

The background of the cover is a photograph of the Memphis skyline. In the foreground, large, three-dimensional letters spell out 'MEMPHIS' in white with colorful vertical stripes. Behind the letters, several city buildings are visible, including a tall one with an 'i bank' sign. The sky is blue with some clouds. The bottom right corner features a green geometric pattern of triangles.

Green Initiatives and Community Engagement

2020 Annual Report



20
20

Senior Leadership

- J.T. Young
President & CEO
- Dana Jeanes
Senior VP, CFO, CAO Secretary-Treasurer
- Alonzo Weaver
Senior VP & COO
- Gale Jones Carson
VP of Community & External Affairs
- Cliff DeBerry Jr.
VP of Design, Construction & Delivery
- Von Goodloe
VP of Shared Services
- Jacqueline Jones
VP & Chief People Officer
- Roland McElrath
VP of Accounting
- Nick Newman
VP of Engineering Operations
- Cheryl W. Patterson
VP & General Counsel
- Lashell Vaughn
VP & Chief Information Officer
- Jim West
VP & Chief Customer Officer
- Lesa Walton
Chief Internal Auditing Officer

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- Carlee McCullough
Chairwoman
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- Leon Dickson Sr.
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- Steve Wishnia

Advisory Board Members

- Dwain Kicklighter
- Kevin Young

MLGW is Committed
to Preserving the
Environment and
Helping its Communities

Despite a pandemic and COVID-19 challenges in 2020, Memphis Light, Gas and Water Division’s green initiatives and customer outreach remained strong and even expanded with the addition of several food distribution events to aid Shelby County residents. MLGW employees are still very dedicated to our main purpose, serving our community in Memphis and Shelby County.

Our primary activities continue to be focused on providing affordable and reliable utility services to our customers, but MLGW supplies substantially more value than these services alone. Through the generosity of our employees, and the consistent efforts of the Division, MLGW seeks to enhance the lives of those in our service area and to help secure a bright future for generations of Shelby Countians to come. This annual overview highlights our most prominent efforts and illustrates the significance of organizations making responsible citizenship an active priority. We constantly strive to further our positive influence and to continue our role as a community leader.

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Efficiency and Conservation for Homes

Saving energy and upgrading energy efficiency at home is so important now, and it begins with you, the individual. MLGW provides effective resources for residential customers to monitor and reduce their energy usage. It's a vital part of our mission to do what is best for those we serve. Not only does conservation save money for the individual customer, it helps keep rates low and contributes to everyone's effort to reduce climate change, benefiting our community.

TVA Energy Monster's Eye Spy Energy virtual workshops for kids

MLGW customers participated in TVA's Energy Monsters virtual workshops, designed to educate and entertain kids ages 5-12 (and their parents). The live, one-hour workshops offered throughout 2020 featured a colorful cast of monster friends talking about where energy comes from and how we use energy in our everyday lives, plus sharing fun and easy ways to save energy – and money – at home!

Find the 2021 workshop schedule, register and download kid-friendly materials at energyright.com/residential/energy-monsters/.



TVA EnergyRight Residential Energy Services

TVA rebranded its eScore residential energy audit program in 2020, re-launching the option as part of a suite of EnergyRight Residential Energy Services available to customers of MLGW and the other **152 utilities** that distribute TVA electricity in the Tennessee Valley. EnergyRight Residential Energy Services include:

- Home Energy Evaluations, offered virtually and in-person, as pandemic restrictions lifted
- DIY Home Energy Assessments
- Quality Contractor Network
- Inspections for home energy upgrades
- Financing options
- Energy education workshops for adults and kids



Access EnergyRight resources at energyright.com/residential/.

For the seventh straight year, MLGW was among the Top Performers in several EnergyRight categories – due to local customer participation in these joint offerings. For TVA's fiscal year 2020 (**October 2019-September 2020**), MLGW was recognized for energy savings (and renewable energy purchases) in these categories:

- DIY Home Energy Assessment, including Energy Profile in MLGW's My Account website (848,656 kWh savings, 1st among 153 local power companies)
- Home Energy Workshops (166,315 kWh, 4th)
- Home Uplift (58,161 kWh, 4th)
- Business Smart Energy Technologies (3,582,318 kWh, 4th)
- Green Switch (6,116 MWh, 3rd)
- Top LPC Performer – Total Program Energy – 3,475,715 kWh, 2.33% of FY Program Total, 10th)

