

Communications and Public Relations
Memphis Light, Gas and Water Division
P.O. Box 430
Memphis, TN 38101-0430

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Master Water Meter Process

Effective May 1, 2014 MLGW implemented a process to notify tenants signing up for new service that their address is served by a master water meter. This process also includes tenants transferring service. When the tenant signs up for utility service at an apartment unit or duplex where the property owner/landlord is responsible for the water, the MLGW representative taking the new service request will:

- Notify the tenant the water service will be billed to the apartments/landlord
- Notify the tenant they will be notified via letter of any pending delinquent disconnect of the water service
- Provide the tenant with a letter informing them their property is served by a master water meter and a brochure with a summary of the Landlord-Tenant Act

Copies of the letter and the brochure will be available at each Credit Counselor's desk and at the lobby desk in every MLGW Community Office. MLGW will also mail letters and brochures when the customer places a phone order for new service.

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:

July 10 - Redbirds Kids Day, AutoZone Park, 10:05 a.m.

July 19 - Festival Latino, Tiger Lane, Noon – 8 p.m.

July 19 - Greater Faith Tabernacle Church, 3027 Johnson Ave., 10 a.m. – 2 p.m.

July 26 - Home for the Holidays and the Fair Housing Alliance of Greater Memphis Mini-Conference, Southwest Tennessee Community College, Union Campus, 10 a.m. – 3 p.m.

August 1 - MLGW Neighborhood Leaders Conference, 4949 Raleigh-LaGrange, 8:30 a.m. – 3:30 p.m.

August 12 - PNA Professional Conference, Hope Presbyterian Church, 8500 Walnut Grove Road, 8 a.m. – 4:30 p.m.

August 29 - Sept. 7 - Delta Fair, Agricenter; various days and times

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.

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

July/August 2014

Neighborhood Leaders Conference Focuses on Art

The 2014 MLGW Neighborhood Leaders Conference is scheduled for Friday, August 1 from 8:30 a.m. to 3:30 p.m. This year's theme is "Art - A Tool for Neighborhood Transformation" and workshops will cover topics ranging from the City of Memphis Budgeting Process to Mural Making. Here's a look at a couple of the workshops designed to give attendees information aimed at transforming neighborhoods.

Mural Making. Murals not only beautify but they can aid in shaping a neighborhood's identity. This session aims

to provide participants information on identifying a feasible mural site, obtaining property owner permission, selecting mural materials and methods to transfer the mural design to the mural surface.

City of Memphis Budget 101. Get a chance to learn more about the City budgeting process in this session where City of Memphis Chief Administrative Officer George Little and Finance Director Brian Collins will guide attendees through how the City of Memphis government is organized,

how services and infrastructure are provided and paid for, as well as the City's current strategic priorities.

MLGW's Neighborhood Leaders Conference is held at the Joyce Blackmon Training Center (4949 Raleigh-LaGrange at Covington Pike). The cost of the conference is \$10 and includes a continental breakfast and buffet lunch. To get a conference brochure and to register by phone, call 528-4820, or register online at mlgw.com/neighborhoodleaders.

MLGW Bills Among Lowest in the Nation

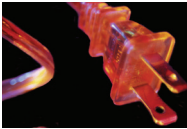
A new survey of 50 U.S. cities shows that Memphis Light, Gas and Water residential customers paid the lowest combined rates for electricity, natural gas, water and wastewater. The average residential bill for MLGW customers is \$278.25. Springfield, MO was second place with an average bill of \$310.36. The survey compares residential, commercial, and industrial electric, natural gas, water and wastewater bills at various use levels at rates in effect on January 2, 2014.

"As our Vision states, *To be the best utility for our customers*, MLGW and its employees are dedicated to supplying our customers with low cost and reliable service," said MLGW

President and CEO

Jerry Collins Jr. "We are very proud to be able to say we provide the lowest residential utility bills and we will strive to continue this trend in the future."

