

MLGW employees honor Dr. King through community service

Serve Like King set the tone for our annual Dr. Martin Luther King Jr. Day of Service, bringing employees together to serve the community.

During the morning, MLGW employee volunteers gathered at the McFarland Community Center to assemble energy conservation kits before walking the streets in the surrounding neighborhood. Volunteers went door-to-door distributing the kits and

sharing energy-saving information with residents.

“As a utility company rooted in this community, service is at the heart of who we are. Dr. King’s legacy reminds us that meaningful change happens when we show up to serve others and help strengthen the neighborhoods that we call home,” said Tanya Becton, Corporate Social Responsibility.

As part of the day’s outreach efforts,

volunteers also provided educational and energy conservation materials to students and faculty at the neighboring Evans Elementary School. MLGW also gave a presentation focused on energy conservation and weather-related emergency preparation. Attendees received practical information on saving energy, preparing for severe weather and protecting their homes during extreme conditions.

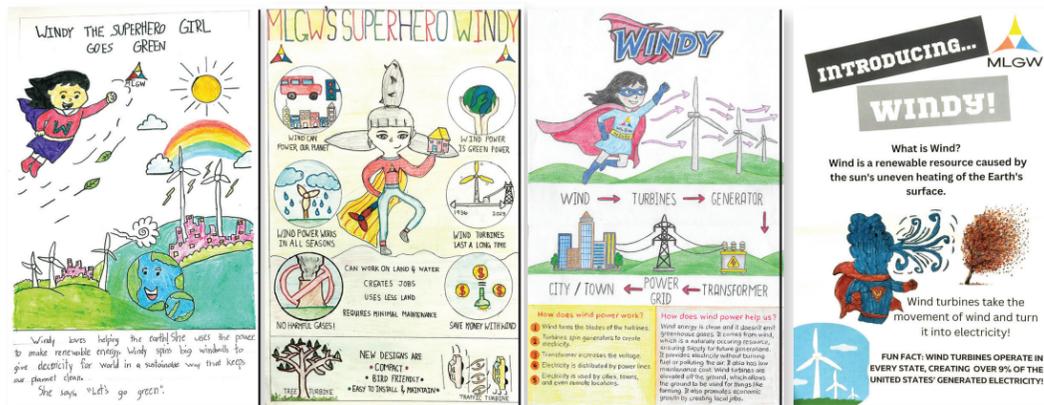


Community Outreach is now only available electronically

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Here are the winners of MLGW’s 2025 Student Art Contest!

The winners of MLGW’s 2025 “Windy” Poster Art Contest have been announced. In partnership with Memphis-Shelby County Schools and the Children’s Museum of Memphis, MLGW received 85 art submissions from students within Shelby County, in four defined categories: Kindergarten-2nd Grade; 3rd-5th Grade; 6th-8th Grade; and 9th-12th Grade. “Once again, students surprised everyone with work of great quality, creativity and inspiration in their submissions. The students keep raising the bar with their wonderful work!” said one of the judges. The judging was based on creativity, originality and adherence to the contest rules. The winners of MLGW’s



2025 “Windy” Poster Art Contest are:

K-2 category winning student: Prajna Pandiyan, 1st Grade; Teacher: Sarah McMillian, Tara Oaks Elementary School.

3-5 category winning student: Akshara Habbu, 5th Grade; Teacher: Cali Smith, Bailey Station Elementary School.

6-8 category winning student: Prienna Kapadia, 7th Grade; Teacher: Jessie Hanks, West Collierville Middle School.

9-12 category winning student: Maggie Allen, 12th Grade; Teacher: Annette Smythe, Collierville High School.

MLGW and the Community

March 12 – 2026 Bartlett Business, Health and Home Expo, Bartlett YMCA, 9 a.m.–3 p.m.

March 14 – Dr. Telisa Franklin’s Cordova Community Resource Fair, location TBD, noon–4 p.m.

March 28 – Wolf River Conservancy World Water Day at the Mud Island Section of the Wolf River Greenway, 10 a.m.–noon.

