

Community OUTREACH

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

July/August 2025

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MLGW celebrates Tom Lee 100th anniversary

Recently, MLGW proudly celebrated the 100th anniversary of a defining moment in Memphis history—the heroic actions of Tom Lee. MLGW had the honor of hosting members of the Engineers' Club of Memphis (ECM) and descendants of Memphis hero Tom Lee in a ceremony marking the centennial of his life-saving rescue.

On May 8, 1925, the steamboat M.E. Norman, carrying members of the ECM and the American Society of Civil Engineers, tragically capsized and sank in the Mississippi River. Of the passengers and crew, 23 lives were lost. While some managed to swim to safety, Tom Lee, a river worker who could not swim himself, rescued 32 people from the turbulent waters.

Lee made five harrowing trips in his small wooden boat to pull survivors from the river, a feat of extraordinary courage that earned him lasting gratitude from the engineering community. In recognition of his bravery, members of the ECM purchased a home for Lee and sent him a Christmas gift every year until his passing in 1952.

This commemorative event, presented by ECM, served as a powerful reminder of Lee's legacy and the strong bonds that unite Memphis' engineering professionals. Since it was founded in 1914, the ECM has played a vital role in supporting



Honoring the heroic legacy of Tom Lee: Lee's descendants, city leaders, and the U.S. Army Corps of Engineers are pictured with the presentation of the Bronze Order of the de Fleury Medal, the highest level of award presented by the Army Engineer regiment.

the city's infrastructure and innovation. MLGW is proud to employ engineers who are active ECM members and who carry on the spirit of service and excellence in their work.

As a proud partner of this centennial celebration, MLGW reaffirms its commitment to honoring the past, serving the present, and building a better future for Memphis. The story of Tom Lee is not only one of bravery, but also of community—and we are honored to help keep that legacy alive.

South Community Office reopens with enhanced customer experience

Memphis Light, Gas, and Water is proud to announce the reopening of its South Community Office, located at 2935 Lamar Ave., after renovations to improve customer experience at the branch. The updated facility is now open to serve customers in a space that enhances comfort, efficiency and accessibility.

The renovation reflects MLGW's ongoing commitment to improving customer service. Customers will experience an improved layout, updated interiors, and upgraded technology

to make transactions faster and more convenient. Customers can now visit the South Community Office for all standard MLGW services.

To schedule an appointment with a credit counselor or reduce waiting time, go to mlgw.com/QLESS.

MLGW Customer Care is also available by calling 901-544-6549. To explore all service options, whether in-person, online, or by phone, visit mlgw.com.

MLGW partners with Habitat for Humanity

Recently, MLGW employees joined forces with volunteers from the Tennessee Valley Authority (TVA) for a meaningful day of service alongside Habitat for Humanity. The group gathered on Pearce Street to help build energy-efficient homes for families in need. These homes are designed with sustainability, durability and affordability in mind.

The Habitat for Humanity team oversaw the day's activities, and the work was carried out by MLGW and TVA volunteers. From measuring and cutting boards to framing exterior windows to carefully installing the windows, our employees brought skills, teamwork, and a spirit of service to every task. Many had never picked up a hammer for a project like this before, but they showed up eager to learn and ready to contribute.

"It was incredible to see coworkers step outside of their day-to-day roles and work together in a completely different setting," said Bonita Anderson, MLGW Corporate Social Responsibility. "There was a real sense of pride knowing we were helping build something that will positively impact families for generations."

All homes in the Pearce Street project are part of Habitat's Ecobuild initiative, which focuses on energy-efficient construction methods to reduce utility costs and environmental impact. This mission aligns closely with MLGW's own commitment to energy education,



conservation, and sustainability in the communities we serve.

Opportunities like this highlight the power of partnerships—not only between organizations like MLGW, TVA, and Habitat for Humanity—but also between coworkers who come together for a shared cause. Beyond boards and windows, what our volunteers built was community: a space where service, compassion, and hands-on effort comes together to support something greater.

