# Enter the 2020 MLGW Student Poster Contest

Grab your paints, brushes, colored pencils, computers, crayons, glue and glitter! Think about internet safety superheroes, then create your masterpiece! The MLGW Art Contest theme is "Internet Safety: The Power Bytes – Making the Internet Safe One Byte at a Time," illustrating



ways to use technology safely, expose the types of internet hazards and offer ways to avoid them!

Winning students will receive a \$125 prize. All students enrolled in grades K-12 (in four categories) attending ANY school within Shelby County or home schooled within Shelby County are eligible to enter the contest. Subject details, contest rules and an entry form can be found at <code>mlgw.com/artcontest</code>. Submission deadline: 4 p.m. Friday, Nov. 20, 2020. Information: Email <code>gmoulin@mlgw.org</code> or call 901-828-6440 (Monday - Friday, 8:30 a.m. - 4:30 p.m.).

En Español: Encuentre este informativo, *Customer Connection*, traducido al español en nuestro sitio de red visitando mlgw.com/customerconnection.

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









Just visit mlgw.com and click on the logos.

# **Community Calendar**

**November 14:** 6<sup>th</sup> Annual Memphis Crafts and Drafts, 10 a.m., - 5 p.m., Crosstown Concourse. Crafts by 85 local artists and crafters, craft beer garden, kids activities and more. Free! Masks required. More info: *memphiscraftsanddrafts.com*.

**Nov. 29 - Oct. 5:** 2020 St. Jude Virtual Memphis Marathon coordinated through the St. Jude Facebook page and online. More info: Contact (901) 578-1555 or *stjude.org*.

**Please Note:** Due to ongoing COVID-19 precautions, many community events have been postponed or canceled. Please also check the organization's website or call to confirm the event. Don't forget to **mask up!** 

#### **Public Power Week**

Public Power Week, Oct. 4-10, celebrates the advantages of community-owned utilities such as MLGW. You pay about 15 percent less than homes powered by investor-owned private utilities. MLGW is one of 2,000 public utilities keeping the lights on for more than 49 million customers. As we celebrate Public Power Week, we thank you for letting us serve you.





# **Customer CONNECTION**



PRODUCED MONTHLY BY MEMPHIS LIGHT. GAS AND WATER DIVISION

## Help available for utility bills

MLGW is committed to working with our customers during the pandemic, offering several bill assistance resources and payment plans. If you are having trouble paying your



utility bill, you can call, set up a payment plan or get more information on available assistance, and avoid disconnection.

The following agencies offer utility assistance:

- The Shelby County Community Services Agency (CSA) distributes Low Income Home Energy Assistance Program (LIHEAP) funds: *shelbycountycsa.org* or call 901-222-4212 and leave a message.
- The Metropolitan Inter-Faith Association (MIFA) provides one-time, emergency utility assistance through MLGW's Plus-1 program: *mifa.org/emergencyassistanceeligibility*.

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## **Utility Bill assistance**

Referrals for help with rent, utility payments or other assistance:

- LINC/211 by dialing 2-1-1 or 901-415-2790, Mon. - Fri., 9 a.m. - 6 p.m., and Sat., 11 a.m. - 3 p.m.
- United Way at call.drivingthedream.org or call 1-888-709-0630.

#### MLGW payment arrangements and other programs:

MLGW bill payment plans and arrangements are available. Go to *mlgw.com/COVID-19* or call 901-544-6549 (Residential) or 901-528-4270 (Business). Business owners can get information on how to obtain help from the Business Resources Center: *memphischamber.com/covid19*.

Go to *mlgw.com*/*COVID-19* for more details, resources and payment locations.

## **Pilot Light Inspections**

Don't forget! MLGW is still making appointments for Pilot Safety Inspections. As of Oct. 2, there is a \$55 fee that includes three appliances and an additional \$16 fee for any extra appliances. The service is free for physically challenged customers and those 60 and older. Call 820-7878, key in 1-2-3-2 for English or dial 3 for Spanish and schedule a time. Please schedule appointments using your 16-digit account number or phone number.

# What's new with the Integrated Resource Plan?

MLGW has worked the last 14 months on an integrated resource plan (IRP) to determine best options for our customers for future power supply needs. During phase one, the Siemens consulting firm helped evaluate



several scenarios, including "no regrets" or best options for power.

President J.T. Young compared the undertaking to building a home. The IRP, delivered in early August, is the "house plan." It shows where the house is positioned, where the windows are located, etc. Now MLGW needs an experienced "builder" to look over the plans and confirm exactly how much they will cost to complete. The "builder" will be the company selected in the power supply solicitation process, scheduled to be approved in early October. What the builder finds out will likely be the final, recommended power supply source for MLGW. Find out more about the process, view meeting notes and the IRP document by going to <code>mlgw.com/powersupplyinfo</code>.

**Tune in:** MLGW's **Power Pivot** is a new Facebook Live and Zoom webinar on how local small businesses are sustaining themselves in the pandemic. Details on MLGW's Facebook page.

### Gas leak? Know how to respond

Recent natural gas explosions and fires in Memphis emphasize how important it is to know your gas and stay safe! The accidents emphasize how important it is to know your gas to stay safe! It smells like rotten eggs or sulfur, and it's stinky! Know what to do if you smell a strong natural gas odor, especially with winter heating season approaching.



Natural gas leaks typically result from damaged underground pipelines or gas appliances. MLGW adds mercaptan to give gas its rotten egg smell, detectable indoors by the strong odor. Outdoor gas pipeline leaks offer hints such as

water bubbling near the site, dirt/debris blowing into the air or dying vegetation/frozen ground near a pipeline.

#### If you suspect a gas leak:

- Leave the area immediately! Abandon house, building, vehicles, equipment.
- Don't cause spark by smoking or using matches, phones, electricity or flashlights.
- Use cell phone outside or neighbor's phone to call MLGW at 528-4465 and 911.
- Don't start vehicles or equipment near leak.