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Community OUTREACH

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

July/August 2015

Memphis leads on lowest utility bills

For the third consecutive year, Memphis Light, Gas and Water topped the list of having the lowest winter residential bill among 30 metropolitan areas. The survey looked at what a typical home would use in terms of electricity, natural gas, water and wastewater services. MLGW provides services for light, gas and water while the City of Memphis Public Works Department supplies services for wastewater treatment.

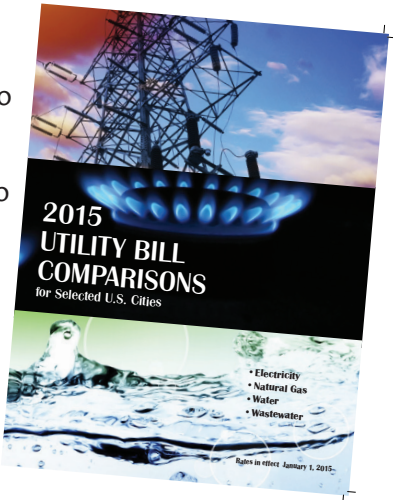
Mayor AC Wharton Jr. wasn't surprised at the news of the city's continued success in keeping utility rates low. He believes local officials should tout our rock-bottom utility rates as a way to lure businesses to locate here.

Since the utility company started tracking its rates in 1991, Memphis has consistently scored among the lowest in selected markets.

A Memphis resident would pay \$251.06 a month for the

four services compared to someone living in Boston who would fork out a whopping \$603.23 a month. Boston came in last among the metro areas which responded to the survey. In 2014, a typical Memphis winter residential bill was \$278.25. But for 2015, the bill dropped about \$27 to \$251.06.

The savings resulted largely in how MLGW buys its gas and reflects the dropping gas prices in the market place. When the cost of gas drops, MLGW passes along those savings to the customer.



MLGW/Bluff City host alternative fuel rally

With a rally that kicked off in the Bluff City and ended in Dollywood, Memphis is showcasing its newest public refueling station for compressed natural gas. A fleet of 20 trucks left Memphis recently for a five city rally across Tennessee with stops in Trenton, Nashville and Athens before reaching Dollywood in Pigeon Forge. The rally highlighted the advantages of compressed natural gas as an alternative fuel source, which is roughly 30 percent cheaper than diesel fuel and reduces carbon dioxide emissions by up to 30 percent.

The celebration started with the grand opening of the South Center Fueling Station at 3071 S. Center Rd., which is a part of MLGW's South Service Center, located off Brooks Road and U.S. 61 in Memphis.

"This is our second compressed natural gas station in Memphis and the 11th in the state," said Michael Taylor, MLGW's Assistant Manager of Commercial and Industrial Customer Care.

"By having the rally, we are trying to educate the public about the benefits of natural compressed gas for the environment as well as your wallet," said Taylor.

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 – Westwood Neighborhood Association meeting, Charles Powell Community Center, 810 Western Park, 10 a.m.

July 15 – Building Owners & Managers Association, 2650 Thousand Oaks Blvd., noon - 1 p.m.

July 18 – Emmanuel Episcopal Church Women Church Health Fair, 4150 Boeingshire Dr., 9 a.m. - 2 p.m.

July 22 – Frayser-Raleigh Senior Center, 3985 Egypt Central Rd, 10 a.m.

Aug 14 – MLGW Neighborhood Leaders Conference, MLGW University - 4949 Raleigh-LaGrange, 8:30 a.m. - 3:30 p.m.

Aug 20 – Shelby County Schools Community Connections EXPO, 2485 Union Ave., 10:30 a.m. - noon

Sep 4-13 – Delta Fair, AgriCenter, various times

Sep 5 – WLOK Stone Soul Picnic, Levitt Shell (Overton Park)

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



MLGW Neighborhood Conference attendees to receive free weather radios

"Passport to Safety" is the theme for the 2015 MLGW Neighborhood Leaders Conference on Friday, August 14, 2015 from 8:30 a.m. to 3:30 p.m. at the MLGW Joyce Blackmon Training Center (4949 Raleigh-LaGrange.) This year, MLGW is partnering with Ready Shelby to educate conference attendees on how to prepare for an emergency.