The annual survey is conducted by MLGW and is based on 1000 kilowatts of electricity, 200 hundred cubic feet (CCF) of natural gas, 10 CCF of water and 10 CCF of wastewater, which is the usage of a typical MLGW customer. The complete survey can be found on MLGW's website at mlgw.com/ratesurvey.



Community Offices Now Accepting Credit Cards

Memphis Light, Gas and Water Division began accepting MasterCard, Visa and Discover cards as forms of payment on Tuesday, April 29. Memphis City Councilman Myron Lowery made the inaugural credit card payment at MLGW's Downtown Community Office located at 245 South Main St. MLGW's other Community Office locations started accepting payments on Thursday, May 1.

The new payment method expands the services offered for residential customers who

come into MLGW's Community Offices to make a payment on their bills. Customers can visit MLGW's other Community

Offices located at 2935 Lamar Ave. (South Community Office), 5131 Navy Road (Millington Community Office), 1111 East Shelby Dr. (Whitehaven Community Office), and 2424 Summer Ave. (North Community Office).

To learn more about MLGW payment options, in-person, online or via telephone, visit mlgw.com/residential/payingyourbill.



Five Free Things You Can Do to Save Energy in the Summer

- Adjust your thermostat. In the summer, set your thermostat to 78°. If the temperature change is too drastic, raise the thermostat one or two degrees each week until you are comfortable at 78°.
- Use ceiling fans or box fans to create a breeze that will make you feel five degrees cooler. For each degree you set the thermostat below 78°, your monthly cooling costs increase six percent.
- Block drafts around doors and windows. If you felt cold air seeping under doors and windows during the winter, remember to block those air leaks during the summer too. Roll up thick towels and place inside against the bottom of closed exterior doors and on windowsills to block air leaks. Close your curtains or blinds during the day to block out the sun. Keep exterior doors and windows



closed. If your house has storm doors or storm windows, make sure they are closed tightly.

- Adjust your water heater temperature. A setting of 120° or “warm” provides hot water and reduces the risk of scalding.
- Cook, wash laundry and do other chores in the morning or late evening. Household chores that produce heat and moisture increase the indoor temperature, making your air conditioner work harder. Do these activities during the cooler hours of the day. Consider drying clothes outdoors instead of using the dryer; it will keep your house cooler and save you money.

Visit us at mlgw.com to find out more ways you can save, calculate savings from different thermostat settings and learn what to shop for when buying appliances.

Raving Fans: Customer Compliments

Recently, I called MLGW to report iced tree branches hanging on my lines. I had power and no problems, but wanted to know if I should place a request or wait until the power went out. The customer service associate was very helpful and politely took my routine request. On Monday, December 9, I had a crew out first thing to take care of my trees. They did a beautiful job and cleaned up the entire mess. I can barely tell they were here. Thanks for your quick and professional response, as well as the excellent job done.

*Sincerely,
Shawn Fitzgerald*



MLGW Employees Help Raise Funds for Utility Assistance

More funds will be available for utility assistance as a result of the Plus-1 Telethon and the Plus-1 Jam events, in which MLGW employees volunteered this spring. MLGW employees staffed phone banks and took pledges at the telethon where viewers called in over \$53,000 in donations. These funds will provide an additional 212 households with help on their utility bill.

The Telethon, an all-day event held at the MLGW Administration Building and coordinated by MLGW and MIFA, aimed at increasing awareness and participation in the Plus-1 program. The live program, which aired on WREG News Channel 3 on Monday, April 7, featured live reports all day and ended with a 30-minute program at 6:30 p.m. Personalities such as Mayor AC Wharton, Larry Dodson of the Bar-Kays and Coach Bill Court-



MLGW musician employees perform for other employees on a May Board day in the Administration Bldg. lobby.

ney (of the Oscar-winning movie “Undefeated”) appeared on air encouraging the community to donate.