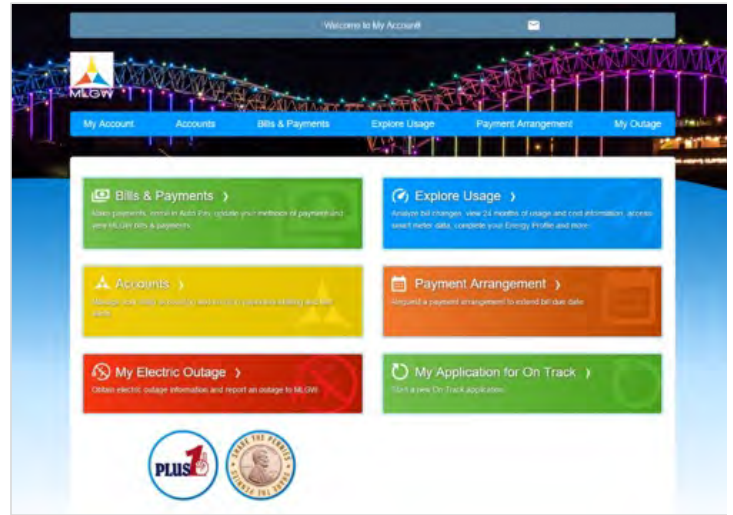
To read about all the innovative options that MLGW's EnergyRight partnership delivered in 2020, visit: prod.tva-ers.media.energyright.com/wp-content/uploads/2021/03/EnergyRight_HighlightsReport2020.pdf

My Account – Residential

MLGW enhanced its popular My Account website in **February 2020**, adding new self-service features to report power outages (and track restoration progress), request payment arrangements and manage Plus-1 and Share the Pennies enrollment. These additional features resulted in a new landing page replacing the previous My Account dashboard that presented information about the customer's current bill, bill highlights and consumption trends, as well as links to pay electronically.

Two distinct, yet opposite, trends emerged:

- 1) My Account enrollment skyrocketed to **303,037 customers in 2020**, driven largely by customers seeking to make electronic bill payments due to the pandemic-related closure of MLGW's Community Offices.
- 2) Customer access of features available from the previous landing page, now located under the very useful Explore Usage link you can click on, plummeted to less than **20%** of historic monthly usage. Compared to **9.7 million** page views in 2019, this section of My Account had just 2.4 million page views in 2020. MLGW reminds residential customers that they can still see bill highlights, analyze bill changes, view and download billing history, access smart meter interval data, complete a Home Profile and find ways to save by clicking the Explore Usage link in My Account.



Click the Explore Usage Tab

Customers also can access My Account through the MLGW app.

Smart Meters

MLGW completed its Smart Meter project in 2020, officially ending the five-year initiative to upgrade one million analog and digital meters to smart versions that use a radio mesh network to communicate with MLGW. In the end, a combined **937,574** smart electric, gas and water meters were installed across Shelby County, along with the county-wide telecommunications network and programming to interface the Smart Meter System with MLGW's other operating systems. The **\$240 million** project, which was the largest single capital project in MLGW history, was completed on-time and 17% under budget.

The Smart Meter System provides a wealth of added benefits to customers, including:

- Fewer estimated meter readings for faster, more accurate bills.



- Faster notification of potential water leaks, based on MLGW system alerts. For residential customers, and businesses with water connections of 2 inches or less, MLGW sends a customer letter if the Smart Meter System detects usage during every hour of a 24-hour period. If conditions persist, MLGW waits a few months before sending another letter to give customers time to find and repair leaks and to avoid being perceived as a nuisance.
- Lower costs and quicker response for new service connection and electric service re-connection due to remote operations, which also means lower vehicle emissions.
- Enhanced safety measures due to MLGW's ability to monitor electric meters for voltage and temperature issues, as well as inspection of electric meter sockets that resulted in repair of minor issues and replacement of hazardous sockets (which are owned by the customer) at MLGW's expense.
- Minimal need for MLGW to visit the property, reducing days that gates must be unlocked and pets restrained, while also reducing miles driven and lowering vehicle emissions.
- Reduced utility theft, based on MLGW system alerts that allow for quicker response and apprehension of criminals, thereby reducing revenue losses.
- Access to interval meter data via My Account to understand how household activities impact utility consumption which could lead to changes and savings. Interval data for business customers is planned in 2022.
- Optional residential PrePay program to allow more frequent, smaller payments toward utility costs, as well as increase awareness of utility usage and ability to pay off existing account balances incrementally while maintaining utility service.
- Future residential Time-of-Use electric rate option to encourage shifting some electric consumption to lower-cost, off-peak hours. (MLGW must complete Customer Information System programming to automate billing before customers can enroll.)

With nearly one million smart meters, it's no surprise that MLGW manages tens of thousands of meter alerts each month – including tilt/tamper alarms, water leak alerts, outage alerts and voltage alerts. This two-way communication with utility meters is what makes them “smart.” It allows MLGW to monitor the meters' operational status as well as collect consumption information daily. These alerts help reduce utility theft and identify potential hazards which may not be apparent yet to customers at the property.



LOWER COSTS AND QUICKER RESPONSE

What Does Your Smart Meter Data Mean?

Smart meters provide two types of usage data: daily billing read and interval data. Think of the billing read as an odometer reading on your car. If you were taking a trip, you might record the start and stop odometer readings to determine the total miles driven. That's essentially what MLGW does when it calculates your utility usage: we subtract the last billing cycle's reading from the current billing cycle's reading.

Interval data, in comparison, is time-stamped data that shows the pace at which utilities were used throughout the day. Think of it as your car's fuel economy. A car's fuel usage varies based on speed, road conditions and other factors. MLGW uses the daily billing reads for billing.