Ready Shelby is a collaborative initiative supported by Shelby County municipalities focused on educating citizens on how to prepare themselves, their family, their car, their workplace and pets for all kinds of emergencies.

This year's conference will focus on safety and emergency preparedness topics such as Compressions Only CPR; Disaster Preparedness — There's an App for That; and Understanding the Utility Restoration Process. There will be other workshops focused on



neighborhood safety such as: Understanding Domestic Violence; Home Repair Resources for Seniors and Show Me the Funds—Local Grants.

"MLGW appreciates the opportunity to partner with Ready Shelby in educating our customers on preparing for an emergency," said Jerry Collins Jr., MLGW President and CEO. "We live in a region that is prone to tornadoes, ice storms and severe thunderstorms, so it is vital that customers plan and prepare for such events."

Registration cost is \$10 per person and includes a continental breakfast,

buffet lunch and flash drive with all workshop materials. Registrations paid by July 31 will receive a FREE weather radio valued at \$40 and be eligible for drawings for the following prizes:

- One of five \$100 MLGW Gift of Comfort utility gift cards
- Ready Shelby Emergency Kit
- Ready Shelby Pet Emergency Kit
- Ready Shelby Back Pack
- Wind up flashlights

Prizes will be awarded at the conclusion of the conference and only attendees who have their conference card stamped indicating a pre-paid registration and that have stayed for the entire conference will be eligible. Attendees must be present to win.

Register at www.mlgw.com/neighborhoodleader or by calling 528-4820.



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.

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Governor Haslam awards MLGW for contributions to clean air

Tennessee Gov. Bill Haslam and Tennessee Department of Environment and Conservation Commissioner Bob Martineau announced MLGW as one of 11 winners of the 2015 Governor’s Environmental Stewardship Awards (GESAs). MLGW received a GESA in the Clean Air category. MLGW was awarded for reducing area diesel emissions and improving air quality in Memphis and on state highways by building and assisting in the development of natural gas fueling stations.

Providing alternative fuel helps to reduce air pollution and addresses poor air quality. MLGW is currently operating the only two public access compressed natural gas stations in Memphis with plans to construct a third one. MLGW has 92 compressed natural gas powered vehicles and four



tank trailers allowing us to save more than 37,000 gallons of gasoline and more than 100 tons of greenhouse gas. Last year, the CNG stations sold more than 250,000 units of compressed natural gas which resulted in reductions of greenhouse gas emissions, NOx and VOCs, particulate matter and other tailpipe air pollutants.

In 2014, MLGW’s fueling station enabled local companies to switch out their fleets to compressed natural gas because of easy access to their fueling stations. Inland Waste, a garbage collector in Memphis, purchased 24 new trash trucks powered by compressed natural gas, which in turn saves the company’s bottom line 30 percent and reduces its emissions by 90 percent per truck.

“Today’s award winners have demonstrated a commitment to our environment that will pay dividends for current Tennessee residents and generations to come,” Haslam said. “We want to thank all of the nominees for playing an important role in the continued health of Tennessee’s air, land and water.”

A-Blazing Solar Car Race

The MLGW/SCS PowerSave Schools 2015 Solar Car Race, sponsored by Memphis Light, Gas and Water and Shelby County Schools’ Project Green Schools, was held recently at Colonial Middle School. Student “green teams” from four schools - Treadwell, Havenview, Cordova and Sherwood - participated. The race was the culminating event of a several weeks-long project during which eighth grade students designed and built solar-powered cars.

Activities such as these are not only fun, but also prepare students for high school, college and lucrative career opportunities. “We want to expose students to different engineering careers,” said Tracy Leaks, Green Schools Project Leader. “Students are getting hands-on experience with the same work that engineers do, and they’re learning how to use the engineering design process.”

The students attended an initial workshop, “A-Blazing Race Training Day,” to learn how they could possibly design the car. The workshop gave the participants an overview of the rules as well as taught the scientific basics of energy and physics of the car so they could design and build the best car possible. MLGW engineers spoke to students about the

engineering design process and then provided each team with a solar panel and motor.

