

## MLGW Hosts Conservation Day at Southern Women’s Show

Where there’s shopping, you will often find women, and the Southern Women’s Show is no exception. But at this year’s show, there will also be women learning about home energy conservation as MLGW hosts Conservation Day at the Southern Women’s Show on Saturday, March 13 at the Agricenter (7777 Walnut Grove Road.)


On March 13, MLGW volunteers will be at the event distributing 1,000 conservation kits with materials to assist attendees in lowering home energy consumption and sharing energy-saving tips to help customers save money on utility costs.

For those looking to learn even more, MLGW will be conducting daily EnergySmart workshops from March 12-14 at the expo. In the one hour workshop, attendees learn do-it-yourself home improvements and receive the latest fashion accessory – an EnergySmart tote bag (valued at \$45) filled with energy conservation materials.

Since 2008, MLGW has hosted its Conservation Day at Shelby County Exxon on the Run stores and MLGW Community Offices. “Women are major influencers on household purchases and behavior.

Participating in an event such as this allows MLGW to share information which can impact home energy factors such as thermostat settings, appliance purchases and home improvements,” said Clinton Richardson, MLGW Customer Relations Manager.

The Southern Women’s Show is an annual expo event focusing on art, business, education, fashion, fitness, food, health, home, leisure and travel. Be sure to visit the MLGW booth. For more information regarding tickets and schedule go to [www.southernshows.com/wme](http://www.southernshows.com/wme).



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 Glen Thomas, Supervisor, Communications and Public Relations, at (901) 528-4557. Address all correspondence to:

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# Community OUTREACH

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

March/April 2010

## Grizzlies star Zach Randolph warms community with donation

Grizzlies power forward Zach Randolph helped take the edge off the frigid chill in our community when he pledged to donate funds for utility assistance in response to the



New Year’s week cold snap. His kind effort helped restore power to at least 15 utility customers who were behind on their bills through MLGW’s Gift of Comfort program. One of the homes benefiting from his generosity belongs to the Powell family with

whom he visited on January 15. “Since coming to Memphis, I have grown to love this city. The people of Memphis have

embraced me too, so I feel blessed that I am able to help restore power for the people in my community,” said Randolph.

MLGW President and CEO Jerry Collins Jr. was touched by the gesture stating, “The Memphis Grizzlies have been such a positive influence for the community this season, not only by their outstanding play on the court, but also for their leadership and the tremendous efforts off the court. Along with MLGW, and generous donations such as Zach Randolph’s, it shows that people care passionately about our community and the welfare of our neighbors.” Randolph currently ranks third in the NBA in offensive rebounds per game and number 16 in scoring per game. Randolph’s visit to the Powell home can be seen at MLGW’s YouTube channel: [www.youtube.com/mlgwwaystosave](http://www.youtube.com/mlgwwaystosave). To find out more about MLGW’s Gift of Comfort program, visit [www.mlgw.com/giftofcomfort](http://www.mlgw.com/giftofcomfort).

## 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:

- Community Conservation Day, March 3, MLGW Community Offices
- Memphis-Shelby County Science & Engineering Fair, March 10
- MLGW Conservation Day at the Southern Women’s Show, March 12-14
- EnergySmart Workshops, April 10, 14, 22 and 29. May 8, 13, 20 and 27.

## Heat for the Cold



An MLGW customer receives a heater donated by MLGW to MIFA.

Through a partnership with MIFA, MLGW was able to donate space heaters to help cold Memphians. MLGW initially donated 70 space heaters to MIFA which were given away in just 90 minutes, thanks to publicity on local TV news. A MIFA waiting list quickly grew to 230 names within 24 hours. MLGW staff then located, purchased, delivered to MIFA and helped screen recipients for 230 additional heaters, so that those in need could have heat when temperatures were projected to reach record lows.

## Boost your natural gas safety IQ. Read “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 [www.mlgw.com](http://www.mlgw.com).

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## TVA extends deadline for free energy kit

TVA has extended the deadline for residential customers to qualify for a free energy kit when they complete a do-it-yourself energy audit through one of the channels described below. The deadline, which was March 31, 2010, has been moved to September 30, 2010. More than 15,000 MLGW customers have qualified through My Account so far.

### Here's how customers can qualify for their free energy kit:

1. Customers who register for My Account at [www.mlgw.com](http://www.mlgw.com), log in and complete the "Home Profile" and "My Appliances" question located under the "Home Energy Center" tab will automatically receive a kit at their home address within two to three weeks. This is the PREFERRED METHOD as it utilizes the customer's actual billing history and MLGW rates to provide their report and recommendations. (The process takes less than 10 minutes.)

2. Customers who complete the Energy Right audit at [www.energyright.com](http://www.energyright.com) will automatically receive a kit at their home address within two to three weeks. However, this method does not use billing history or local rates, so it will produce less accurate information in their report.

3. Customers without internet access can request a printed energy audit form, complete and return it. They will receive their report and kit through the mail (perhaps in separate deliveries) within two to three weeks. Again, this method does not use billing history or local rates, so it will produce less accurate information in their report. Customers can request a printed audit form by calling Residential Services at 528-4188.

