting appointments for the Pilot Safety Inspection program since August 6. All appointment times made for an inspection in September are free. Starting Oct. 2, there will be a \$55 fee and a \$16 equipment

charge after three additional appliances.

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.



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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From left to right: MLGW Board Chairman Steven Wishnia, Jude Mariea with CenterPoint, Michael Taylor, Commercial and Industrial Customer Care and President and CEO J.T. Young.

MLGW reaches \$1 million in renewable credits

The MLGW Board of Commissioners recently received the 2018 Governor's Environmental Stewardship Award (Pursuit of Excellence). The award recognized MLGW for success in providing 100 percent renewable vehicle fuel in the form of Compressed Natural Gas and Liquefied Natural Gas.

By working with CenterPoint Energy Services to acquire the renewable natural gas, significant revenue was

created through the EPA's Renewable Identification Number program. RINS, as it is called, represent the currency of compliance under EPA. Jude Mariea with CenterPoint was on hand to present the board with a symbolic check for \$1.2 million representing the RINS revenue MLGW has received to date since the arrangement started in November 2015.

MLGW earns top power reliability designation

Memphis Light, Gas and Water Division earned a Diamond Level designation in the American Public Power Association's Reliable Public Power Provider program (RP3), which recognizes utilities that demonstrate high proficiency in reliability, safety, workforce development and system improvements.

The Reliable Public Power Provider program has been ongoing since 2005. This year, 118 utilities earned the designation and, in total, 254 of the more than 2,000 public power utilities nation-wide hold the RP3 designation.

This year's designation marks the sixth time that MLGW has earned APPA's RP3 recognition. At a recent board meeting, Alonzo Weaver, Vice President of Engineering and Operations, recognized the team that earned the award: Don Roberts, Reliability and Power Quality, Amanda Lawson, Regulatory Compliance, Greg Van Sickel, Reliability and Power Quality, Giovanti Palacio, Transmission and Operational Planning, and Jennifer Gonzalez, Reliability and Power Quality.



From left to right: Amanda Lawson (Regulatory Compliance), Greg Van Sickel (Reliability and Power Quality), MLGW Board Chairman Steven Wishnia, Giovanti Palacio (Transmission and Operational Planning), MLGW President and CEO J.T. Young, Jennifer Gonzalez (Reliability and Power Quality) and Alonzo Weaver, Vice President of Engineering and Operations.

Share the Pennies update

The Memphis program to help cut utility costs for under-resourced families has more than six times the money to spend than it did last year, and that's thanks to our customers. Memphis Light, Gas and Water's Share the Pennies program is funded when your utility bill is rounded up to the nearest dollar. The extra funding provides money to weatherize the homes of customers who can't afford that themselves.

Through June 2018, the total amount collected through Share the Pennies was roughly \$747,000, and — as of July 19 — MLGW had awarded \$654,000 in contracts to improve 102 homes. MLGW has a target to complete 300 home projects annually.

MLGW's Share the Pennies DONATIONS	
\$747 K	Total donations to MLGW's Share the Pennies program through June 2018
+20%	Percentage increase in total donations to MLGW's Share the Pennies program from end of May to end of June 2018

Source: MLGW

MLGW's Share the Pennies CONTRACTS				
Date	Total homes with contracts	Work in progress	Jobs completed	Contracts awarded
6/12/18	72	62	10	\$415,588
7/19/18	102	72	30	\$654,160

Gale Jones Carson, Director of Corporate Communications for MLGW, said the utility solicits bids from a pool of 33 MLGW-approved, licensed contractors to complete the construction work. The lowest bidding contractor is then awarded the job.

Low-income homeowners can apply for grants of up to \$4,000. Attic insulation, water leak repairs and HVAC maintenance are just a few of the eligible updates.

The Tennessee Valley Authority (TVA) also plans to provide \$1 million in additional funding for the program over the next two years.

"We can always use more contractors, so that we can provide greater service to customers," Carson said.

Share the Pennies
SMALL CHANGE, BIG DIFFERENCE.

Play It Cool program: AC unit giveaway helps customer rest easier

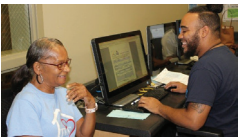
When Lydia Daniels signed up for a free air conditioning window unit, she confided that she often stayed up late at night waiting for it to cool off. She doesn't have to do that now.

Just recently, MLGW workers Roslyn P. and Anthony "Tony" D., both of Customer Service-Brunswick and Sammy D., Customer Service-North Service Center arrived at her house to install an AC window unit. With the help of two more fans, Ms. Daniels said, "We all stay cool. It is wonderful."

Ms. Daniels signed up for MLGW's Play It Cool program in June with Dietrick S., Transfer Electric Motor Shop.



Ms. Daniels is thrilled with the work of Anthony "Tony" D. and Sammy D.



Sammy D. makes some final touches by installing the window unit while MLGW customer Lydia Daniels signs off on the project with Roslyn P.

Utility rate increases in effect

Small rate increases for electric and gas became effective with the July billing periods. The increases for electric and gas average about two percent.

The rate increases are expected to raise \$24.4 million for the Electric Division and \$4.7 million for the Gas Division.

The revenues raised will help fund such capital improvement projects as:

- New electric Substation 89 completion and other substation and transmission upgrades and replacements for \$18.6 million;
- New customer interactive voice response and crew mobile dispatch systems along with other information systems projects for \$24.1 million;
- New distribution system circuit ties for \$8.8 million;
- New and replacement transmission natural gas pipelines for \$12.4 million;
- Continued work on the Cast Iron Replacement project for \$5.1 million.

Important information about gas pipeline safety

Besides being prepared for the dangers of severe fall weather, having some knowledge about natural gas pipeline safety is critical. It is important to be prepared in case of a rare natural gas transmission or distribution pipeline problem.

- Be aware of where large natural gas transmission pipelines are located in your area. They are marked with yellow warning signs and markers.
- If your home is close to a major gas-supply pipeline, you should know what to do and where to go in case of a pipeline emergency.
- When warned to evacuate the area, do so immediately. Don't use light switches, electrical appliances or phones until clear of the area.
- Most natural gas pipeline accidents are caused by damage from excavation or construction.
- Whenever you or a contractor plan to dig on your

property, call 811 to have your home's underground gas lines located, even for spring planting.

- Always call Tennessee One-Call (811) first in order to have your underground gas (and electrical) supply lines located and marked. Failure to do so could result in an explosion (or electrocution).
- Plus, it's the law and it's free.
- After calling 811, wait at least three business days before you dig for a representative to come out and mark the location of your underground pipes and cables. Don't dig or let your contractor dig until the lines have been marked.
- For gas appliance safety, make sure your gas appliances are properly vented and inspected annually by a licensed professional.

For more info on natural gas safety, visit mlgw.com/about/brochures.

