

# Community OUTREACH

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

January/February 2026

## Community Outreach is now only available electronically

Community Outreach is now only available online or by email. You can visit [mlgw.com/communityoutreach](http://mlgw.com/communityoutreach) to read or print this and future issues, or receive an email link of the publication by request at: [commrelations@mlgw.org](mailto:commrelations@mlgw.org).

## 2025: A year focused on reliability and readiness

In 2025, MLGW spent the year strengthening utility systems and preparing for the kinds of events that can disrupt service. That preparation was put to the test early in the year during a severe winter storm over the Martin Luther King Jr. holiday weekend. Several inches of snow, dangerously low temperatures and widespread ice created hazardous conditions across Memphis and the Mid-South. Even with dangerous conditions across the Mid-South, essential systems remained stable and widespread outages were avoided.



In that spirit, we introduced the MLGW Power Pledge, reinforcing our focus on reliability, safety, customer service, affordability and long-term planning. We advanced that commitment through major projects and system improvements. Through our Optimizing Memphis Neighborhood Initiative (OMNI), we reduced customer interruption minutes by 50 percent in Orange Mound since 2023. We completed more than 1,200 maintenance activities, replaced 812 utility poles, trimmed nearly 265 miles of line and installed 62 distribution automation devices.

Our investment in long-term natural gas safety and reliability continued with the Weaver-Gill Pipeline Project, a \$37.4 million effort that replaced two aging extra-high-pressure transmission lines from 1929 and 1940 with a new 5.4-mile distribution pipeline.

This year, we also cut the ribbon on Substation 83 in Collierville, which will enhance reliability for residents and businesses throughout Shelby County, while providing the necessary capacity to support residential, commercial and industrial growth. Collierville mayor, Maureen Fraser shared at the event, this investment is “about power, yes—but more than that, it’s about progress.” We also started planning for our new Control Center, a storm and seismic-resistant facility designed for smart grid operations, real-time system optimization and demand response capabilities that will improve reliability and support a modernized grid.

Our work has a real and lasting impact on the community we serve. Whether I’m speaking with customers, attending community events or simply out in the city representing MLGW, I see firsthand what our dedication means to our customers. We show our customers that we are reliable today and ready for tomorrow. I look forward to another year of progress, resilience and shared achievement.

## MLGW partners with Nokia for 5G network

MLGW, in collaboration with Nokia, has launched the first full-scale, standalone private 5G network operated by a U.S. municipal utility. This network integrates electric, gas and water services under a secure, real-time communications framework, boosting infrastructure modernization, cybersecurity and operational resilience across Shelby County. The project sets a national precedent for grid modernization with private wireless. For additional information, please see video at [youtube.com/watch?v=WZtvqdUnodE&t=1s](https://youtube.com/watch?v=WZtvqdUnodE&t=1s).

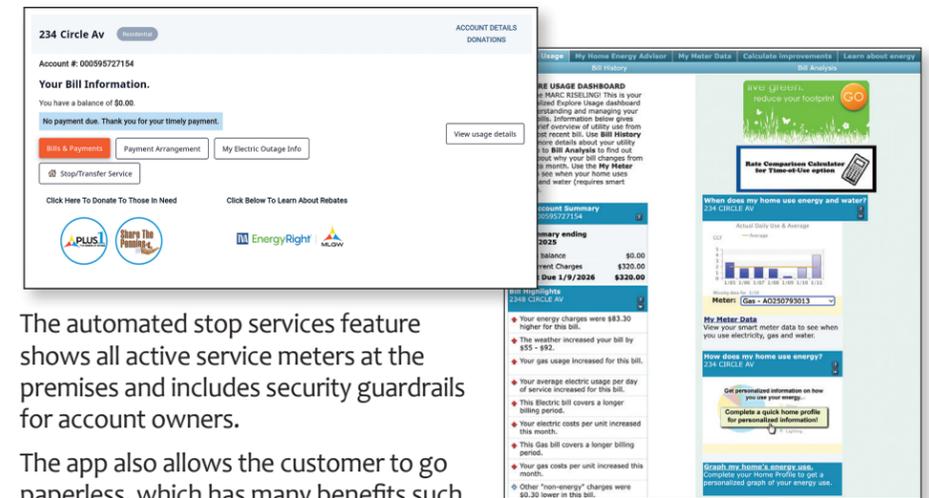


## New look and offerings of My Account app

MLGW’s My Account has been revamped and now offers more convenience for users. The new features include bill presentation, current balance display, usage summary graphics, automated stop self-services, outage information, account nicknaming, contact information validation and custom banners.

