

Communications and Public Relations
Memphis Light, Gas and Water Division
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CHANGE SERVICE REQUESTED

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Got Gas? Be Safe!

When cold weather arrives, home heating and natural gas safety become very important. Natural gas is safe and efficient when used correctly.

Natural gas flames on stoves, appliances and furnaces should burn steady and blue. Yellow-orange tipped, dancing, “hissing” or shapeless flames are signs of incomplete combustion on your gas stove, furnace or water heater. Call a qualified appliance repairman.

Dangerous carbon monoxide (CO) is caused by incomplete combustion. It’s odorless and causes nausea, headaches, dizziness and fatigue. If you suspect exposure, seek medical help immediately. Have natural gas appliances inspected and serviced annually, and make sure they are properly vented. Never heat your home with a gas stove; that’s a fire and carbon monoxide hazard.

If you smell a gas leak:

- Evacuate the area immediately.
- Do not smoke, or use anything that produces an open flame or spark.
- Do not operate electrical or battery-powered equipment, light switches, flashlights or any phones. A spark could cause an explosion.
- Call MLGW’s emergency-only line, 528-4465, from a phone away from the building or leak area. Or call 911.
- Don’t return until MLGW says it’s okay. If you smell gas outdoors or suspect a pipeline leak, call 528-4465.

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. 2-11 – Delta Fair, Agricenter, various times

Sept. 3 – 42nd Annual WLOK Stone Soul Picnic, Levitt Shell in Overton Park

Sept. 10 – MidSouth Book Festival, 66 S. Cooper Street, 9 a.m. – 5 p.m.

Sept. 11 – Jewish Family Service Senior Resource Fair, 6560 Poplar Avenue, 1:30 – 3:30 p.m.

Oct. 5 – Professional Network on Aging Senior Day the Zoo, Memphis Zoo, 9 a.m. – 2 p.m.

Oct. 21 – MLGW A-Blazing Race at E-Day, corner of Zach Curlin and Norriswood, 8:30 a.m. – 4 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

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

Sept/Oct 2016

MLGW begins historic modernization project

MLGW has begun the deployment of smart meters in its southern service territory, signaling the largest modernization project in the Division’s 77-year history. More than 20,000 new meters have been installed since late spring (all three services — electric, gas and water — are being replaced, but most of the installations have been electric). The sheer scale of the project requires meters to be installed in phases as MLGW has a total of one million meters to update. This advancement will take our hometown utility even further into the future while saving customers money on fees and improving overall service.

Work will continue in the south through the end of the year and progress to the northern service territory in 2017. You’ll know if your neighborhood is scheduled for new

equipment as you’ll receive a postcard in the mail thirty days in advance. MLGW knows most customers are eagerly anticipating smart meters. However, if a customer chooses to decline their upgrade, they can follow the instructions to opt-out without any additional costs by completing the appropriate paperwork.

Learn more about smart meters at mlgw.com/smartgrid. There you will find helpful FAQs, and a video which highlights the benefits and dispels common myths.



Stay warmer this winter by planning ahead

Planning ahead, before the holidays, will help you stay warm this winter. MLGW’s Winter Moratorium program ensures uninterrupted service to senior citizens at least 60 years of age and to disabled customers during the cold months. The program is set up to assist these customers — most of whom are on fixed incomes — during the winter time, when utility costs and usage are typically higher than usual.

The Winter Moratorium delays any pending cutoff of residential services for qualified customers during the months of December, January and February. MLGW will not disconnect any services due to non-payment during

these months. However, participants are still obligated to pay their utility bills, and will not be relieved of their obligation.

There are no income restrictions for the Winter Moratorium program; however, applicants cannot have an outstanding balance on their utility bill on November 30 when the program begins. All applicants who meet the program requirements will be approved to participate. Deadline for application is November 15. Applications are available at www.mlgw.com, and

also at any MLGW Community Office, or by calling 544-MLGW (6549).



New MLGW Board Commissioner Mitch Graves

Memphis Light, Gas and Water Division recently welcomed Mitch Graves as the newest member of its Board of Commissioners. Graves was appointed by Memphis Mayor Jim Strickland and approved by the Memphis City Council.

