

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.



Wil Williams, Energy Technician in Residential Services—Customer Relations receives the MLGW Hero Award from MLGW President and CEO, Jerry Collins Jr. and MLGW Board of Commissioners member, V. Lynn Evans.

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.



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. 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

May/June 2010

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 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 Univer-

sity 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.

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Play a Part in the MLGW Smart Grid Demonstration

Smart Grid developments at MLGW
Smart Grid is a combination of equipment, communications and processes that utilities use to enhance their operations and help their customers save both energy and money. Smart Grid includes distribution system automation to improve system control, as well as smart meters and other features to inform and motivate customers to lower their energy use. More than eight million smart meters have been installed by electricity providers or utilities across the United States, and in 10 years it is estimated that nearly 60 million smart meters will be in place. MLGW is studying the experiences of these utilities to identify obstacles and best practices.

The Memphis City Council approved \$1 million from the MLGW budget to create a three-year demonstration of 1,000 smart meters among volunteer customers within the MLGW service area. Smart meters provide secure, digital, two-way communications to measure electricity usage throughout the day and enable customers to see how much electricity they are using and how much their electric cost is going to be, rather than waiting until the bill arrives to see the total. Meters will be read automatically, which will eliminate estimated bills due to weather and property access issues. Meters also will communicate power outages directly to MLGW.

You can volunteer to be part of the MLGW Smart Grid Demonstration

MLGW is seeking 1,000 residential customers to demonstrate how greater energy information can help lower utility costs. You can live anywhere in Shelby County and participate as long as cellular coverage is adequate in your area. Renters must have lived in their homes at least three years. One thousand volunteers will receive a FREE advanced electric meter. Many will receive a FREE in-home energy display to monitor their home's real-time electricity use and cost details. Others will view information on MLGW's website.



Apply online
Complete the application at www.mlgw.com/smartgrid by May 14. If selected, you will be notified by early June. Installation of your smart meter will be completed by the end of 2010. If you want to help MLGW demonstrate the customer service, financial and environmental benefits of Smart Grid technology, apply today!

Did you know in 2008 MLGW households used 36 percent more electricity than the U.S. average?

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



MLGW in the Community at www.mlgw.com/school-programs.

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 toilet/faucet/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.



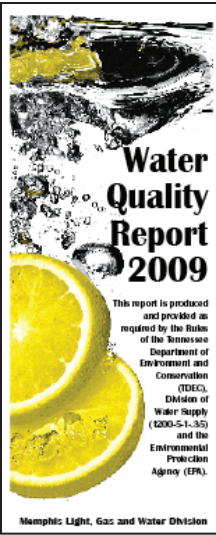
Aged to perfection, Memphis' water sparkles in MLGW's 2009 Water Quality Report

The bouquet was nonexistent, and the vintage was just last year, but 2009 proved to be a very good year for Memphis water distributed by Memphis Light, Gas and Water. This refreshing resource, pumped from the ancient, rainwater-filled Memphis Sands Aquifer, received an excellent report card for its purity in the 2009 Water Quality Report. MLGW will mail the report to its residential water customers in May in honor of the American Water Works Association's (AWWA) National Water Week, May 2 through 8.

All community water systems are required to prepare and distribute an annual water quality report, also referred to as the Consumer Confidence Report (CCR), according to a 1996 congressional amendment to the Safe Drinking Water Act. The Environmental Protection Agency (EPA) and the Tennessee Department of Environment and Conserva-

tion prescribe regulations that limit the amount of certain contaminants in water including microbial, inorganic, organic, pesticides and herbicides, and radioactive impurities. Specialists in MLGW's Water Laboratory perform numerous tests throughout the year to monitor such components of Memphis' water. The 2009 test results reveal our water to be well within the designated limits, and meeting or exceeding all water quality standards set by the EPA.

In addition to the mailed copy, the report also will be available for viewing and downloading at www.mlgw.com.



MLGW Volunteers at Southern Women's Show



(left to right): Margaret Tate, Customer Loyalty Center, and Phyllis Murphree, Water Engineering Operations, volunteered at the Southern Women's Show recently. Visitors got to play Plinko for energy saving prizes. MLGW's booth offered information on energy savings and utility information.

MLGW Energy Saving Tips

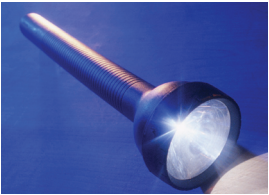
- Set the thermostat at 78 degrees in the summer.
- Replace incandescent light bulbs with fluorescent bulbs that last longer and emit less heat.
- Turn off the water when you are brushing your teeth.
- Turn off TVs, lights and unused appliances. Also use energy-saving power strips.
- Replace showerheads with low-flow showerheads.



Save the Date for the Neighborhood Leaders Conference

Reserve Friday, August 6 from 9 a.m. to 3:30 p.m. on your calendar for the MLGW Neighborhood Leaders Conference. The conference is an annual event coordinated by MLGW designed to provide training and networking opportunities for grassroots community leaders and will be held at the Joyce M. Blackmon Training Center, 4949 Raleigh-LaGrange Road. Conference registration is \$5 and includes breakfast and lunch. Be sure to look for additional details in the summer issue of Community Outreach.

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 shutoff 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.

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.