As we look forward to future volunteer events, MLGW encourages employees across departments to get involved. Whether you're an experienced builder or just excited to learn, there's always room for your hands and heart on projects like these.

Tree-trimming goal achieved four months ahead of schedule

Memphis Light, Gas and Water achieved its 2024-2025 tree-trimming goal four months ahead of schedule. The goal for the fiscal year, which runs from September 1, 2024, to August 31, 2025, was to trim 1,400 miles of trees and vegetation. MLGW's Electric Construction team met that goal on April 25, with help from contracting companies: Kendall Vegetation Services, Lewis Tree Service, Inc. and ABC Professional Tree Services. "Our customers can all thank this partnership with the tree trimmers and MLGW crews for the significantly improved reliability we have enjoyed during these severe



spring storms," said utility President and CEO, Doug McGowen.

President McGowen added that tree-trimming crews will continue the aggressive tempo until the entire three-year trim cycle is complete. "Which at this pace, will happen well ahead of schedule."

Memphis Light, Gas and Water significantly ramped up its tree-trimming efforts in 2023 after ending an agreement with a previous vendor and contracting with three different companies for vegetation management. The renewed efforts have had a marked impact on the reliability of MLGW's electric grid.

MLGW customers can call 901-544-6549 to report trees, and other vegetation that is overgrown and could potentially interfere with electrical equipment.

MLGW participates in the “Safe at Home” program

MLGW is helping to protect victims of sexual assault, human trafficking, domestic abuse and more through participation in the State’s Safe at Home address confidentiality program.

Safe at Home, which was launched in 2019, prevents abusers from locating their victims through public records by providing approved applicants a substitute address that may be used for legal purposes, including utility services.



Safe at Home participants are issued a substitute address they can use anytime they interact with state and local government or anyone – like MLGW – who could potentially make their home address part of the public record. This substitute address can be used by anyone in the household, including children, elderly parents and new spouses. Customer service representatives have been trained so that participants in the program can come into any MLGW Community Office with their cards to be set up in our system. For more information on the program, visit sos.tn.gov/SafeAtHome.

Students bring solar power to life in Art Contest

On Wednesday, May 7, at the Board of Commissioners meeting, MLGW proudly recognized the winners of the 2024 Student Poster Art Contest, a long-standing tradition that highlights the creative talent of Memphis-Shelby County students while promoting energy education and awareness.

Each year, MLGW sponsors the Student Poster Art Contest for students in grades K-12, with submissions divided into four grade-based categories. This year’s theme challenged students to design a new character to join MLGW’s “Power League” of superheroes—a team dedicated to teaching the public about different sources of energy. In a bright and imaginative twist, students introduced “Sol-Man,” a solar-powered superhero who teaches everyone about solar energy—how it’s generated, how it’s used and how it helps power our homes and communities.

The winning student artists were:

- **Grades K–2:** Priyan Kapadia, Crosswind Elementary School
- **Grades 3–5:** Akshara Habbu, Bailey Station Elementary
- **Grades 6–8:** Anvi Vijendra, West Collierville Middle School
- **Grades 9–12:** Shinjini Ghosh, Collierville High School

Each winner received a plaque, a certificate, a canvas print of



their artwork and a \$125 gift card. The teachers of the winning students also received gift cards as a gesture of appreciation for their encouragement and guidance.

MLGW extends sincere thanks to all the young artists who submitted their work. Their creativity, passion and commitment to learning about renewable energy inspire us all. By blending art with science, the Student Poster Art Contest continues to be a powerful platform for young people to express how they envision a brighter, cleaner future.

