



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:

Feb. 5 – ECO Expo, 11 a.m. – 3 p.m., Temple Israel, 1376 East Massey Road, Memphis.

Feb. 29 – The Best Times Senior Expo and Health Fair, 9 a.m. – 3 p.m., Oak Court Mall, 4465 Poplar Ave., Memphis.

Mar. 8 – Bartlett Business Expo, Bartlett Recreation Center, 9 a.m. – 4 p.m., 7700 Flaherty Place, Bartlett.

Mar. 9-11 – Southern Women's Show, various times, Agricenter, 7777 Walnut Grove Road, Memphis.

Mar. 24 – Girl Scouts Girltopia, various times, Agricenter, 7777 Walnut Grove Road, Memphis.

April 19-22 – Africa in April, all day, Robert R. Church Park, Corner of Beale and 4th Street, Memphis.

If you would like MLGW to be an exhibitor or speaker at your event, please call 528-4820.

MLGW Wins Corporation of the Year Award

MLGW was recently named Corporation of the Year at the 26th annual Robert R. Church Achievement Awards event, hosted by the Mid-South Minority Business Council Continuum, an organization whose membership includes about 110 major corporations. MMBC focuses on bridging minority suppliers with major corporations and public institutions.

The award is named in honor of Robert R. Church Sr., a Memphis philanthropist and business leader who became the first African-American millionaire in the South. The award highlights businesses and individuals of the Mid-South with a commitment to minority economic development.

The award is presented annually to an MMBC corporate member that has demonstrated an ongoing commitment to minority economic business development in Memphis and the surrounding area. MLGW was praised for its efforts to develop and promote minority economic development, and diversity and inclusion in all areas of its organization.



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.

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Community OUTREACH

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

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for their monthly support," said MLGW President and CEO, Jerry Collins Jr. "This program is a lifesaver for many local residents, and these contributions are greatly appreciated."

TVA Provides \$10,000 to Plus-1

At a recent MLGW Board Meeting, the Tennessee Valley Authority presented a \$10,000 gift to the Plus-1 program to help pay utility bills for local residents impacted by a recent emergency. "We recognize how an unexpected turn of events can put good people in a tough financial situation," said Laura Campbell, TVA's General Manager of Customer Service in West Tennessee. "Plus-1 is a great way to help these families to get back on their feet. It's a program we strongly support."

Since its inception in 1982, Plus-1 has provided millions of dollars in assistance to families in crisis in Memphis and Shelby County. "We thank TVA for this generous gift and also thank our customers and employees

Plus-1 WE Can Help!

Due to the continued struggling economy, and the funding cuts that have reduced the assistance provided by the Low Income Home Energy Assistance Program (LIHEAP), the need for Plus-1 will be greater than ever this winter. Many Memphians are probably wondering who can help them. WE can help. Each of us can help by donating to Plus-1.

Plus-1 is an MLGW-sponsored program administered by MIFA. MLGW customers fund the program through one-time donations or by adding a dollar or more to their monthly utility bill. Each month, MIFA receives more than a thousand requests but, because of the program's limited funds, only about 140 of these families receive Plus-1 assistance. If every MLGW customer donated a dollar a month, we could assist 20,000 people a year with their utility bills. For more information on the Plus-1 program or to donate, please visit www.plus1memphis.org.

Enjoy Your Fireplace Wisely



Chestnuts roasting over an open fire sound good, but remember when you do use your fireplace do it wisely. Your chimney may be sucking heat out of your home. Many older homes were built with fireplaces designed to burn coal, and many have no dampers or ones that are inoperable. 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 the 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 open 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.

At or Below 32 Degrees Means No Cutoffs for Customers

MLGW delays cutoffs in extreme temperatures. For cold weather, this means that the services of residential customers will not be cut off when the wind chill is predicted to be at or below 32 degrees Fahrenheit during a 24-hour period. Cutoffs are processed once the temperature returns to normal.

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Communications and Public Relations
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Natural Gas: You Can Tell by the Smell

You may not realize this, but by itself, natural gas is completely odorless. However, as a safety precaution, MLGW adds a chemical to the gas, giving it a distinctive odor, which is similar to rotten eggs. This scent allows you to detect even the slightest amount of natural gas, both indoors and outdoors.

Not only is it energy-efficient and clean, but when used properly, natural gas is a safe and reliable source of energy for your home. However, like other forms of energy, it can be dangerous if not used properly.

Here are a few safety tips to remember when using natural gas:

- Never store flammable products, such as gasoline, solvents and paint, in the same room as a gas appliance. Their vapors could ignite a fire or cause an explosion.

- Keep items such as paper and cloth far away from your gas appliances, as they could ignite from the pilot light.
- Never use your gas stove to help heat your home. This is a fire hazard and may also expose your family to carbon monoxide poisoning.
- Make sure gas appliances are properly vented and inspected annually by a licensed professional.

