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## MLGW’s CPR department wins gold



“Because We’re Happy,” the Plus-1 commercial created and produced by MLGW’s Communications and Public Relations (CPR) department, finished with a Gold Award from MarCom Awards, an international creative competition that recognizes outstanding achievement by marketing and communications professionals. There were more than 6,500 entries from the U.S., Canada and 15 other countries in the 2014 competition.

## MLGW Holiday Bill Break began December 15

To aid customers during the coldest period of the year, MLGW’s Holiday Bill Break ensures that no residential customers are cut off from December 15 to January 14 if they have an unpaid balance of \$399.99 or less (except in cases of diversion, safety hazards or default on special payment plans).

Another assistance program for the winter is MLGW’s Winter Moratorium for Seniors, which provides cus-

tomers ages 60 and over, and customers with disabilities, uninterrupted utility service during the coldest months of the year (December 1–March 1). However, customers are not relieved of their obligation to pay. For more information, go to [mlgw.com](http://mlgw.com) or call 544-6549.

## MLGW in the Community

**January 8** - Bullington Area Neighborhood Association; Capleville United Methodist Church, 4725 Riverdale Rd., 7 p.m.

**March 13-15** - Southern Women’s Show, Agricenter, 7777 Walnut Grove Rd., various times.



*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 Tamara Nolen, Supervisor, Communications and Public Relations, at (901) 528-4557. Address all correspondence to:  
Communications and Public Relations, Memphis Light, Gas and Water Division  
P.O. Box 430, Memphis, TN 38101-0430

# Community OUTREACH

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

January/February 2015



## Carlee McCullough joins MLGW Board of Commissioners

Carlee M. McCullough, Esq., recently attended her first meeting as the newest member of the MLGW Board of Commissioners. McCullough was appointed by Mayor A C Wharton Jr. and approved by the Memphis City Council back in September.

The native Memphian currently serves as General Counsel of McCullough Law and was previously the Contract Compliance Officer for the City of Memphis. McCullough writes a weekly business column for the *Tri-State Defender*. A former certified public accountant, she is a graduate of Howard University School of Business and Loyola Law School, where she received her law degree.

## 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](mailto:commrelations@mlgw.org).

## Memphis City Council approves MLGW 2015 budget

The Memphis City Council approved recently MLGW’s 2015 budget of \$1.7 billion, which includes implementing the third phase of the Smart Meter expansion project with the installation of 50,000 smart meters and supporting infrastructure.

## Plus-1 donations on MLGW bill for tax purposes

If you have donated to Plus-1 over the past year, your January or February MLGW bill will list the total of your 2014 contributions for tax purposes. MIFA, which administers the Plus-1 program, is a non-profit corporation under §501(c)(3) of the Internal Revenue Code and contributions are tax deductible to the extent the law allows. For more information, visit [plus1memphis.org](http://plus1memphis.org) or call your tax advisor.



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Just visit [mlgw.com](http://mlgw.com) and click on the logos.



## A tour with a “WOW” factor

MLGW Board of Commissioners toured the Ground Water Institute’s Water on Wheels (WOW) recently. During the visit, Board Chairman Rick Masson pulls a lever that demonstrates the water cycle on the 24-foot mobile trailer while it was parked at Second and Beale Street. WOW features interactive displays which help educate the community about the source of our drinking water, and the importance of preserving and protecting it.



## Make sure your fireplace is cost-efficient and safe



When you want to feel warm, you often think about putting your fireplace to work. However, here are a few things you should know about your fireplace. Your chimney may be sucking conditioned air out of your house. Many older homes were built with fireplaces designed to burn wood or coal, and many have no or inoperable dampers. If you use your fireplace and burn wood, be sure you have a properly functioning damper that is closed when not in use and opened before use.

Wood burning fireplaces give lots of ambiance, but often deliver little net heat to a home. If you have vented gas logs, you must have any chimney damper fixed in the open position. These gas logs produce colorless and odorless carbon monoxide, and the only safe way to use them is with a permanently opened damper. If you have these logs, consider retrofitting them with modern ventless models which burn cleanly and deliver 100 percent of the heat to the indoors (with a closed damper or sealed chimney). Look into the pros and cons of ventless gas logs and don’t neglect fireplace safety.

- ☐ Keep your fireplace clean. It is recommended that you have your chimney cleaned professionally once a year.
- ☐ Cover your fireplace with a screen.
- ☐ Papers and other materials can escape while burning and ignite. Only burn wood in your fireplace.
- ☐ Make sure the fire is completely extinguished before leaving the room.