The landing page has been redesigned and enhanced with electric outage info, account nicknaming, account status summary, easy access to features, utility usage graphics and donation options.

The outage map has also been enhanced and is accessible without login, now offering detailed outage info, outage status for primary account, Graphical User Interface (GUI) and social media shortcuts.



The automated stop services feature shows all active service meters at the premises and includes security guardrails for account owners.

The app also allows the customer to go paperless, which has many benefits such as faster delivery, reduced mail theft risk, encrypted delivery, reduced clutter, reduced paper waste, and cost savings. It only takes a couple of clicks to enroll.

And finally, the app allows customers to view their bill by clicking the Bills & Payments button and scrolling down to view.

## MLGW celebrates major milestones in its Orange Mound neighborhood initiative

Memphis Light, Gas and Water Division celebrated significant progress in its ongoing Orange Mound Neighborhood Initiative (OMNI) at a recent press conference in Orange Mound at C.W. Davis Park. OMNI is a cornerstone initiative aimed at modernizing infrastructure, enhancing service reliability and reinforcing the utility’s commitment to operational excellence.

Since the project’s inception, MLGW has achieved the following key milestones:

- Customers have seen a reduction of approximately 50% in minutes interrupted since 2023.
- 1,220 maintenances completed – Ensuring system resilience and reducing service interruptions.
- 104 old-standard transformers replaced and/or reframed.
- 73 crossarms replaced.
- 812 utility poles replaced – Strengthening the grid and improving safety across the service area.



- 264.8 miles of line trimmed – Enhancing vegetation management to prevent outages and improve storm readiness.
- 62 distribution automation (DA) devices installed – Advancing smart grid capabilities for faster outage detection and restoration.

- 46 capital designs released – Supporting long-term infrastructure planning and capital investment.
- 27 designs aimed at reconfiguring and upgrading existing overhead infrastructure.
- 16 designs aimed at replacing outdated transformer stations.



## Winterize before everything freezes!

Remember to winterize your outdoor water faucets and irrigation system before a winter freeze. Water can freeze inside sprinkler housings and hoses and may burst or rupture parts. Clean and store sprinklers in a dry place. Disconnect hoses from their water source and drain them of any remaining water. Neatly coil and store hoses in a dry area. Also wrap and protect outside water faucets.

## Home weatherization tips for winter

To stay warm and manage energy use during cold weather, take the following steps:

- **Seal drafts:** Check doors and windows for air leaks and seal gaps with weatherstripping or caulk to reduce heat loss.
- **Insulate exposed pipes:** Wrap pipes in unheated areas to help prevent freezing and potential damage.
- **Protect pipes during extreme cold:** Open cabinet doors under sinks to allow warm air to reach plumbing and let faucets drip slightly during freezing temperatures.
- **Improve insulation:** Adding insulation in attics or crawl spaces helps keep warm air inside your home.
- **Use space heaters safely:** Choose models with automatic shut-off features and place them on stable, hard surfaces away from flammable materials.
- **Adjust your thermostat:** Set it to the lowest comfortable temperature and lower it when you are away from home to reduce energy use. The recommended setting for winter is 68 degrees or lower.

## Summary of LIHEAP 2026 updates

### Program changes:

- Transition to year-round energy burden education.
- Online applications opened November 3, 2025.
- No in-person visits; all applications must be submitted online. For special needs, contact the call center, 901-222-4200.
- New required forms for income, disability, and landlord verification; no self-reporting allowed. Forms must be printed off CSA's website and completed first.
- Benefit payments are automatically calculated based on household information; and currently average around \$500 if eligible.

### Crisis applications:

- Only crisis applications will be processed until further notice.
- Crisis qualifications include cut-off notices, income guidelines, and specific criteria (e.g., seniors, disabled, children 5 and under, veterans, financial loss).
- Financial losses include medical/household expenses, job loss, reduced work hours, or household member leaving.

### Prioritization:

- Payments are prioritized for seniors (60+), disabled individuals, households with children under 5, and veterans, regardless of application submission date.
- Energy burden is calculated based on household size, income, and 12 months of energy usage.