If you smell a strong odor of natural gas in your home:

- Do not light matches.
- Do not turn lights or electrical appliances on or off.
- Do not use the telephone.
- If possible, notify everyone in the building to leave immediately.
- Call MLGW's 24-hour emergency number, 528-4465, from another location.
- Do not re-enter your home until an MLGW service representative has advised you to do so.

Control Your Energy Expenses with MyAccount

MLGW's MyAccount dashboard is a one-stop platform for managing your energy and water consumption and resulting costs. This invaluable tool enables you to access the following information about your MLGW bills in the convenience of your own home, any time of day.

- **Bill History** – itemizes your monthly electric, water and natural gas consumption and costs for your MLGW bills dating back to the last 24 months.
- **Bill Analysis** – shows increases and decreases in your utility consumption and costs since your last bill and explains the reason for these fluctuations in the "Bill Highlights" area.
- **Pay Bill** – enables you to view an exact image of your current utility bill and to pay your MLGW bill using our eBilling option to make an electronic payment from a checking or

savings account or with a credit, debit or ATM card at no added fee. Individual and recurring payments can be made.

On your MyAccount home page, you can click on the orange "Go" button to use the Carbon Footprint Calculator that shows the environmental impact of your energy, water, transportation and recycling actions. You can also click on the "Home Energy Center," "Find Ways to Save," "Improve my Home" and "Learn about Energy" tabs to find loads of home improvement calculators and ideas, as well as other useful information and tools to help you make wise energy decisions.

To register for MyAccount, visit www.mlgw.com and click on the "Go to MyAccount" button, then click on the "sign up" link to set up your user name and password. Join the more than 245,000 MLGW customers who enjoy the convenience of MyAccount.

Interact with MLGW via: Twitter, Blogspot, Facebook and YouTube



Just visit mlgw.com and click on the logos.

MLGW Earthquake Preparedness Update

MLGW, the nation's largest three service public utility provider, has embarked on a multi-year seismic retrofit of several components of its key infrastructure. These components include data processing centers, electrical transformer stations, water distribution facilities and more. The purpose of the retrofit, while underway for several years leading up to the New Madrid Bicentennial, is to strengthen MLGW's utility systems against damages caused by a major earthquake along the New Madrid Seismic Zone. Since 1990, MLGW has spent nearly \$81 million on seismic mitigation projects. Some of these improvements include:

- Improvements to water facilities include retrofits at four pumping stations to include aerator, filter and pump buildings.
- Installation of reservoir-mounted high service pumps at three pumping stations to negate the effect of building collapse hazards on transmission or pumping capabilities.
- Emergency generators have been installed at six water pumping stations, with a second backup generator project currently nearing completion.
- Anchoring of transformers and other equipment at electric substations and other areas.

- Securing a total of \$6 million in FEMA grants to help fund improvements to the electric and water systems.
- Replacing older cast iron gas mains with polyethylene, which is more flexible and reliable.
- Relocating critical areas such as the Customer Care Center, Commercial Resource Center and Information Technology from the Administration Building to MLGW's Netters Business Center location on Whitten Road for business continuity.
- Retrofitting of truck canopies at work centers to prevent damage to parked crew trucks.

"MLGW is committed to bringing safe and reliable utility services to its customers in the best and worst of conditions," said MLGW President and CEO Jerry Collins Jr. "While no structure is earthquake proof, MLGW continues to brace its system to help minimize the affects of such an event in the Memphis area."

A portion of the retrofits is funded by Federal Government programs, which are designed to further protect the nation's infrastructure and population from disasters.

The Business of Service Seminar Update

On November 11, MLGW hosted its annual Business of Service conference for service providers at the Joyce M. Blackmon Training and Development Center.

Participants started the day with a continental breakfast and then attended workshops throughout the day keeping with the conference's *Addressing Poverty* theme. Over lunch participants got an update on MLGW activities from President and CEO, Jerry Collins Jr.; Laura Hine, Deputy Director at the Workforce Investment Network, discussed available career and training resources with participants; and Demetria Adair, Lead Ambassador with the Feeding Dreams initiative, quizzed attendees about healthy lifestyles.

The seminar was well attended and many left with a renewed sense of purpose. One participant commented, "I really enjoyed the presenters and the information they provided. Of the four years of attendance, this was the best by far!"

Be sure to save the date for 2012 events. The Neighborhood Leaders Conference is scheduled for August 3, 2012 and the Business of Service Conference will be held November 9, 2012. To have your name added to the mailing list or to request more information, contact MLGW Community Relations at 528-4820.

We hope to see YOU next year!



During one of the seminars, presenter Sandra Lynn demonstrates how four CFLs spend less energy than one incandescent lightbulb.