

Communications and Public Relations
Memphis Light, Gas and Water Division
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MLGW Board of Commissioners meeting change

Memphis Light, Gas and Water Division Board of Commissioners meetings will now be held on the first and third Wednesdays of each month (unless otherwise noted) at the MLGW Administration Building, 220 S. Main. Last year, the public meetings were held on the first and third Thursdays of each month. Meeting times will be at 1 p.m. MLGW is governed by a five-member Board of Commissioners who are appointed by the Mayor of the City of Memphis.

JANUARY 7	JANUARY 21
FEBRUARY 4	FEBRUARY 18
MARCH 4	MARCH 18
APRIL 1	APRIL 15
MAY 6	MAY 20
JUNE 3	JUNE 17
JULY 1	JULY 15
AUGUST 5	AUGUST 19
SEPTEMBER 2	SEPTEMBER 16
OCTOBER 7	OCTOBER 21
NOVEMBER 4	NOVEMBER 18
DECEMBER 2	DECEMBER 16

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:

March 6 – Oakhaven Boys & Girls Club and BlueCross BlueShield Playground Build Day, 1:30 – 4:30 p.m.

March 13-15 – Southern Women's Show, Agricenter, 7777 Walnut Grove, various times

March 21 – 9th Annual Scout Day at Graceland, 9 a.m. – 2 p.m.

April 9-13 – Memphis Black Expo, Agricenter, 7777 Walnut Grove, 10:30 a.m. – 6:30 p.m.

April 17-19 – Africa in April, Robert R. Church Park - Historic Beale Street District, various times

April 23 – MIFA, 910 Vance, 1 p.m.

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

Interact with MLGW via: [Twitter](#), [Blogspot](#), [Facebook](#) and [YouTube](#)
     Just visit mlgw.com and click on the logos.



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 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

March/April 2015

MLGW's customer satisfaction score soars

Memphis Light, Gas and Water Division posted the largest year-over-year score increase among midsize utilities in the midpoint of the 2015 J.D. Power & Associates Electric Utility Residential Customer Satisfaction Survey. The increase is compared to the same period in the 2014 survey.

MLGW President and Chief Executive Officer Jerry R. Collins Jr. said the improvement is further proof of how the focus on providing great service and low rates changed perceptions of the utility. "From a performance

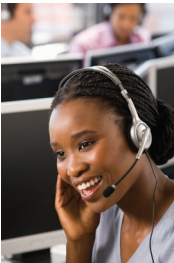
standpoint, [the J.D. Power score] is a good indicator of how we are doing," he said.

MLGW's score, once the lowest, now surpasses 94 out of 140 utilities covered in the quarterly survey, said Collins, adding "And we're working our way to the top."

The year-long survey, which begins conducting interviews each July, covers six primary categories: customer service, power quality and reliability, price, communications, corporate citizenship and billing and payment.

Collins said MLGW's increase is attributable to low rates and improved customer service.

On the customer service front, MLGW has managed to reduce wait times and the amount of calls in its Call Center, added more self-help options like MLGW Web Chat (which receives 500 to 600 chats a week), enabled customers to pay their bills via credit card, and is expanding service offerings like smart meters.



Aging in Place program – Launching in March 2015



Habitat for Humanity of Greater Memphis' Aging in Place program, a partnership between Service Over Self (SOS), MLGW and The Plough Foundation, will launch in March 2015. This program will improve the physical accessibility of homes and make critical repairs to help Shelby County senior citizens continue to live in their own homes longer. The program will begin accepting applications on March 2, 2015. Applications will be completed over the phone at 901-322-3500. Hearing impaired applicants may apply in person.

To qualify, you must:

- Live in Shelby County, Tennessee.
- You must have one person living in the home full-time who is 60 years of age or older.
- The senior citizen must have a qualifying need for accessibility modifications, weatherization or home repairs as determined by Habitat.
- The owner of the home must live in the home full-time.

- The owner of the home cannot be behind on city and/or county property taxes.
- The owner of the home cannot be behind on the mortgage, if there is one.
- The household must meet the income guidelines based on family size.
- Those selected for the program must be willing to participate in energy efficiency training and follow-up surveys with Habitat.

Rental properties ARE NOT eligible to receive assistance through this program. Cosmetic work also is not a part of the Aging in Place program. This program is focused on critical home repairs; mobility and accessibility modifications; and weatherization that would be considered crucial to seniors' ability to remain in their homes as they age. For the latest updates, please call the Aging in Place program information hotline at 322-3500.

Feedback from neighborhood leaders wanted

MLGW is forming an MLGW Neighborhood Advisory Council (NAC) to get feedback and hear concerns from neighborhood leaders. Members will provide feedback to MLGW manage-

ment on projects and policies, in addition to sharing concerns and/or alternative approaches.

The NAC will meet quarterly and members must be the president of

the organization or official designee of the association. If your organization is interested in being represented, please contact Beverly Perkins at 528-4820 or email commrelations@mlgw.org.

April is National Safe Digging Month: Call before you dig

With the start of nicer spring weather, you are probably planning a home improvement project, tree planting, or installation of a fence or deck, which requires digging. Well, whether you are planning a do-it-yourself project or hiring a professional, smart digging means calling 811 before each job. Homeowners often make risky assumptions about whether or not they should get their utility lines marked, but every digging job requires a call - even small projects like planting trees and shrubs.