### Capacity limits:

- Applications will be waitlisted monthly due to capacity limits.
- Only primary account holders can apply.

### Payment timeline:

- Applications are processed within 45 days of the month-end of submission.
- Payments are made 45 days after approval and account notation.

### Key requirements:

- Email address is mandatory for application submission and communication.
- PC browser is recommended for application submission.
- Incomplete applications must be corrected within 15 days or will be automatically denied.

### Funding status:

- Proposed funds are \$20 million higher, but the FY26 budget is not yet approved.
- Funds will be released incrementally, and the exact spenddown process is unknown.

### Support for seniors:

- Seniors can access one-on-one assistance through appointments after verification of need. Call 901-222-4200 and leave a voicemail.

### Key takeaways:

- The application process is fully online starting November 3, 2025.
- Crisis applications are prioritized, but payments depend on fund availability.
- New documentation and forms are required for submission.
- Communication is email-based, and application progress must be saved to avoid loss.
- Only the applicant/online profile owner can make any necessary changes and/or add information needed to complete their LIHEAP application.
- Account payments are less than in years past.



## Winter homeowner safety tips for natural gas

If you have a gas stove or furnace, make sure the flame burns steadily and blue. A yellow/orange tipped, dancing, hissing or shapeless flame is a sign of incomplete combustion which results in dangerous carbon monoxide build-up. Carbon monoxide is odorless and causes nausea, headaches, dizziness and fatigue.

If you suspect exposure, seek medical help immediately. Have gas appliances inspected and serviced annually, and make sure they are properly vented. Never heat your home with a gas stove; that's a fire and carbon monoxide hazard. Natural gas smells like rotten eggs or sulfur. If you smell gas:

- Leave the area immediately.
- Do not smoke or use anything that produces an open flame.
- Do not operate electrical or battery powered equipment, light switches, flashlights or phones. A small spark could cause an explosion.
- Call MLGW at 528-4465 or 9-1-1.



## Gas pipelines: Keep your family safe

Besides being prepared for the dangers of severe weather, some knowledge about natural gas safety is critical. It is important to know how to be prepared and keep your family safe in the event of natural gas pipeline problems. Be aware of where natural gas transmission pipelines are in your area. Pipeline markers are yellow. If your home is close to a major gas-supply pipeline, you should know what to do and where to go in case of a pipeline emergency.



When warned to evacuate the area, do so immediately, especially if you smell a strong gas odor. Don't use anything electrical, especially light switches, flashlights, cell phones or landlines. Almost

60% of natural gas pipeline accidents are caused by damage from excavation or construction. Other causes include damage by vehicles or corrosion.

Whenever you plan to dig on your property, check to see where your home's underground gas lines are located, even for spring planting. Call 811 before digging to have your underground gas (and electrical) supply lines located and marked. Failure to do so could result in an explosion (or electrocution). Plus, it's the law. Simply call 811 at least three days before you plan to dig to arrange for a representative to come out and mark the location of your underground pipes and cables. Don't dig until they have done so. For gas appliance safety, make sure your gas appliances and furnace are properly vented and inspected annually by a licensed professional.

For more info on natural gas safety, visit [mlgw.com/about/brochures](http://mlgw.com/about/brochures).

## MLGW and the Community

**Feb. 5** – Bank On Memphis Coalition Adulting 101 Showcase, Agricenter, 7777 Walnut Grove Road, 8:30 a.m.-1:30 p.m.

**Feb. 10** – PNA Professional Conference on Aging “An Ageless Adventure,” Bartlett Baptist Church Fellowship Hall, 3465 Kirby Whitten Pkwy, 7:30 a.m.-4 p.m.

**Feb. 13-15** – 2026 Home Show of The Midsouth, Agricenter, Friday: noon-7 p.m.; Saturday: 10 a.m.-7 p.m.; and Sunday: 10 a.m.-6 p.m.

**Feb. 27** – MLGW A-Blazing Race, University of Memphis Herf College of Engineering, 3795 Central Avenue, 9 a.m.-12:30 p.m.

Community outreach and volunteer programs are always part of MLGW's schedule. If you would like MLGW to participate in your meeting, fair or festival, please complete the form at [mlgw.com/speaker](http://mlgw.com/speaker).



Community Outreach is produced by MLGW's Corporate Communications department. If you have any questions, concerns or suggestions about Community Outreach, please call (901) 528-4820 or (901) 528-4557.

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