The rest of the car’s design was up to the teams. Sherwood’s team, which consisted of all girls, spent weeks working on the perfect car using a variety of materials. Sherwood’s teamwork and diligence paid off. Their car, The Big Mac, won the solar power race. The students’ excitement was evident as they posed for pictures with their trophies.



MLGW Community Relations Lead Beverly Perkins knows activities like these are a win-win for students, MLGW and, ultimately, the city of Memphis. “We’re looking to build a diverse pool of future engineers who can work for MLGW,” said Perkins. “We also want to do whatever we can to help make a better community, and this is one of our many different programs that help us to do so. We want to educate the community on energy conservation and renewable energy while they’re young. That way we won’t have to try to change behavior in the future.”

MLGW will hold another A-Blazing Race in the fall for all schools in Shelby County.

MLGW receives national recognition for reliable electric operations

For the fifth time, Memphis Light, Gas and Water has earned the American Public Power Association’s (APPA) Reliable Public Power Provider (RP3®) recognition for providing customers with the highest degree of reliable and safe electric service. However, 2015 marks the first time ever that MLGW earned the highest honor given, the Diamond award. MLGW joins 26 other utilities nationwide who received the Diamond award in 2015.

The RP3 designation recognizes public power utilities that demonstrate proficiency in four areas: reliability, safety, workforce development and system improvement. Criteria within each category are based on sound business practices and represent a utility-wide commitment to safe and reliable delivery of electricity. MLGW will have the RP3 designation for three years.

“We’re honored to receive the RP3 designation,” said



Jerry Collins Jr., MLGW President and CEO. “MLGW employees put in a lot of hard work to serve our community, and RP3 represents a much appreciated recognition of this hard work.”

This is the tenth year that RP3 recognition has been offered. APPA is the national organization representing more than 2,000 not-for-profit, community- and state- owned electric utilities.

Smart Talk: Cybersecurity

Smart meters use secure wireless communications to send daily meter readings to MLGW, eliminating the need for employees to drive to every customer site and manually obtain meter readings each billing period. By adopting this smart meter technology, MLGW is virtually eliminating estimates, lowering operational costs and improving services—all while keeping smart meter data safe.

Smart meters are secure. Meter manufacturers use proprietary meter and radio frequency transmission protocols to defend against the unauthorized access of the customer’s meter readings. Encryption is used at each step of the data transmission process: at the meter, during transit from the meter to MLGW, and then again at MLGW. Your encrypted meter readings

are received through secure gateways and associated with your account for billing.

The data contains read times, consumption values and communication module numbers, not customer-identifying information like addresses or names. It is virtually impossible to associate transmitted meter readings to an individual customer prior to matching the data in our secure Customer Information System.

Like many U.S. electric utilities, MLGW is mandated by the North American Electric Reliability Corporation (NERC) to comply with cybersecurity standards, which require conducting regularly scheduled audits of its facilities and operations. Compliance with NERC standards has greatly raised the security awareness and commitment of MLGW to protect its assets and the data associated with these assets. MLGW is implementing smart meter technology with the necessary cybersecurity requirements that will protect MLGW and its customers.



Meters are MLGW’s cash registers, enabling us to accurately measure and bill for the amount of electricity, natural gas and water consumed at each customer site. As a result, cybersecurity continues to be a major component of MLGW’s smart meter implementation plan. To learn more, go to mlgw.com/smartgrid.

MLGW customers “Play it Cool” with free air-conditioning units



A Memphis summer without air conditioning is hard to survive, and for many MLGW customers without air, sitting outside can be cooler than inside the house. To help, MLGW teamed up again with the Neighborhood Christian Center for the annual Play it Cool program to provide 200 window air-conditioning units to qualified low-income seniors and disabled residents of Shelby County.

The Neighborhood Christian Center hosted a screening and application pro-

cess for the units furnished by MLGW. Utility workers inspected the homes of those who were eligible, and installations began shortly thereafter.

Frances Hawkins, 64, who has been using window box fans since her air conditioner recently quit working, arrived early on the first day of the screenings, and was eligible for one of the units. “This is a really good thing because I need an air conditioner,” she said.