Electricity



We show the interval data in My Account to help you understand when your home used electricity, gas and water so you can link your household activities to utility use and costs. For more information, visit mlgw.com/smartgrid.

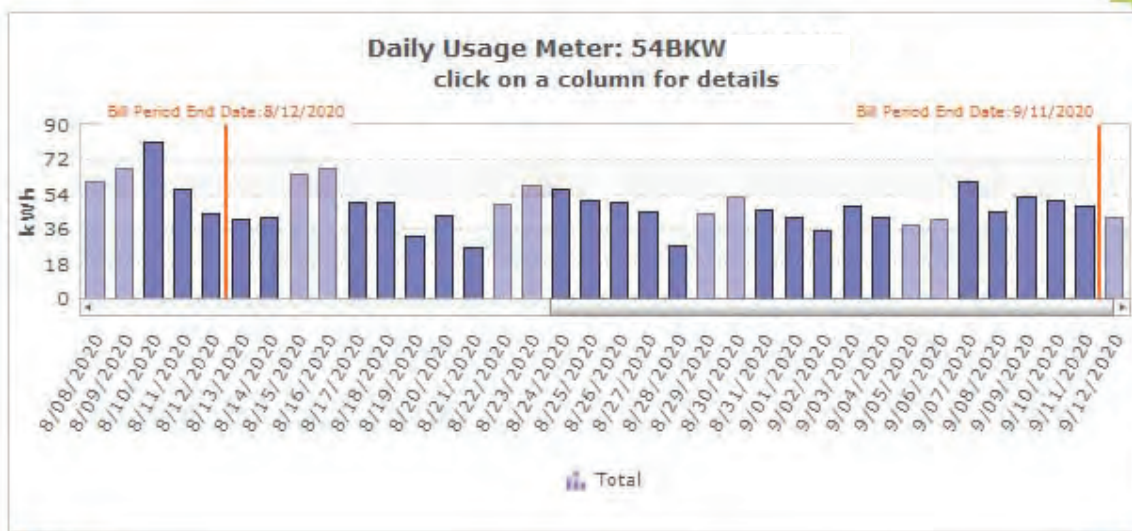
Select Graph View

Daily Usage

Default

My Advanced View Settings

Electricity



Water

Gas

All

Efficiency and Conservation for Businesses

As a community leader and a business, MLGW sets an example by being smart about energy use in our own facilities. We provide and promote resources to encourage businesses, organizations and others to adopt conservation, energy efficiency and sustainability measures in their operations, too.

TVA EnergyRight for Business/Industry

Businesses and organizations can obtain technical guidance and educational resources, search the Preferred Partners Network of contractors and do more through EnergyRight.

In 2020, TVA shifted its EnergyRight for Business and Industry program incentives to focus on businesses and organizations that install certain ultra-violet germicidal irradiation (UVGI) technologies that combat COVID-19. TVA also produced a series of documents to help customers in re-opening schools and businesses after prolonged closures due to the pandemic and compiled a list of potential funding resources. Learn more at energyright.com.



My Account – Business

Businesses and organizations can register and access My Account at mlgw.com to view information about their MLGW bills, report outages, manage Share the Pennies and Plus-1 enrollment and pay bills electronically from a bank account. Under the Explore Usage link, customers can access up to 24 months of billing history, including consumption and costs, which can be viewed, graphed and downloaded. In addition, small to mid-size businesses have access to bill analysis tools to identify factors that caused bills to change via the Explore Usage link.

Downloading utility cost and usage data eliminates the need to enter data manually and cuts the clutter of paper bills. Businesses and organizations are encouraged to create access for multiple employees – accounting and facility management, for example – for greatest benefit. Register for My Account and login at mlgw.com.

Customers can enroll in MLGW's paperless option, eBilling, to reduce clutter and MLGW billing expenses. Login to My Account and click the Accounts link to enroll.

The screenshot shows the "My Account" section of the MLGW website, specifically the "Bill History" tab. It displays a table of billing history with columns for Bill Date, Gas Usage (Ccf), Gas Charges, Electric Usage (kWh), Electric Charges, Water Usage (Ccf), Water Charges, Other Charges, and Total Current Charges. The table shows data for bills from 8/09/2019 to 2/18/2019. To the right of the table, there are links for "Print Table" and "Export this view". Above the table, there are tabs for "Account Summary", "Basic Summary", "Usage Detail", and "Cost Detail". To the right of the table, there are links for "Business Energy Advisor" and "Find Incentives".