During the month of May, Plus-1 jammed as MLGW musicians took the stage and offered free concerts to Beale Street visitors each weekend. Set up on Beale near the MLGW Administration Building during Memphis in May, MLGW’s Plus-1 Jam tent-covered stage featured local artists, many who work at MLGW, playing for tips benefiting the Plus-1 program. Totals for the Plus-1 Jams concerts are still being tallied.

The Plus-1 program was created in 1982 and is a partnership between MLGW and MIFA that provides utility assistance for individuals and families in financial crisis. To enroll in Plus-1 go to www.mlgw.com/plus1 or call 544-6549 and enter 1-2-6-1 at the prompts.

MLGW Recognized as Top Green Power Switch Recruiter



TVA recently honored Memphis Light, Gas and Water during its annual Green Power Switch Leadership Awards as the Top New Recruiter of the Year. The distinction recognizes MLGW’s

efforts to promote renewable energy by enrolling the most new customers into the Green Power Switch program in 2013.

The program allows residential and commercial customers to buy Green Power Switch blocks (energy produced from renewable energy like wind, solar and landfill gas). Each block adds an additional \$4 on the monthly bill. Although the price of renewable energy is decreasing, it still costs more than energy from traditional sources. Buying Green Power Switch blocks help cover the cost difference and there’s

no limit on the number of blocks a consumer can purchase. “Reducing emissions and saving natural resources is important to MLGW. We are honored to receive the Top New Recruiter Award and hope to continue our upward enrollment trend,” said Jerry Collins Jr., President and CEO.

As of April 2014, the 14-year-old program has helped prevent more than 636,495 tons of carbon dioxide emissions from being released into the atmosphere. To learn more, go to mlgw.com/about/mlgwgreenpowerswitch.

Some MLGW Customers Get Free AC Units

Memphis Light, Gas and Water Division and the Neighborhood Christian Center teamed once again to “Play It Cool,” the annual initiative to provide window air-conditioning units to qualified low-income seniors and disabled residents of Shelby County. About 200 units were donated this time around.

The Neighborhood Christian Center hosted a screening and application process for the free units. To qualify, applicants have to be residents of Shelby County, low-income seniors 60 years of age or older, and without operable air conditioning. Once an individual is screened and pre-qualifies, a pre-qualification voucher is issued to verify that the applicant

has met the guidelines. Field inspections are conducted by MLGW to verify that the residence meets installation requirements.

Air conditioners are not installed at addresses with operating units, or on residences with bars or storm windows. MLGW employees perform the installation of units.



Staff at the Neighborhood Christian Center accept air-conditioning applications.



MLGW Crews Assist Mississippi Utility

Recently, two MLGW overhead electric crews, totaling 12 employees, made the nearly three-hour drive to Columbus, Mississippi to assist Columbus Light and Power in restoring services after the area was hit by severe storms.

In the past, mutual aid agreements have assisted MLGW

in restoring power after ice storms, windstorms and tornadoes. The utility asking for the assistance is responsible for all costs associated with recovery efforts, including salaries and lodging.

“MLGW has a proud tradition of assisting sister utilities in need,” said MLGW President and CEO

Jerry Collins Jr. “When Memphis has needed a helping hand during the many severe storms this community has suffered through, several utilities have reached out in assistance. We are always grateful of that and do our best when other communities need a little help during restoration efforts.”

MLGW A-Blazing Race

The 2nd Annual MLGW A-Blazing Race (a model solar car race) is scheduled for Saturday, August 16 from 8 a.m. - 2 p.m. on the roof of the MLGW Beale Street Landing Parking Garage at 220 South Main Street. This year, the race will be open to youth in grades three through five and six through eight.

Cost for the model solar car kit (available through MLGW) is \$24, which will be refunded to teams that compete on race day. An A-Blazing Race Engineering workshop to introduce youth to engineering and solar energy principles will be held on Saturday, July 19, from 8 a.m. - 2 p.m., at the Joyce Blackmon

Training Center at 4949 Raleigh LaGrange.

For more information regarding the A-Blazing Race or to register, visit mlgw.com/ablazing.

