

Community OUTREACH

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

May/June 2025

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Low utility rates and exceptional value continue in Memphis

Memphis continues its commitment to low rates and great value. This is the third year Memphis Light, Gas and Water has earned the top spot for having the lowest combined typical winter residential bill among selected cities across the country. MLGW's financial management remains a driving force in keeping utility bills as low as possible. MLGW is the largest three-service municipal utility



in the nation, delivering electricity, natural gas and water throughout Memphis and Shelby County.

Each year we strive to not only deliver the best possible price, but also the highest quality service. One way we measure our performance is to examine how Memphis' typical winter bills compare to other cities. We surveyed 39 cities, including many that are geographically close to Memphis, as well as utilities that are similar in size. All costs covered in this survey are based on published rates effective January 2025. MLGW started collecting data on rates in the early 1990s. Memphis continues to outperform many cities in terms of what customers pay for electricity, natural gas and water services.

Visit mlgw.com/ratesurvey to review the report.

MLGW advances renewable energy with new solar and battery storage initiative

MLGW is strengthening its commitment to sustainable energy with the release of a Request for Proposal (RFP) to add 100 megawatts of solar generation alongside 80 megawatts of battery storage to its energy portfolio.

This initiative is designed to modernize MLGW's infrastructure by reducing peak energy demand, improving grid stability, and further exploring cost-effective renewable energy solutions. The planned project will include 50MW of battery storage with two- to four-hour capacity and an additional 30MW of storage at designated substations.

The facilities will be built on MLGW-owned or approved locations within the service area. As part of its long-term



commitment to a cleaner, more reliable power grid, MLGW aims to have the first phase of operations online by the third quarter of 2026.

EnergySmart Memphis empowers customers to lower energy costs

With warmer weather already here, MLGW is expanding its EnergySmart Memphis program to help customers reduce their energy usage and lower monthly bills.



Customers can learn practical ways to cut costs and make their homes more energy-efficient ahead of peak summer demand through free energy-saving workshops and weatherization assistance.

MLGW has partnered with organizations such as TVA, CSA, and MIFA to provide these valuable resources throughout the Mid-South. Through EnergySmart Memphis, customers can benefit from home upgrades such as improved insulation, air sealing, and energy-efficient lighting.

Interested customers can visit MLGW's EnergySmart Memphis page for more information at mlgw.com/energysmartmemphis.

MLGW Orange Mound Neighborhood Initiative (OMNI)

For decades, residents of Orange Mound and surrounding neighborhoods have endured more frequent and longer power outages than other areas in Memphis. The city's electric distribution system is largely outdated, with some parts built as far back as 85 years ago.

The severe outages during Winter Storm Landon in February 2022 exposed the urgent need for infrastructure upgrades, prompting us to launch the Orange Mound Neighborhood Initiative (OMNI). This project is more than an upgrade. It is a \$22 million dollar investment that will modernize the electric grid and provide residents with the reliable power they deserve.

To keep the residents informed and involved in the process, MLGW recently hosted a community meeting for its customers at the Orange Mound Community Center. MLGW President and CEO Doug McGowen presented updates on infrastructure improvements.



- 253 out of 260 wooden utility poles replaced
- 126 out of 149 outdated transformers replaced

• 333 out of 347 circuit maintenance completed

By fostering transparency and collaboration, we are working to rebuild trust and demonstrate our commitment to equitable service across all neighborhoods.

MLGW honors natural gas utility workers

Memphis Light, Gas and Water recently joined other natural gas utilities in observing Natural Gas Utility Workers' Day.

It's a day when communities such as Memphis and Shelby County offer recognition and gratitude to employees who work to provide natural gas service safely and reliably to area homes and businesses. MLGW would like to thank and honor our natural gas workers for their hard work and their dedication to safety and our customers.



This is the 10th year in which Natural Gas Utility Workers' Day has been officially celebrated across the country. The annual event is intended to build public awareness about the hard work done by the employees of natural gas utilities. March

18 is the date of the New London, Texas school explosion in 1937 that led to the widespread odorization of natural gas with mercaptan and an increased emphasis on gas safety. Safety is a vital aspect to natural gas distribution and the employees of distribution companies endeavor to make natural gas delivery as safe as possible

"Safety is a vital aspect of our work, and our gas employees put safety first every day," said Doug McGowen, MLGW President and CEO. "They deserve a day to be recognized for their hard work, dedication and accomplishments. Thank you, MLGW natural gas workers!"

Learn about the benefits of natural gas and how your public natural gas system works on the American Public Gas Association website at apga.org/aboutus/facts. Find out more about natural gas safety in your home on our website at mlgw.com/residential/safety.

Share the Pennies update

For many Memphis homeowners, keeping utility costs down while maintaining a comfortable home can be a challenge. Fortunately, MLGW’s Share the Pennies weatherization program is here to help. Designed for homeowners with qualifying incomes, this initiative provides much-needed energy-efficiency repairs—such as attic insulation, window replacements and air sealing—to reduce energy waste and lower monthly bills. These improvements not only enhance home comfort but also contribute to long-term savings and sustainability.