Bill Date	Gas Usage (Ccf)	Gas Charges	Electric Usage (kWh)	Electric Charges	Water Usage (Ccf)	Water Charges	Other Charges	Total Current Charges
8/09/2019	11,654.0	\$4,022.27	354,000	\$34,656.73	1,292.0	\$2,456.54	\$4,581.79	\$45,717.33
7/12/2019	7,432.0	\$2,757.41	378,600	\$36,409.48	1,293.0	\$2,458.12	\$3,667.83	\$45,292.84
6/19/2019	10,080.0	\$4,245.49	402,000	\$37,212.97	1,509.0	\$2,797.28	\$4,404.50	\$48,660.24
5/21/2019	10,964.0	\$4,958.61	364,800	\$32,059.27	1,011.0	\$2,015.32	\$3,321.01	\$42,354.21
4/16/2019	15,184.0	\$6,225.90	368,400	\$33,249.70	1,096.0	\$2,148.79	\$3,503.94	\$45,128.33
3/22/2019	20,079.0	\$8,888.64	396,000	\$36,374.87	1,023.0	\$2,034.16	\$3,354.58	\$50,652.25
2/18/2019	18,213.0	\$9,211.14	394,200	\$36,307.11	1,573.0	\$2,809.60	\$4,531.48	\$52,859.33

CUTTING THE CLUTTER OF PAPER BILLS

TVA Demand Response with Enel X

Each month, MLGW records an electric system peak based on simultaneous electricity use among our 430,000+ customers. These system peaks can add hundreds of thousands of dollars in demand charges to MLGW's wholesale electricity costs, which are then passed to customers through the electric rates, even if the peak lasts just a few minutes.

Likewise, TVA sets a peak based on the collective electricity use of all the region's energy users. These maximum levels are important because TVA must supply enough electricity to meet the system peak, no matter how high it is or how briefly it lasts. TVA can meet that peak by:

- Operating reserve power plants, which typically are more expensive, fossil fuel generation sites
- Buying supplemental electricity at market prices, or
- Building new power plants, which require land and capital investment

Each option carries significant cost, so TVA bills utilities for peak demand to encourage utilities – and their customers – to help control that peak. By doing so, everyone helps control power costs.

Another way to control system peaks is by signing up for TVA's Demand Response program with Enel X

(formerly EnerNOC). The program pays businesses and organizations based on their willingness to reduce electric use during requested periods. Each participant receives a free demand response audit to find potential actions, communications to provide real-time electric load details and online access for tracking electric load.



Participants are paid quarterly based on their agreed-to capacity, whether or not an event is called. In addition, they receive payments for each kilowatt of electric load they reduce during demand response events called by TVA. Participating customers include waste treatment plants, schools, retailers, manufacturers, office buildings and other

facility types that are capable of reducing their electric demand significantly with a 30-minute notice.

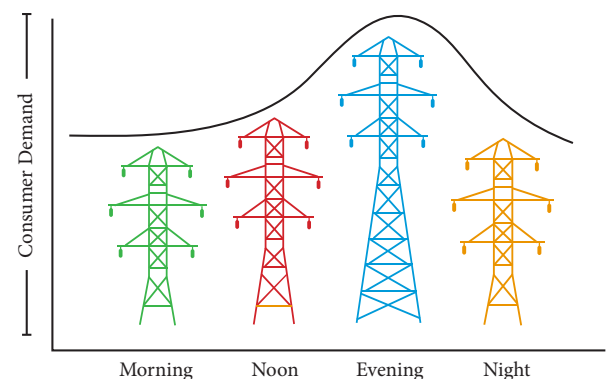
Learn more at mlgw.com/TVADemand.

Reducing the Peak, Saving Energy

MLGW's electric system reaches its peak in the mid-afternoon to early evening hours, 365 days a year. TVA's system has two distinct peaks, which vary by season. In winter, electricity demand on the TVA system peaks between 4 a.m. and 10 a.m., due to the high percentage of electric heating in middle/east Tennessee and the rest of the Valley. In summer, it peaks between 1 p.m. and 7 p.m., based on air conditioning use and more closely matching the local MLGW system peak.

All customers can help reduce the system peak through three types of activities: conservation, energy efficiency and load shifting.

Conservation includes eliminating energy waste during peak hours through simple steps, such as turning off computers and office lights before leaving work and adjusting residential thermostats to the most efficient settings when you are away. Each kilowatt-hour (kWh) of electricity you eliminate saves on your MLGW bill and helps reduce the community's total system peak, which helps reduce TVA's peak.



MLGW's electric system reaches its peak in the mid-afternoon and early evening hours, all year-round.

Energy efficiency involves reducing electricity use through the purchase of new, more-efficient devices, equipment and materials to replace older, less-efficient ones. Examples include replacing incandescent or fluorescent bulbs with LEDs, replacing an old water heater or HVAC system, installing attic insulation and weatherstripping around doors and windows, and – on the water side – buying a high-efficiency clothes washer or low-flow showerhead. EPA EnergyStar- and Water Sense-certified products have been designed and tested to ensure they use significantly less energy and water than uncertified products so look for these logos when shopping for new appliances and equipment.



Load shifting includes delaying the time at which you perform energy-intensive activities until after peak hours have passed. Examples include using the delay setting on your dishwasher instead of starting the appliance immediately after dinner, or waiting until after 7 p.m. to run the clothes dryer on summer weeknights. The same activities are performed with the same outcomes—clean dishes and dry clothes—but during hours when TVA's electricity generation costs are lower. Additionally, waiting until later in the day to perform activities that generate waste heat and raise indoor humidity – such as cooking, clothes drying and dishwashing – lowers the need for air conditioning use to offset that heat and humidity. For more ideas, visit mlgw.com/peakalerts.