### The free TVA kit contains:

- Compact fluorescent bulb.
- Filter whistle that sounds when the HVAC system filter is 80 percent clogged and needs to be changed.
- Outlet and light switch gaskets - insulation to help stop drafts and save energy.
- Faucet aerators (two) - water-saving filters that improve efficiency.
- Hot water temperature card that measures temperature of hot tap water and indicates if thermostat adjustment is needed to save money and prevent water scalds.
- Energy use thermometer gauge that helps check energy costs for heating and cooling.

Research in summer 2008 found that, based on actions customers took after they completed the online tools and received their kits, the average household would reduce electricity use by approximately 1,700 kWh. That's about \$120 annually--so it pays to participate!



## TVA and MLGW Partner To Give Students, Teachers Opportunity to Save Money for their Schools and Learn about Energy Efficiency

Eight schools in the Memphis area are participating in a new pilot program offered by the Tennessee Valley Authority (TVA) and MLGW. The program pilot is designed to help schools save energy and money while enhancing students' understanding of energy efficiency. During the first quarter of the Green Schools pilot program, which was launched in August 2009, energy-efficiency measures implemented at Memphis area schools resulted in a combined savings of \$3,327 or 17,624 kilowatt-hours.

"Students are excited about this real-world experience where they can apply math and science skills to create energy audits for their schools, see where power is being wasted in the schools as well as at home and where they can conserve energy," said Clint Richardson, Manager, Customer Relations.

MLGW and TVA also say that the program gives students and staff at participating schools the knowledge and resources to

help them become more aware of the link between energy efficiency and the environment.

At the mid-year meeting, student groups made presentations. Some wrote and sang songs encouraging energy efficient behavior in their school, conducted interviews for school TV channels, made audit reports, created science fair-style projects and designed energy conservation PowerPoint presentations.

Schools across the nation have realized energy cost savings of five percent to 15 percent from their participation in the Green Schools program. Participating schools receive a small stipend to compensate staffers for their time planning for the program. More information about Green Schools is available at <http://ase.org/section/program/greenschl>.

## Take advantage of MLGW's Mobile Alerts program

MLGW customers can now receive text message mobile notification of billing due dates and possible impending cut-offs by registering at [www.mlgw.com/mobilealerts](http://www.mlgw.com/mobilealerts).

All you need is your 16-digit MLGW account number and access code--found on your MLGW bill. Participants in the MLGW Mobile Alerts program will receive a notification approximately three business days prior to their billing due date and/or scheduled cut-off date only if there is a balance due.

This benefit helps our customers keep track of when their

bill is due and hopefully helps them avoid late charges.

Customers will be responsible for paying any fees charged by their carrier for text messages.

Customers can opt out of the program by returning to [www.mlgw.com/mobilealerts](http://www.mlgw.com/mobilealerts) and selecting the opt-out option.

MLGW respects our customers' privacy, and will not sell a user's personal information to third parties for any purpose.



## Be shovel-ready. Call 811 before you dig!

It's tempting to break ground in your eagerness to start an outdoor project like building a fence or planting a tree. But do you know what lies underground where you plan to dig? Natural gas pipelines and other utility lines weave beneath the surface throughout our community. Major gas pipelines are marked with a yellow caution sign. But secondary lines aren't as easily identifiable.

Don't risk hitting a gas line, disrupting neighborhood service, and facing potential fines and repair costs. Before you begin digging, contact Tennessee One Call at 811 to request that a professional locating crew mark the underground utility lines on your property. The service is free, and it is federally mandated.



Thomas M. May — Lineman in Electric Distribution at the Brunswick Service Center

## MLGW Heroes

When the Electric Department collected donations for Christmas Angels, Thomas M. May didn't want to stop there. He was inspired to do more for other needy people. He contacted Rainbow Health and Rehabilitation of Memphis to find out what would help their numerous forgotten senior citizens. Thomas made the time to spread the word of their plight to fellow employees. He collected \$427 to help the nearby Brunswick facility for their Christmas. Thomas' consideration has earned him the designation of MLGW Hero. Thomas has served the Division and its customers for more than 20 years.

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## Correction: MLGW Self-Service: No Lines – Saves Time

The January/February issue of Community Outreach contained an article regarding MLGW Self-Service that provided an incorrect Quick Access code for customers wanting to make payment

arrangements using the telephone.

Residential customers wanting to receive a payment arrangement using the telephone should call 544-6549; select a language, and then press '2-3-2'. Please be prepared

to enter your 16-digit account number located on your bill.

MLGW sincerely regrets any inconvenience this misinformation may have caused customers.

## MLGW Volunteers to Judge Science Fairs for Memphis and Shelby County Schools

MLGW often provides volunteers to the community who help judge science, engineering and art entries from Memphis and Shelby County area students. There are always wonderful projects that these students offer for consideration, some even bordering on rocket science.

Several MLGW employees judged the following Science Fairs:

- Memphis Collegiate Middle & High School
- Shelby County Elementary STEMulating Science Fair
- Memphis-Shelby County Science & Engineering Fair

Projects are scored on creative and scientific thought, thoroughness, accuracy and display presentation. Prizes for excellence are awarded The Bright Idea Award. Winners will take home Barnes & Noble gift certificates and a trophy.

