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.

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 management 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. Are you sure where your utility lines are located? 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.

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 telephone 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 telephone 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.

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.

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 too 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.

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 through to a gazetted in case of natural gas transmission pipeline problems.

• Be aware of where natural gas transmission lines are located in your area.
• If your home is close to a major gas-supply pipeline, you should know 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.

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 scheduled gas line 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 homes. 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.