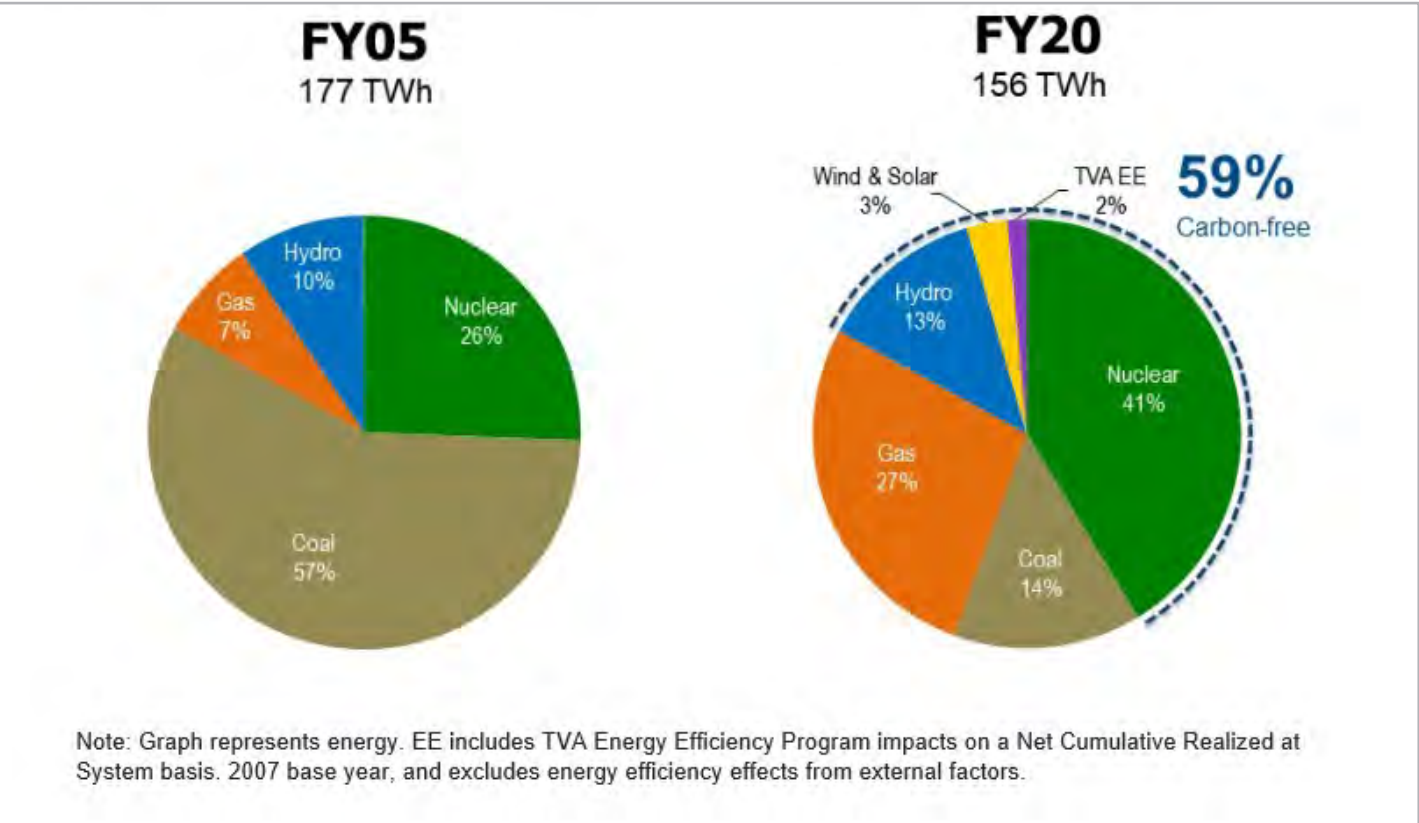


MORE ENERGY SAVING

Renewable Energy

TVA generated 59% of its electricity in its fiscal year 2020 from carbon-free sources, while meeting its 2020 goal of reducing CO2 emissions 60% compared to 2005. TVA announced its new target of 70% carbon reduction by 2030 and an aspirational goal of 100% reduction by 2050 with supporting technology advancements. As TVA decreases the use of fossil fuels – coal and natural gas – for power generation, all customers benefit from cleaner power.

TVA's Changing Portfolio



Customer interest in renewable generation continues to grow as households, businesses and organizations seek additional ways to increase access to clean energy and reduce carbon emissions. The year 2020 brought new options and a dramatic increase in applications for distributed generation at customer sites.

2020

70% CARBON REDUCTION BY 2030

TVA Green Switch

In celebration of the 20th anniversary of Green Power Switch in April 2020, TVA gave the program a makeover that resulted in a new name and lower prices for more green power! Now called Green Switch, the program was launched locally in June, with MLGW automatically enrolling all existing Green Power Switch participants and adding new customers as they signed up.

Green Switch enables customers to support renewable power generation without spending money to install generation at their homes and businesses. Whether you rent, have a shady lot or simply don't wish to make a big investment, Green Switch is a great alternative! For a few extra dollars per month on your MLGW bill, you can make the “switch” and rightfully claim a portion of the electricity your home/building uses is from clean, green power.

