

Community OUTREACH

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

November/December 2025

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MLGW leads the conversation on affordability, transparency and trust

Kenneth Culp, Director of Customer Care, represented MLGW on a panel of industry experts at the J.D. Power Utility Client Conference in Denver recently.

The conference brings utility leaders, consultants and analysts together to discuss trends, challenges and best practices in serving customers. This year's sessions focused on how affordability, transparency and trust shape strategies, from flexible payment options to community engagement.

"Customer experience is no longer just about answering calls or resolving issues; it's about building trust, creating transparency and meeting people where they are. At the J.D. Power conference, I was reminded that self-service and call deflection aren't just cost strategies, but customer satisfaction strategies. By deflecting routine inquiries into user-friendly digital options, we free up our service



Kenneth Culp, Director of Customer Care, sits on a panel discussion at the J.D. Power Utility Client Conference.

advisors to focus on more complex issues where empathy and problem-solving matter most. That balance is at the heart of MLGW's transformation," says Kenneth.

Kenneth joined other experts, including Tom Keiser of Promise, a financial services technology company, to share insights on how utilities can adapt

to evolving customer needs while maintaining strong relationships and operational excellence.

The annual conference provides a forum for utilities to learn from one another, gain data-driven insights and explore innovative solutions that improve customer experience.

MLGW closes Whitehaven Community Office for renovations

The Whitehaven Community Office, located at 1111 E. Shelby Dr., has closed temporarily for remodeling. Renovations began at the end of September, with contractors and MLGW staff working to enhance the facility. It is expected to reopen in late January 2026.



Customers can make an appointment with a credit counselor by going to mlgw.com/QLESS and scheduling a convenient time at one of MLGW's other community offices:

- Downtown Community Office, 245 South Main Street (This location has the most availability)

- Millington Community Office, 5131 Navy Road
- South Community Office, 2935 Lamar Avenue

MLGW Customer Care is also available at 901-544-6549. To learn more about MLGW service options in-person, online, via telephone and smartphone app, visit mlgw.com.

MLGW wins the 2025 Robert R. Church, Sr. Corporation of the Year Award

MLGW has been awarded the 2025 Robert R. Church, Sr. Corporation of the Year Award, an honor recognizing corporations that demonstrate outstanding leadership in expanding opportunities for small businesses, building strategic partnerships and making meaningful economic impact.

The award highlights MLGW's commitment to collaboration and community engagement, particularly through the work of its procurement, contracts and strategic sourcing team. Their dedication, insight and attention to detail have been key to creating opportunities for local suppliers and fostering innovation

that benefits the community.

"This recognition is not just a reflection of our organization's work but also a testament to the incredible dedication and teamwork within our department," says Randy Orsby, Manager of Procurement and Contracts and Strategic Sourcing. "Together with

local businesses, government agencies and our community, we are building partnerships that drive economic development and create lasting impact."

MLGW's efforts continue to set a standard for excellence, demonstrating how public utilities can promote community investment.



Pictured left to right: Randy Orsby, Manager of Procurement and Contracts & Strategic Sourcing; Rosalyn Rogers, Strategic Sourcing; Jozelle Booker, MLGW retiree and CEO/President of MMBC; and Samilia Pelsak, Strategic Sourcing at the Economic Development Forum: Future Focused hosted by MMBC.]



MLGW completes installation of Weaver-Gill pipeline

Memphis Light, Gas and Water Division announced the completion of the construction phase of \$37.4 million natural gas pipeline modernization project, Weaver-Gill, in South Memphis. The newly installed 5.4-mile long, 30"/24" high-pressure distribution line has begun service.

The installation of the new pipeline, made of thicker, stronger steel pipe, is the last MLGW Way Forward capital project and one of the biggest modernization projects that MLGW has ever done. MLGW handled the design in-house; Mid-South Engineering Consultants oversaw construction inspections; and Wisconsin-based Equix served as the general contractor for the installation.

"This is a once-in-a-lifetime type of upgrade, considering the replaced pipelines were installed nearly 100 years ago," said Doug McGowen, MLGW's president and chief executive officer. "To complete this critical work without any interruption to service is a testament to the planning and execution of all involved."

The project started on Gill Road in Barton Heights and concluded at the Weaver Gate Station on Weaver Road.

The project, which did not disrupt gas services to homes or businesses, is now fully into the remediation phase, which involves restoring land and property impacted by heavy equipment and boring. Remediation is expected to be completed in December.

Gas leak? Know how to respond!

With colder weather on the horizon, home heating and natural gas safety become very important. Natural gas is safe and efficient when used correctly, and MLGW has a maintenance strategy to keep its pipelines safe. Natural gas leaks typically result from damaged underground pipelines or indoor gas appliances. Natural gas is naturally colorless and odorless, so MLGW adds the odorant mercaptan to give gas a recognizable rotten egg smell. Indoor leaks are usually detected by strong odors. Outdoor gas pipeline leaks sometimes offer more hints such as water bubbling near the site, dirt being blown into the air or dead or dying vegetation near the pipeline. If you suspect a natural gas leak, the proper response could save your life. The following tips will help you avoid a disaster.

How to recognize natural gas leaks:

- Rotten egg smell.
- Hissing or roaring sound caused by escaping gas.
- Dead or discolored vegetation in an otherwise green setting along a pipeline route.
- Blowing dirt, grass or leaves near a pipeline.
- Flames coming from the ground or from valves along a pipeline.
- Steady bubbling in a wet, flooded area or marshland, river, creek or bayou.
- Frozen ground that is not related to weather.