Graves is president and CEO of HealthChoice, LLC, a physician hospital organization which serves as a joint venture between Methodist Le Bonheur Healthcare and Metro Care. The five members of MLGW’s Board of Commissioners serve three-year terms and can be re-appointed by the mayor.



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.

Address all correspondence to:

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P.O. Box 430, Memphis, TN 38101-0430

On your mark... Get set... A-Blazing Race!

MLGW is partnering again this year with the University of Memphis Herff College of Engineering to present the 4th A-Blazing (model solar car) Race on Friday, October 21, 2016 on the University of Memphis campus. An engineering workshop will be held from 8 a.m. until noon on Saturday, September 17 at MLGW's Joyce M. Blackmon Training Center.

The race will feature students in two categories – grades six through eight and grades nine through twelve and aims to give youth hands-on design and construction experience. Teams will use a kit (available through MLGW) containing a solar panel and a motor. Using any other materials, competitors will design and build a solar powered



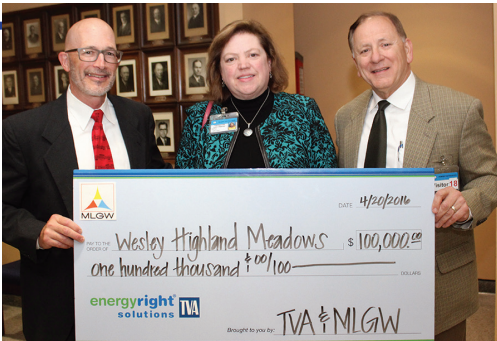
ered vehicle that will race on a 20-meter race course. Once again this year, A-Blazing Race will be part of E-Day which is an annual open house event hosted by the Herff College of Engineering at the University of Memphis. E-Day is a daylong event consisting of competitions like the A-Blazing Race, Egg Drop Contest, Water Filtration contest along with engineering lab tours and other activities throughout the college. E-Day will also be a part of STEMconnector®'s STEM Career Accelerator Day. For more information about the A-Blazing Race, visit www.mlgw.com/ablazing or call Beverly Perkins at (901) 528-7673.

MLGW and TVA partner to improve energy efficiency at local apartment complex



After her apartment complex made major energy efficiency renovations, Edith 'Eydie' Allday expected lower utility bills. "I was hoping for a drop, but not that big of a drop," Allday said. "I was shocked." Her utility bill fell to \$34 from \$88 for her one-bedroom apartment. Now, Wesley Highland residents are paying as much as 60 percent less for their utility bills. Through a collaborative effort, the owners of Wesley Highland Meadows spent \$6.5 million in renovations. Workers almost gutted the apartments. They installed new heating and air systems, Energy Star water heaters, kitchen appliances, doors, flooring, programmable thermostats, low flow faucets, double-paned windows and additional attic insulation. The gated 200-unit affordable housing complex was built in the 1970s in the Scenic Hills area of Raleigh. It is for residents who are 62 and older. Before the renovation, MLGW's Commercial and Industrial Customer Care Man-

ager Bill Bullock said the units relied on an electrical heating system that was a popular method decades ago. "Today, it's absolutely the most inefficient, expensive way to heat a home," Bullock said. As a consultant to Wesley Housing Corp., Alco Property Management President Robert Hyde called the Greater Memphis Area Chamber to talk about the renovations. Soon, MLGW's Bullock and later Tennessee Valley Authority were pulled into the discussion. TVA put \$100,000 toward the project to help defray the cost of energy efficiency measures. MLGW workers inspected the systems during installation. "We've already had a few residents [say], 'I'm seeing a 30 percent reduction in my utilities.' That's a lot for an individual on a fixed income," said Jim Nasso, CEO of Wesley Housing Corp.



L to R: Bill Bullock with MLGW, Lynn Dabney with TVA and Jim Nasso with Wesley Housing.