GREEN SWITCH (RETIRED)	GREEN SWITCH (NEW)
\$4.00 per block	\$2.00 per block
Claim 150 kWh of your consumption is renewable energy	Claim 200 kWh of your consumption is renewable energy

More than 1,000 local households and businesses participated in Green Switch in 2020, buying nearly **7.3 million kWh** of renewable energy generated in the Tennessee Valley, including solar power from more than 100 solar generation sites in Shelby County.

Use the Green Power Purchase Calculator to see the impact that your participation will have by visiting tva.com/energy/valley-renewable-energy/green-switch. Ready to sign up? Use MLGW's secure webform at service.mlgw.org/greenswitch/.

These local businesses and organizations support Green Switch:

- ANF Architects
- Archimania
- Cooper Young Community Association
- Ensafe Inc.
- GG Lutherie
- Haizlip Firm
- Kele Inc.
- Memphis Light, Gas and Water
- New Tech Packaging
- River Inn at Harbor Town Landing
- Shelby Farms Park Conservancy
- T.O. Fuller and Shelby Forest state parks
- Superior Carriers
- The Daily News
- Village at Cypresswood

MORE GREEN POWER

TVA Green Flex

Commercial and industrial customers with high electricity consumption can quickly meet their sustainability goals at lower costs through the purchase of Renewable Energy Certificates (RECs) through Green Flex, a new TVA program that MLGW introduced in 2020. Since wind generation is less expensive than solar, Green Flex is a more economical option than Green Switch when businesses need vast amounts of green energy.

To participate, a business or organization must consume at least 2,000,000 kWh (2,000 MWh) of electricity annually – at one site or combined from multiple sites in Shelby County. Green Flex has a 2,000 REC minimum purchase level. The price currently is \$1.50 per REC, invoiced as an annual purchase separate from the MLGW bill. For each REC purchased, the company can immediately claim that 1 MWh of their electricity use is supplied by renewable energy.

In 2020, MLGW's first Green Flex participant bought enough Green Flex RECs to rightfully claim that 100% of the electricity used at all their local facilities was supplied by renewable energy.

Businesses and organizations interested in Green Flex should email greenpowerswitch@mlgw.org.



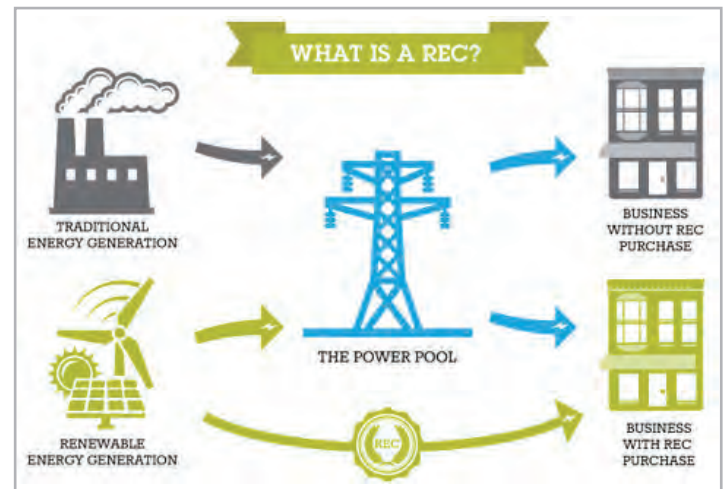
C&I Community Solar

MLGW and TVA continued their local community solar pilot in 2020, selling 100% of the RECs from generation at TVA's Allen Solar Farm to two participating commercial customers. The 997 kW solar array produces a small but important amount of renewable energy right here in Shelby County.



What is a REC?

Most large-scale renewable generation occurs in a remote location, with the green energy mixing into the utility's overall power supply. If the renewable energy remains a part of the power supply, then all customers benefit from its environmental benefits. If the renewable attributes are unbundled from the kilowatt-hours of electricity, then a Renewable Energy Certificate (REC) can be sold to a business or organization wanting to obtain renewable energy. Each REC represents 1 MWh (or 1,000 kWh) of renewable generation. When RECs are sold separately, the buyer claims the RECs by stating that an equal portion of their electricity comes from renewable sources.



Many companies and organizations purchase RECs to meet their sustainability goals. Green Flex is one way that MLGW customers can purchase large quantities of RECs. Green Switch is a much smaller program, where each “block” represents just 200 kWh or 20% of a REC, most suitable for residential and small commercial customers since the purchase is made monthly.

Distributed Generation

Distributed generation refers to decentralized power generation sites, which are often customer-owned and typically use renewable resources. In Shelby County, all grid-connected distributed generation is photovoltaics (abbreviated as PV, but simply known as solar).

Customer interest in solar generation soared in 2020, resulting in more than 80 applications for interconnection. (That's more than 11 times the annual average from the prior 15 years!) Customers were spurred by installer marketing campaigns, declining prices for solar equipment, a 26% federal tax credit and the desire to add battery storage to supply solar power at night or during power outages. Nearly two-thirds of applications submitted in 2020 included battery storage, a massive leap from the first solar + storage project installed in 2019.