March 28 – Olivet Baptist Church Community Fair, 10000 Woodland Hills Drive, 9 a.m.–2 p.m.

March 28 – YWCA Greater Memphis, Spring Health Fair, 766 S. Highland Street, 10 a.m.–2 p.m.

April 9 – Austin Peay Precinct Neighborhood Watch Meeting, 3430 Austin Peay, 5–6 p.m.

April 10-12 – Art in The Loop Festival, Ridgeway Loop Rd (between Briarcrest Avenue and Ridge Bend Road), free admission and parking. Friday, 1-6 p.m.; Saturday, 10 a.m.-5 p.m.; Sunday, 11 a.m.-4 p.m.

April 11 – Nurse Touch Community Care and Services Community Health and Wellness Fair, 2541 James Road, 10 a.m.-2 p.m.

April 11 – Delta Sigma Theta Sorority - Shelby County Resource Fair, 2590 Park Avenue, 10 a.m.-1 p.m.

April 11 – Dr. Telsa Franklin’s North Memphis Community Resource Fair, location TBD, noon-4 p.m.

April 11 – Memphis Children’s Business Fair, Wolfchase Galleria, 10 a.m.–2 p.m.

April 15 – Best of Times Senior Expo. Memphis Botanic Garden, 750 Cherry Road, 9 a.m.–noon.

Timely upgrades yield a strong winter weather response

During the last week of January, major winter storm Fern impacted much of the country, including Memphis, Tennessee. Thanks to the proactive infrastructure upgrades made by MLGW during the last two years, those improvements helped keep the lights on and the residents safe during the storm.

Snow, ice, and bitterly cold temperatures created hazardous travel conditions, prompting officials such as MLGW CEO Doug McGowen, Memphis Mayor Paul Young, and Police Chief CJ Davis to urge residents to stay off the roads. In the storm’s aftermath, the Memphis community experienced minimal power outages across the city. Memphis also avoided any TVA issues of rolling blackouts. City leaders credited MLGW’s ongoing tree trimming initiative and recent electrical grid improvements for the strong winter weather response. Local news media and the general public praised MLGW for keeping power reliable during the storm.



“I want to give a shout out to Doug McGowen and the team over at MLGW for doing incredible work not just over the past week but really over the past couple of years,” said Memphis Mayor Paul Young. “They expedited their tree trimming schedule. So instead of doing it over three years, they finished it in

two years, which allowed them to cover more ground and keep our power solid during this period.

These infrastructure projects have made a significant difference, helping the community remain safe and connected throughout the severe weather.

April is National Safe Digging Month: Call before you dig

With the start of nicer spring weather, you are probably planning a home improvement project, tree planting, or installation of a fence or deck, which requires digging. Well, whether you are planning a do-it-yourself project or hiring a professional, smart digging means calling 811 before each job. Homeowners often make

risky assumptions about whether or not they should get their utility lines marked, but every digging job requires a call - even small projects like planting trees and shrubs.

The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without

calling can disrupt service to an entire neighborhood, harm you and those around you and potentially result in fines and repair costs. Calling 811 before every digging job gets your underground utility lines marked for free and helps prevent undesired consequences. And remember, it’s the law!



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

MLGW launches Private-Side Replacement program

MLGW's Private-Side Replacement program is officially underway, marking a significant milestone in the utility's ongoing commitment to protecting public health and improving water quality for customers across the service area.

For years, we have focused on replacing public-side water service lines that contain lead or galvanized steel, so that critical work will continue. With the support of federal funding, we are now expanding those efforts to include eligible private-side water service lines located on customer property. This expansion places MLGW among only two utilities in the state offering direct assistance to customers by replacing lead or galvanized steel service lines on the private side.

"We think it's the right thing to do for us to make those kinds of investments to keep our customers safe," said President and CEO Doug McGowen during a recent Board of Commissioners meeting. "This program allows us to take a more comprehensive approach to addressing lead service lines in our community."

In preparation for this initiative, MLGW completed a pilot project in 2025 to ensure local contractors were equipped to perform the work safely and efficiently. Following the success of the pilot, a contract is now in place for this year. The program is designed as a multi-year effort, and MLGW will continue pursuing federal, state and local funding opportunities to support future phases and expand eligibility.