My Account updated

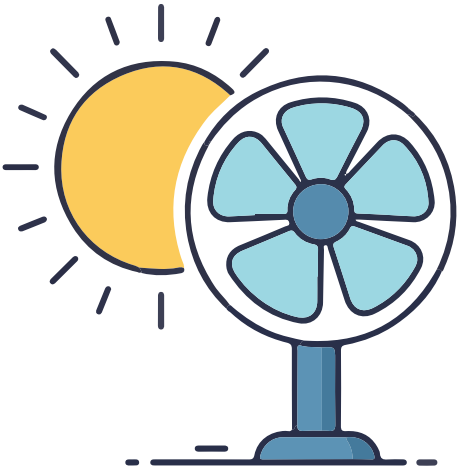
MLGW recently launched an upgraded version of the My Account mobile app. The version offers customers a user-friendly experience. The updated app has an enhanced My Account interface and allows users to access key features with just one click. Customers can now easily see their bills and payment history, apply for the On Track program, check electric outage information, and assign customized nicknames to their accounts for better organization. A new Account Details/Donations button provides access to tools for reporting outages, stopping service, requesting

payment arrangements, enrolling in text alerts and signing up for paperless billing, all from one central hub.

Creating a My Account is simple for new users; all you need to sign up is an email address, MLGW account number, and access code (found on paper bills). Residential customers can call 901-544-6549, and business account holders can contact 901-528-4270 for assistance. No action is required for existing users since the updates were applied automatically. MLGW continues its commitment to improving customer experience by providing convenient, digital access to essential utility services with this upgrade.

Five free things you can do to save energy in the summer

- **Adjust your thermostat.** In the summer, set your thermostat to 78°F. If the temperature changes are too drastic, raise the thermostat one or two degrees each week until you are comfortable at 78°F.
- **Use ceiling fans or box fans** to create a breeze that will make you feel five degrees cooler. For each degree you set the thermostat below 78°F, your monthly cooling costs may increase six percent.
- **Block drafts** around doors and windows. If you felt cold air seeping under doors and windows during the winter, remember to block those air leaks



- during the summer, too. Roll up thick towels and place them inside against the bottom of closed exterior doors and on windowsills to block air leaks. Close your curtains or blinds during the day to block out the sun.
 - **Keep exterior doors and windows closed.** If your house has storm doors or storm windows, make sure they are closed tightly.
 - **Adjust your water heater temperature.** A setting of 120°F or “warm” provides hot water and reduces the risk of scalding.
 - **Cook, wash laundry and do other chores** in the morning or late evening. Household chores that produce heat and moisture increase the indoor temperature, making your air conditioner work harder. Do these activities during the cooler hours of the day. Consider drying clothes outdoors instead of using the dryer; it will keep your house cooler and save you money.
- Visit us at mlgw.com to find out more ways you can save, calculate savings from different thermostat settings and learn what to shop for when buying appliances.

Preventing heat-related illnesses this summer

Here are some useful tips to help prevent heat-related illnesses this summer:

- Drink plenty of cool fluids, especially water, and avoid alcohol and caffeine.
- Wear light-weight cotton or natural, loose-fitting fabrics in light colors.
- Limit outdoor activities when temperatures are high.
- Pace yourself. Be sure you don’t overdo it in the heat.
- Stay cool indoors using air conditioning or fans.
- Never leave anyone in a car, especially children or seniors.
- Be aware of heat stroke and heat exhaustion symptoms.
- Check on the elderly in times of high heat, as they are more susceptible to high temperatures.



MLGW and the Community

- July 12** – New Harvest Missionary Baptist Church, 2532 Warren Street, 10:30 a.m.-12:30 p.m.
- July 19** – Greater Prospect MBC Health Fair, 1184 College Street, 11 a.m.-2 p.m.
- July 26** – Anointed Temple of Praise Community Resource Expo, 3939 Riverdale Rd, 11 a.m.-2 p.m.
- Aug. 3** – Amigos Foundation Back-to-School, Salon Monarca, 4350 Stage Rd, 12-4 p.m.

- Aug. 8** – City of Memphis Workplace Safety and Compliance Safety Fair, Memphis Pipkins Building on the Grounds of Tiger Lane, 9 a.m.-1:30 p.m.
- Aug. 9** – Morning Chapel Missionary Baptist Church Back 2 School Church Picnic, 8701 Trinity Rd, 10 a.m.-3 p.m.
- Aug. 29** – City of Memphis 901 Day, Civic Plaza, 170 N. Main Street, 11 a.m.-1 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.