Looking to understand the cost and payback for installing solar?

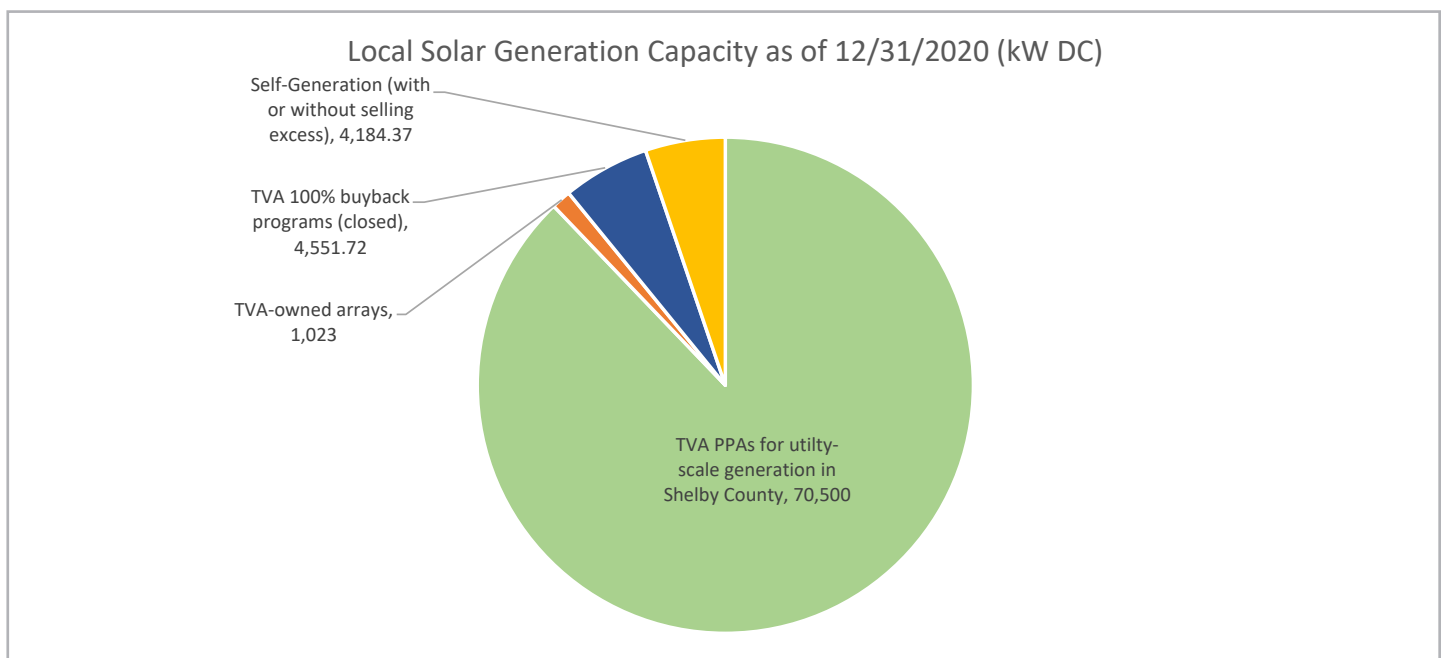
Go to the TVA solar calculator at: [tvagreen.com](https://www.tvagreen.com). Using utility-specific rates and Tennessee Valley weather data, the calculator provides more accurate estimates than national solar calculators. The calculator is designed to show results for systems up to 50 kilowatts (kW). It's also a great way to fact-check installer information on output, costs and payback periods. (Note that MLGW interconnection costs and the monthly Electric Service Availability charge are not included in these calculations.)

Tips for Selecting a Solar Installer

RESEARCH	EXPERIENCE	LICENSES	EXPERTISE
<ul style="list-style-type: none"> • Contact MLGW to understand your solar interconnection options • Get quotes from several installers • Carefully read the terms of the proposal to understand what is included • Calculate your return on investment (total project cost/net annual MLGW savings) • Solar is a big investment so take your time; don't fall for high-pressure sales tactics 	<ul style="list-style-type: none"> • Ask installer for references to contact • Look at customer reviews 	<ul style="list-style-type: none"> • Verify the installer has up-to-date business license and insurance 	<ul style="list-style-type: none"> • Confirm the installer has a Solar PV Installation Professional or Board Certification from the North American Board of Certified Energy Practitioners, which is the gold standard for the industry



Coming in 2022: Resources to help you learn about solar and find a quality installer! MLGW worked with TVA and other utilities in the region in 2020 to create a new residential solar program, which will be available locally in 2021. Green Connect will feature a website where customers can view educational videos and other resources to help in their solar decision-making process. The program also features a Quality Contractor Network of solar companies who have been vetted by TVA and who must adhere to the program's quality standards. Watch for MLGW information about Green Connect availability in 2021. Green Connect will be compatible with all distributed generation options in Shelby County (described below).



