An MLGW Hero

During the bitter cold days of February 2009, Wil Williams arrived at the home of a non-English speaking family from Ethiopia for an energy audit related to a high heating bill investigation. As suspected, Wil’s inspection confirmed that the lack of attic insulation was a major contributor to their high energy costs. During the investigation, Wil overheard a conversation, and it was mentioned that the children had mysteriously been feeling lethargic and ill. Wil repeated the steps of his investigation and discovered an improperly ventilated heater depositing carbon monoxide into the attic as well as the living space. Had Wil not found the venting disconnect, the family might have gotten extremely ill, or may not have survived. For his quick thinking and concerned reaction to these customers, Wil has been designated an MLGW Hero. Wil has served the Division and its customers for more than 10 years.

Here’s a Gift Idea for upcoming special occasions...MLGW’s Gift of Comfort

It’s a welcome gift any time of year, but it’s perfect for Mother’s Day, Father’s Day and all those June weddings that will be here before you know it. Make a payment on someone’s utility bill, and give a gift that comes from the heart, something that will make a difference. Go to www.mlgw.com/giftofcomfort or visit an MLGW Business Office to give a Gift of Comfort.

MLGW Walkers Turned Red for the American Heart Association

Approximately 100 MLGW employees donned red shirts and were escorted by the Memphis Grizzlies Lady Bears, Grizz the mascot, Fox 13 reporter Scott Madaus and City Councilwoman Janis Fullilove, during the mile-and-a-half walk down Main Street on March 19. This was the kickoff of MLGW’s “Energizing Your Heart” walks which take place the third Friday of every month through September. These walks will ready our employees for the annual Heart Walk event that will be held on Oct. 2.

Redbirds and MLGW Go Green

In partnership with the Memphis Redbirds, MLGW co-sponsored a “Go Green Night” on April 22. MLGW had a booth with conservation tips for those attending the game. MLGW gave out 1,500 compact fluorescent light bulbs after the game. In addition, all season, anyone who brings his/her MLGW bill to the Redbirds box office will receive $1 off a regular price ticket or $2 off a club ticket. Save energy, save money and support the Redbirds – a win-win!

MLGW Receives an "A" for satisfaction and reliability

MLGW received an “A” in reliability, customer satisfaction and customer perception, according to a new survey. The survey, completed by Renee Enterprises and audited by the Sparks Bureau of Business and Economic Research/Center for Manpower and the University of Memphis, reflects the 2009 total of a monthly random sampling of customers who recently had direct contact with the utility. The survey included 150 customers each month and was conducted by phone and via the Internet.

According to the survey, 99.8 percent of MLGW residential customers are satisfied with their service. Ninety-seven percent believe their service is reliable and 92.4 percent have a positive perception of MLGW in the community.

New Online Payment Options

MLGW customers can now pay their utility bills using Visa, MasterCard and Discover. In addition, there will no longer be a fee charged for any payment method used. This means that a residential customer can use his/her Visa or MasterCard credit or debit card, Discover credit card, ATM card or e-check without having to pay any fees whatsoever. Added benefits include streamlined electronic retrieval of forgotten User IDs and passwords.

The new system will require that all users making payments online have a My Account User ID and password, an additional security layer that helps ensure customers using this service are authenticated as well as offering a deterrent to identity theft. Under the previous system, users were able to make one-time payments without having to authenticate themselves as legitimate customers. The new MLGW system makes it much easier for customers to set up paperless billing and recurring payments, or to make a one-time payment. The entire system is much more user-friendly, and there’s much less opportunity for customers to initiate actions they did not intend. If you are an existing My Account user, watch for details about how to log in the first time on or after May 1. My Account users with recurring payment instructions will need to re-enter those details for payments scheduled after April 30.
MLGW School Programs and Resources

Looking for an expert speaker or energy-related program for your classroom or student group? MLGW offers school programs that range from informational presentations to educational programs. They feature knowledgeable MLGW employees who can speak to your classroom or school group about a variety of utility related topics such as energy awareness, conservation, safety, the utility industry and utility careers. We also offer Sheahan Water Pumping Station tours, Careers on Wheels and much more. For more information, contact MLGW Community Relations at (901)528-4820 or fill out the Speaker Request form on our website under Careers on Wheels and Resources.

MLGW Promotes Water Leak Repairs

MLGW field technicians recently visited the homes of about 820 customers identified as having higher than average water usage. The customers were located in ZIP codes 38104, 38106, 38108, 38111 and 38114. The customers in these ZIP codes showed at least 39 CCF of water usage on their bills in February, while the average for MLGW residential water customers is 10 CCF, which is also higher than the national average. Consider this: 39 CCF is the equivalent of drinking 234,000 16-oz. water bottles.

Simply put, such high water usage, especially in February, could be a combination of numerous plumbing fixture leaks, really long shower habits, incredible volumes of laundry and water-guzzling fixtures that pre-date the low-flow toilets, faucets/shower regulations established during the 1990s.

Our goal with this initiative is to help customers reduce their water usage, which will help them lower their bills.

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, May 5, various locations, 10:30 a.m.-1 p.m. Free Energy Kits and conservation tips. For more information, visit www.mlgw.com.
- EnergySmart Workshops, May 8, 13, 20 and 27
- May 12: Senior Expo, Agricenter International.
- June 4-6: Latino News Festival, Winchester and Riverdale.
- June 5-6: Sisterhood Showcase, Memphis Convention Center.
- June 9: Community Conservation Day, 10:30 a.m.-1 p.m.
- June 18-20: Juneteenth Festival, Douglas Park.

MLGW Volunteers at Southern Women's Show

(left to right) Margaret Tate, Customer Loyalty Center, and Phylie Marphens, Water Engineering Operations, volunteered at the Southern Women's Show mostly listen go to play Piano for energy saving prizes. MLGW's booth offered information on energy savings and utility information.

Be Prepared for Outages

In any emergency situation, whether it's a tornado, ice storm, earthquake or flood, you need to be prepared for the possibility of temporary power outages. You need to know where your gas and water shut-off valves are located, how to identify the main electric service panel and how to turn them off in the event of an emergency.

An emergency kit is always good to have readily available. Your “emergency kit” should contain items such as: bottled water, canned food, prescription medicine, flashlight, radio, batteries, manual can opener, first-aid kit, and eating utensils. Be prepared. Don’t let an outage catch you off guard.

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