Pictured is an example of MLGW crews replacing water service lines.

To qualify for private-side replacement, properties must be in areas where lead service lines are concentrated, and the public-side portion of the water service line must have already been replaced. As part of Phase 1 outreach, we mailed postcards to approximately 500 addresses that met the initial eligibility requirements.

If you received a postcard or text and want to learn more about the Private-Side Replacement program, including timelines and next steps, we encourage you to visit mlgw.com/psr.

Remember to make springtime a safe time

Most of us welcome springtime and its warmer weather. However, severe weather frequently tends to come along with spring. MLGW wants you and your family to be safe and protected during severe weather outbreaks so here are a few tips to increase safety:

- Identify the safest place in your home in case of an emergency. It might be a closet or bathroom in the middle of your home, away from exterior doors and windows. Go there if you hear severe weather warnings.
- Stock that safety place with emergency items such as a first aid kit, flashlights, a battery-operated radio or TV, and extra batteries.
- Store bottled water or tap water in sterile containers, enough for several days, two quarts per person per day. Store some non-spoilable food items that don't require heating, as well as a can opener.
- Include a whistle or similar device to alert emergency personnel in case of rescue efforts.
- Store necessary prescription medicines.

Safety tips when severe weather strikes:

- Never approach or touch downed power lines. If a power line falls on your car, remain inside until help arrives.
- Know how to turn off your gas, electricity and water in case the lines are damaged.
- If you smell gas, do not turn on lights or electric appliances and don't use the phone. They could cause an explosion.
- If you smell gas after severe weather, leave the building immediately. Go to a safe place and call MLGW. Do not go back into your home until MLGW says it is safe to do so.
- If you use a portable generator, do not operate it inside your home due to carbon monoxide danger. Also, do not plug it into a wall outlet to power your home; that can cause a dangerous fire hazard.
- Should you have downed wires, gas leaks or broken water mains inside a building, call MLGW's 24-hour, emergency only hotline at **901-528-4465**.



The CEES Customer Service Academy graduates with MLGW leadership.

Customer Service Academy graduates prepare to serve MLGW customers

The CEES Customer Service Academy Graduation honored 10 recent high school graduates who completed rigorous training to become full-time employees at our call center. To complete the program, students participated in an intensive four-week

boot camp followed by additional classroom instruction and a three-month hands-on training experience.

The academy prepared graduates to support customers while building long-term careers at MLGW. The graduation ceremony was held in

the MLGW Admin. Bldg. Auditorium, where students were presented with plaques recognizing their achievement. The program was founded by Timothy Davis, Vice President of Customer Experience and Energy Services, as part of MLGW's commitment to workforce development and customer service excellence.

PowerPay puts power in customers' hands

Memphis Light, Gas and Water is debuting a customer-centered way to pay called PowerPay. Formerly MLGW PrePay, this service offers customers an alternative to traditional monthly billing, allowing them to purchase utilities in advance and monitor their usage in real time.

MLGW recognizes that customers want more flexibility when it comes to energy usage and payment. PowerPay is customer-controlled via the MyUsage platform, which links

to the resident's smart meter. There are no deposits, no late fees and no reconnection fees.

- PowerPay is for all MLGW customers with smart meters and internet access, including those with outstanding balances.
- PowerPay sends notifications when it's time to "refuel," according to user-set parameters.
- PowerPay lets you conveniently manage utility payments according to your budget.



Signing up is simple. Call (901) 544-6549 and begin with as little as \$50. Opt-in to receive emails, texts and/or voice calls when your balance is running low or reaching a certain amount.

Customers can enroll by phone or online at mlgw.com/powerpay.



Text alerts help you remember

Would you like a nudge in the form of a text message letting you know when your next utility bill is due? If you do, MLGW's Text Alerts program is perfect for you. We will send you a text message notifying you of billing due dates or impending cutoffs. All you will need is your 16-digit MLGW account number and the access code found on your MLGW bill in order to sign up. Sign up now at mlgw.com/textalerts.