What to do if you suspect a gas leak:

- Leave the vicinity immediately on foot. Abandon houses, vehicles and/or equipment.
- Don't do anything that could cause a spark including smoking, using matches, phones or electricity.
- Don't use a phone inside your house. Go outside to use your cell phone or use a neighbor's phone and call MLGW at 528-4465 and 911 to report the gas leak.
- Do not start or restart motor vehicles or electrical equipment near the suspected leak.
- Do not operate any electrical equipment (light switches, phones, flashlight, etc.).
- Warn others to stay away from the area.
- Do not try to put out a natural gas fire.

MLGW seeks donations for Plus1 program

Memphis Light, Gas and Water is calling on the community to support the Plus1 utility assistance program as Low-Income Home Energy Assistance Program (LIHEAP) funds could be adversely impacted or eliminated in the 2026 federal budget.

For over 40 years, MLGW's Plus1 program provided utility assistance to income-qualified customers facing hardships like illness or job loss, powered by generous donations from customers who add just one dollar or more to their monthly bills to help friends, family and neighbors keep the lights on when it matters most.

The Plus1 program transitioned from being administered by the Metropolitan Inter-Faith Association (MIFA) to Memphis



Light, Gas and Water (MLGW). This change ensures more direct oversight and streamlining of the assistance process. Now, the Plus1 program is stepping in to support income-qualified customers who have a cutoff notice.

To give to Plus1, sign up through My Account, call our Customer Care Center at (901) 544-6549 or go to mlgwpowerofgiving.com. You may also mail your check or money order

payable to Plus1 to:

Memphis Light, Gas and Water
Payments & Banking
P.O. Box 388
Memphis, TN 38145

Pilot light-up season is here!

MLGW's annual pilot light-up season has begun! Customers can schedule appointments through the Residential Care Center. The cost is \$55 for up to three gas appliances, plus \$16 for each additional unit. Service is always free for disabled customers

and seniors (60+). Appointments are available in morning, afternoon or evening slots on Tuesday, Wednesday, Thursday and Saturday. Call 901-544-6549 or use MLGW's automated system with your account or phone number to schedule.

There's still time to enter MLGW's 2025 Student Poster Contest!

Shelby County students: Hurry up and grab your paints, brushes, colored pencils, computers, crayons, glue and glitter! Think about MLGW's Power League superheroes, then create your masterpiece!

The 2025 MLGW Art Contest theme is generation, storage and distribution of wind power. Memphis Light, Gas and Water want students to help in designing the newest Power League superhero, Windy!

Winning students will receive a \$125 prize. All students enrolled in grades K-12 attending any school or being home-schooled within Shelby County are eligible to enter the contest. There will be four categories (Grades K-2, 3-5, 6-8 and 9-12). Contest rules, entry/release form and resources can be found at mlgw.com/artcontest. Submission deadline: 4 p.m. Friday, Dec. 12, 2025. For additional information, email gmoulin@mlgw.org.



New barricade reporting website

MLGW has launched a new barricade reporting site to help keep neighborhoods safe and clear. Customers can now report abandoned barricades or cones by visiting mlgw.com/contact and clicking the button that says, "Report a Barricade or Cone." Just enter the address, mark the location on the map or upload a photo. This new tool helps crews respond faster and reduce hazards left after utility work. See it. Snap it. Report it. Together, we can keep Memphis streets safe and clutter-free.

MLGW tree trimming update

MLGW President and CEO Doug McGowen announced a major milestone in our reliability efforts at a recent Board of Commissioners meeting.

MLGW completed the second full year of its three-year cycle trim, covering 3,678 miles of the required 4,182 miles. As a result of the aggressive vegetation management program, we reduced outage minutes by about 50% from 2023 to 2025.

President McGowen explained that some contractors will be redeployed in the next 30 to 45 days as we transition into our next three-year trimming cycle. This adjustment will move

crews to the intended long-term pace, rather than the accelerated schedule used to catch up over the past two years.

The three-year cycle trim program, launched in 2023, was designed to ensure consistent maintenance of all 4,182 miles of our distribution system. It prevents

vegetation from interfering with power lines and helps reduce storm-related outages.

President McGowen emphasized that the progress marks not just a milestone for the program, but also a turning point in our broader goal of providing more reliable service for customers across Memphis and Shelby County.



MLGW and the Community

Nov. 2 – Amigos Foundation Dia de Muertos, Salon Monarca, 4350 Stage Rd, noon-8 p.m.

Nov. 2 – Japan Festival, Memphis Botanic Gardens, 9:30 a.m.-4 p.m.

Nov. 6 – Germantown Senior Expo, Great Hall and Conference Center, 1900 S. Germantown Road, 9 a.m.-1 p.m.

Nov. 12 – EnergySmart Workshop at the Collierville Burch Library, 501 Poplar View Pkwy, 6 p.m.

Nov. 12 – Best of Times Collierville Health and Home Senior Expo, Cox Community Center, 440 W. Powell Rd. Collierville, 9 a.m.-noon

Nov. 21-22 – Christmas in Bartlett Market, Keith McDonald Pavilion at Freeman Park, 2629 Bartlett Blvd. Nov. 21, 4 p.m.-8 p.m. and Nov. 22, 9 a.m.-4 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.