## MLGW meter reader rescues woman trapped in her car

Torrential rains hit Memphis on Thursday, September 11. The National Weather Service reported between four to nine inches of precipitation fell in the metro area in just a few hours. Entire neighborhoods were evacuated due to the unrelenting downpour. It is a day Patricia Nelms will never forget. The retired school teacher was traveling in her car near Southland Mall when rising flood waters stalled her vehicle. “It was a scary day for me. It was horrifying,” Nelms recalled to the attendees at a recent Board of Commissioner’s meeting. Nelms said she called many witnesses for help as the water began to fill her car. Some onlookers grabbed their cell phones to call police. But only one waded into the cold and fast-moving water to her rescue.



Meter reader Patrick Jones was about 100 yards away when he heard a woman’s pleas while on his route. Without hesitation, Jones struck out against the current to save Nelms when he saw her in distress. “I really didn’t have much time to think. You just sort of react,” Jones said humbly of his heroic act. After carrying Nelms to safety, Jones returned to his route. “I finished my job and really didn’t give much thought about what happened.”

Jones, a new recruit with just a few months tenure with the Division, was honored at a recent Commissioners meeting for his valiant feat with the MLGW Hero Award. Jerry Collins Jr., President and CEO, alongside Nelms and Commissioner Rick Masson, presented Jones with a plaque. “I really want to thank Patrick because he was kind enough to help me out that day,” Nelms said emotionally at the meeting.

## AABE promotes education

MLGW employees who are members of the American Association of Blacks in Energy visited East High School recently, promoting careers in energy. Helping mentor students were Rutha Griffin, Human Resources, Martrice Anderson, Key Accounts, Cliff DeBerry, Director, Analysis, Strategy and Performance, Ilham Tayahi, East H.S. and Richard Finnie, Employee Development. Also participating, but not pictured were Thomas Causey, South Customer Engineering, Vidale Cothran, Residential Services, Kory Robinson, North Customer Engineering, and Doris Ward, Employee Development.



## Esri conference spotlights Memphis innovation

MLGW served as this year’s host for the 2014 Esri Electric and Gas GIS Conference, held recently at the Cook Convention Center. The conference in Memphis had a record-breaking 628 attendees, more than any other conference in the event’s 24-year history. Participants came from as far away as Australia and South Africa, resulting in an estimated \$500,000 positive economic impact on the City.

The conference gave utility leaders from all over the world a closer look at trends and advancements with geographic information system (GIS) technology. This year’s conference also attracted a record number of presenters with topics such as asset management, planning and analysis, field mobility, operational awareness, regulatory compliance and crew safety.

GIS started as paper maps and has transformed into technologically-advanced electronic data profiles. GIS mapping shows both overhead and underground utilities, easements, field data, utility service dates and other information that utility crews need to perform their jobs. GIS mapping helps to reduce safety risks and saves time and money.



MLGW President and CEO Jerry Collins Jr. was a speaker at the 24<sup>th</sup> annual Esri Electric and Gas User Conference, held at the Cook Convention Center.



## Adopt-an-Angel tradition continues

MLGW employees adopted 100 Angels this year to help make their Christmas merrier through the Salvation Army Adopt-an-Angel program. A combination of 60 kids and 40 senior citizens were presented with items from their Christmas wish list. Bikes, toys, televisions, microwaves, cookware and clothes were just a few of the items that were collected for the Angels this year.

## MLGW employees ring bells to benefit the Salvation Army



At holiday time every year, MLGW employees serve as volunteers for the traditional Salvation Army Christmas Kettle Campaign. These worthwhile funds provide food, toys and clothing to people who have asked for assistance from the Salvation Army during a

time of financial need. All of the nickels, dimes, quarters and dollars raised remain in the towns where the money is deposited into the kettles. Volunteer time is just one of the many ways MLGW gives back to the community through its employees.

## MLGW employees make headlines

MLGW employee Chris Rutledge, Transformer Electric Motor Shop, was recently featured in a web article on [gedigitalenergy.com](http://gedigitalenergy.com) for his reliability testing using General Electric’s (GE) Transport X, which is a diagnostic tool that analyzes transformer oil samples of dissolved gases to monitor power transformers. Rutledge is also conducting research which shows a correlation between how carbon oxide gases behave relative to the location of overheating. Rutledge will present his findings at the Doble International Client Committee seminar in Boston in April 2015.

MLGW employee JT Malasri, Residential Engineering, was recently named to the Memphis Business Journal’s “40 under 40” list. Featured in the October 2014 MJB issue, Malasri said his professional goals include redeveloping Memphis and Shelby County, and empowering the dreams of others by living his own dreams.