The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an entire neighborhood, harm you and those around you and potentially result in fines and repair costs. Calling 811 before every digging job gets your underground utility lines marked for free and helps prevent undesired consequences.



How it Works:

Getting your lines marked is quick and easy with 811. When you dial 811, your call is forwarded to the One-Call Center in your area for processing. Local One-Call Center operators record the location of the dig and then notify the affected utility companies of your digging plans. Your utility companies then dispatch a professional locating crew to mark the approximate location of your lines within a few days.

You should be sure to call 811 a few days in advance of your scheduled dig to allow time for the request to be processed. Once your lines are marked, you will know their approximate location and you can dig safely. Knowing what's below will protect you, your family and your neighbors.

MLGW celebrates 3rd Annual Plus-1 Telethon

On Tuesday, April 7 from 5 a.m. – 7 p.m., MLGW will be celebrating its 3rd Annual Plus-1 Telethon, an all-day employee volunteering effort to raise funds for MIFA's Plus-1 utility assistance program. As usual, the telethon will be held in MLGW's Administration Building lobby and about 200 MLGW and MIFA employees will serve as volunteers, taking pledge calls and processing enrollments, among other duties. The event will be spotlighted throughout the day on WREG-TV/News Channel 3, urging customers to call and enroll or donate to Plus-1. Then the telethon will culminate with a 30-minute live broadcast. Please save the date for this year's event and participate by enrolling or making a one-time donation to Plus-1!



Sisnett named Board Chair

Derwin Sisnett was recently named the new MLGW Board of Commissioners Chairman for 2015. He replaces Rick Masson. Prior to co-founding Gestalt Community Schools, Chairman Sisnett served as

the Executive Director of the Power Center CDC, a Community Development Corporation in the Hickory Hill community. In addition to his work at GCS, Sisnett is active at the University of Memphis where he serves

as an adjunct professor in the department of Educational Psychology and Research. He is also a member of several community-based organizations. Darrell Cobbins will serve as the Vice Chair for 2015.

Implementation of Smart Meter project continues

Following the completion of a successful demonstration pilot of 1,000 electric smart meters in 2012, and the deployment of electric, gas and water meters countywide last year, full-scale implementation of smart meters at MLGW is about to begin. The approved 2015 MLGW budget allows for:

- \$10.4 million to purchase 50,000 smart meters
- \$12.7 million for deployment of the telecommunications system in Shelby County necessary to support full-scale implementation of smart meters



- \$4.6 million for servers.

It is expected that full-scale implementation of the smart meters will cost about \$215 million and will be completed by the end of 2020. This will be the largest project ever undertaken by the Division. It is also a complex project involving many different departments/areas, resulting in many different process changes, including the reduction of 160 positions expected to be achieved through attrition. All of these factors will require careful management; therefore a dedicated Smart Meter Project Team is being created at MLGW.

Power of Warmth program keeps customers comfortable in freezing temperatures

Once again, MLGW and The Neighborhood Christian Center teamed up recently to donate 100 space heaters and 100 electric blankets to low-income seniors and disabled residents of Shelby County through the Power of Warmth program. Customers (pictured left to right) Gussie Richmond and Bernice Tunstall left happy with blankets and Ms. Clark received a space heater just in time for Christmas.



Zach Randolph donates \$20,000 to keep power on

For the sixth consecutive year, Grizzlies player Zach Randolph has partnered with MIFA and MLGW to help Memphians who face losing their utilities by donating \$20,000. The donation to MIFA's Plus-1 program is enough to keep the power and heat on for more than 100 families at risk of being shut off. Sally Jones Heinz, executive director of the Metropolitan Inter-Faith Association (MIFA), says Randolph's contribution is critical and greatly appreciated. Randolph said in a statement that he wants to help because he knows what it's like for a family, especially single mothers, to struggle to make ends meet.

Important facts about gas pipeline safety

- Besides being prepared for the dangers of severe weather, some knowledge about natural gas safety is critical. It is important to know how to be prepared in case of natural gas transmission pipeline problems.
- Be aware of where natural gas transmission pipelines are located in your area.
 - 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.
 - Almost 60 percent of natural gas pipeline accidents are caused by damage from excavation or construction. Other causes include rare damage by vehicles or corrosion.
 - Whenever you plan to dig on your property, check to see where your home's underground gas lines are located, even for spring planting.

- Call Tennessee One-Call 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.
- Simply call 811 at least three days before you plan to dig to arrange for a representative to come out and mark the location of your underground pipes and cables. Don't dig until they have done so.
- 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.



Boost your natural gas safety knowledge by reading "From Fossil to Flame"

Did you know that the vast majority of households in our community use natural gas for one or more appliances such as home heating systems, stoves and fireplaces? You might also be interested to know that this fuel source enters your home through a gas meter that is connected to an underground network of gas mains leading to city

gate stations where the gas is received from the gas transmission company.

From city gate, to meter, to your gas appliance, natural gas is a safe, reliable resource that pervades our community and performs an important duty in energizing our homes. But it's important to know some basic facts about natural gas to prevent potential

hazards including natural gas leaks and carbon monoxide emissions. Expand your knowledge on this topic by reading "From Fossil to Flame, A User's Guide to Natural Gas." A printable version of this brochure is available at mlgw.com/about/brochures.