Heath Consultants gas survey ongoing

We care a lot about the safety and security of our customers. For the past 20 years, we have partnered with Heath Consultants to survey all gas customers' systems for leaks. Heath employees wear MLGW safety vests

and ID badges. However, if they are unable to reach a customer's meter, a representative may call the customer to arrange access. The phone call could come from Heath's Nashville office. Customers could be understand-

ably wary, as scammers sometimes fraudulently claim to be calling from MLGW. We want our customers to be informed that these calls are legitimate and necessary, as inspections are required by law.



Students plant wildflowers in MLGW power line corridor

Ten-year-old Arianna Wright wrinkled her nose when she and her team from Memphis Business Academy charter school spotted a slug among the wildflower seedlings. "It was disgusting," she said. "Then I saw a worm. I held it and put it in the hole."

Arianna was among a group of 20 students who recently planted 200 seedlings along a section of power line right-of-way inside John F. Kennedy Park in Raleigh. Earlier, workers on a tractor with a seed drill scattered native grass and wildflower seeds in a 13-acre area near the park's ball fields.

MLGW is joining a handful of other utility companies

which are creating power line corridors of wildflowers and native grasses. "This will not only lower our maintenance expenses, but it will also enhance the natural environment," said MLGW's Commercial and Industrial Customer Care manager Bill Bullock. It likely will take two summers before the meadow is fully established with black-eyed Susans, purple coneflowers, milkweed and other wildflowers.



Angelina Carias, 11, adds water to her team's plants.



Memphis Business Academy student Paola Morales holds a milkweed seedling that she and Shakera Wesson are about to plant.

In addition to providing food and habitat for birds, bees and butterflies, the meadow will filter any runoff into the nearby Wolf River. "Any day you get students outside experiencing nature is always a good day," said Clean Memphis co-founder Janet Boscarino who worked with the charter school students during a summer enrichment program.

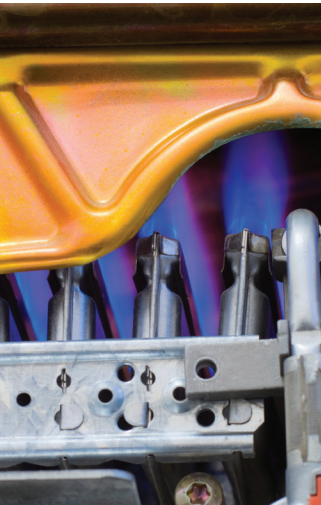
Customers can call now for pilot safety inspections

MLGW's Pilot Safety Inspection program started taking calls August 8 and will do so until Feb. 28, 2017. Appointments scheduled between Sept. 1 and Sept. 30 are free. Appointments scheduled between Oct. 1 and Dec. 31 will incur a \$54 fee. The fee will be billed to customer accounts and covers up to three gas heating appliances. Each additional appliance over three will cost an additional \$16 fee. The service is free to physically challenged customers and seniors (60 years and older). Customers can schedule an appointment by calling 820-7878 and choosing a convenient date and time. The Interactive Voice Response (IVR) system can also be used to schedule an appointment. A 16-digit ac-

count number is needed to use the system. English-speaking customers will press the following prompts: 1-2-3-2. Spanish-speakers press 3-2-3-2. Appointments are on Tuesdays, Wednesdays, Thursdays or Saturdays for one of the following time slots:

- 8 a.m. - noon • noon - 4 p.m. • 4 - 8 p.m.
- Saturday appointments are either 8 a.m. - noon or noon - 4 p.m.

For the best selection of dates and times, customers are encouraged to call as soon as possible. MLGW's Customer Care Center is open from 7 a.m. - 7 p.m., Monday through Friday.



The 2016 MLGW Emergency Preparedness Student Art Contest

Memphis Light, Gas and Water's Emergency Preparedness Art Contest is designed to give all students residing within the MLGW service areas of Shelby County the opportunity to learn about how you can prepare yourself for an emergency and share their ideas by creating art poster entries.

This year, students are asked to focus submissions on emergency preparedness. We want our customers to be knowledgeable and ready to respond in



case of a natural disaster. The students' artwork will help to increase awareness about emergency preparedness, which would help customers be ready in case of a natural disaster. For additional information such as general rules, specific art form rules, submission process, and judging and awards, please visit www.mlgw.com/home/art-contest or send email to CommRelations@mlgw.org or call (901) 528-4820.