The Share the Pennies application is not open currently. However, you can visit their website at mifa.org/sharethepennies and fill up the program’s interest form by entering your name and email address to receive a notification when the next application period for Share the Pennies opens.

Since 2018, the Share the Pennies program—funded by generous MLGW customers who round up their utility bills—has assisted nearly 1,300 homeowners in making vital energy-saving upgrades. By investing in weatherization, we create a more energy-efficient Memphis, helping families stay warm in the winter, cool in the summer and financially stable year-round. Don’t miss this opportunity to make your home more efficient and comfortable—apply early and take the first step toward energy savings today!

MLGW’s 2024 Water Quality Report available online

The experts agree: Memphis water has a wonderful taste, making it one of the best-tasting waters in the world. Memphis water is also so plentiful, which results in it being very inexpensive as we deliver it to our customers. In short, the great taste, the low cost, and the abundance of Memphis water makes for water that is clearly superior.

Shelby County is privileged to possess some of the highest-quality drinking water in the United States. Memphis stands among the select few cities boasting a water supply sourced entirely from groundwater.

The Memphis Sand Aquifer is the primary water source for Shelby County. Wells pump water from depths of 350 to 1,100 feet. On an average day, MLGW pumps 120 million gallons of water from the aquifer that is delivered to ten pumping sta-



tions around the city. The water is then aerated, filtered, treated, and distributed across Shelby County for consumption.

The 2024 test results reveal our water meets or exceeds all water quality standards set by the EPA. All community water systems are required to prepare and distribute an annual water quality report. Customers can readily view the report online

at mlgw.com/waterquality, as well as request a paper copy of the report by calling 320-3950 or emailing corpcomm@mlgw.org. The report is available in English and Spanish.



Power Clean at Central Shops

MLGW employee volunteers gathered at MLGW's Central Shops location recently, and did a clean sweep of the area surrounding the facility. The volunteers picked up broken glass, raggedy old clothes and busted tires. For months, similar activities have been taking place at several Division worksites.

Prepare your system and yourself for the summer

Feeling comfortable during a hot and humid Memphis summer can be challenging, but it does not have to be costly. Here are some of the easiest ways to stay cool and save:

- Have a professional, reputable contractor clean and inspect your air conditioner. This should be done every year, whether you have window- or central units.
- Check your air conditioner's filter every time you receive your utility bill. Look for a dust build-up that can restrict the airflow and place stress on the system. This added stress causes wear and tear on the unit and increases operation costs.
- Always replace the filter cover. By creating a tight seal around the filter opening, you can block any unconditioned air that is being pulled into the unit.
- Use fans to move the air inside your home. This gives the sensation that it is five degrees cooler than the actual temperature.
- Shade windows on the sunny side of your home. Keep drapes closed or add room-darkening shades to block out the heat from the sun.
- Do not set your thermostat at a colder setting than normal when you turn on your air conditioner. It will not cool your home any faster and could result in excessive cooling and, therefore, unnecessary expenses.
- Set the thermostat at 78° degrees or higher for the most energy efficient operation. Each degree below this setting can add up to six percent to your cooling costs.
- Use a programmable thermostat to allow the inside temperature to rise while you are away from home for four hours or longer. Pre-set the thermostat to adjust back to your normal comfort range one half hour before returning home.



- Use your programmable thermostat setting to automatically allow the temperature to increase at bedtime. Sleep under lightweight bedding and use fans during sleep.
- Do not place lamps near your thermostat. The thermostat senses the heat produced from the lamp and causes the air conditioner to run longer than necessary.
- Plant trees or shrubs to shade air conditioning units but do not block the airflow. A unit operating in the shade uses as much as 10 percent less electricity than the same one operating under the sun.
- The outside portion of a central air conditioner is the condensing unit. Keep it clear from dried mud, debris and grass clippings, because it needs to breathe.

Employee shout out!



A big thank you to our dedicated MLGW crew for their professionalism and hard work in repairing a broken water main at the intersection of Isherwood and Palgrave.

Lynda H. Whalen, President of Burlington Area Neighborhood Association (BANA) and Chairwoman of the Southeast

Memphis Neighborhood Partnership, contacted Beverly Perkins, Corporate Social Responsibility, directly to express her appreciation: "[The crews'] efforts ensured the neighborhood was back up and running quickly," said Whalen. "Their care and commitment didn't go unnoticed! Excellent work!"

MLGW and the Community

- May 15** – Professional Network on Aging Senior Expo, Agricenter International, 777 Walnut Grove Rd, 8:30 a.m.-12:30 p.m.
- May 21** – Collierville Burch Library, Keep Cool and Save: MLGW's Guide to Summer Energy Conservation, 501 Poplar View Parkway, 5-6 p.m.

May 21 – Vollintine Baptist Church, 4181 New Allen Road, 9:30 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.