MLGW Offers these Distributed Generation Options:

- TVA's **Green Power Providers** program closed to new applicants on 12/31/2019, so the very last projects were interconnected under this program in 2020. Participants install solar generation and sell 100% of the output to TVA under 20-year agreements, in return for generation credits on their MLGW bills. There are 113 active Green Power Providers systems interconnected to MLGW's grid. If a customer moves, TVA allows them to transfer the remainder of their participation agreement to the new MLGW customer by executing a request to change participants.
- **Self-Generation** enables MLGW customers to generate power for use at their homes or businesses. When the home or business needs more electricity than the solar array is generating in real-time, MLGW electricity is provided. When the home or business needs less electricity than the solar array is generating in real-time, excess generation occurs. This excess flows to the MLGW grid without financial benefit, so it's vital to size the generation capacity carefully. Customers submitted 26 Self-Generation applications in 2020. Total operating generation capacity is 1,914 kW, among 11 residential and, mainly, 6 commercial sites.
- TVA's **Dispersed Power Production** program allows customers to install onsite renewable generation and sell 100% of their output to TVA at variable short-term avoided costs under a 5-year contract. Once the customer has an executed DPP contract, MLGW reports future excess generation to TVA on a calendar-month basis and TVA makes a direct deposit into the customer's bank account. As of 12/31/2020, there were no MLGW customers selling 100% of their output under this program.
- **Self-Generation with Dispersed Power Production** is a combination of the two options above, enabling customers to use their solar generation onsite and sell any instantaneous excess to TVA. This option was the most popular in 2020, with 54 applications submitted. Total operating generation capacity is 246 kW, among 13 residential and 1 commercial sites.

For information about renewable distributed generation options, visit mlgw.com/greenpower or email greenpowerswitch@mlgw.org.



Responsible Energy in New Construction

A great way to be energy smart is to plan for efficiency and sustainability in building construction from the outset. Whether building a new home or constructing a large industrial facility, customers and constructors can have a positive impact on the environment while saving themselves money in the long run.

EcoBUILD

EcoBUILD is a voluntary green-building program that includes a set of construction standards that exceed the 2015 International Energy Conservation Code and common building practices.

Benefits to EcoBUILD homeowners:

- Energy savings of approximately 30% when compared to standard construction practices
- More comfortable indoor temperatures with less thermostat adjustments
- Better indoor air quality with fewer allergens from building materials used
- Potentially higher resale value in the future
- Personal satisfaction by going green



Visit mlgw.com/ecobuild, or to apply for EcoBUILD certification, call 901-528-4188.

Making Buildings Greener: LEED Incentive

Since 2009, the U.S. Green Building Council – Tennessee Chapter has honored businesses with a grant funded by MLGW. The grant encourages companies to use more energy-efficient and environmentally responsible construction practices. The grant is a companion to EcoBUILD, MLGW's residential green building program.

To apply for these funds, qualified project teams must submit an application – including the project's final LEED scorecard, detailed review and an educational document highlighting the project's sustainability attributes – to the USGBC Tennessee Chapter. Learn more at usgbc.org.

Methodist Le Bonheur Hospital received a \$5,000 award in 2020 for the 42,661-square-foot expansion of the FedEx Family House, a home away from home for families with children being treated at Le Bonheur Children's Hospital. Completed in 2018, the expansion tripled the number of guest rooms to 75, enabling Le Bonheur to serve more families. With sustainability measures designed to reduce energy use by 24% and water use by 50% (among other achievements), the addition earned LEED Gold, as did the original portion of the campus when it opened in 2010.



Read about previous local green building projects at mlgw.com/leedincentive.

Electric Vehicles

After many years of ups and downs, the EV market captured attention around the world in 2020 as auto manufacturers announced massive plans to invest billions of dollars to manufacture more electric models in the light-duty car and truck category. Start-up companies continued to expand, driven by funding from Wall Street investors. Fleet operators announced partnerships with vehicle manufacturers to increase availability of compatible EV body styles. All these market signals confirmed that EVs have begun racing toward the mainstream, driving MLGW, TVA and other local utility companies in the region to increase EV planning efforts.

Drive Electric

MLGW participated with a large coalition of representatives from State of Tennessee agencies, utilities, universities, auto manufacturers, businesses and advocacy groups in 2020 to help support EV adoption via the Drive Electric Tennessee (DET) organization. DET's goal is to reach **200,000 plug-in EVs in Tennessee** by 2028, up from about 13,000 in 2020. (Most of these EVs are in major metropolitan areas, including 1,179 EVs registered in Shelby County as of 12/31/2020.)

MLGW employees served on DET's Infrastructure and Awareness committees, developing materials to assist communities in creating their own DET chapters, supporting a drive for a special EV Tennessee license plate and sharing with commercial customers information about Tennessee Department of Environment and Conservation (TDEC) grant opportunities, funded through the VW environmental mitigation trust. Staff also participated in development of guidelines for the DC Fast Charging grant opportunity from TVA and TDEC, which should be available in 2021.

Visit energyright.com/ev and mlgw.com/ev and driveelectrictn.org to learn about the benefits of EVs, find charging stations, compare operating costs to gasoline-fueled vehicles, see EV driver testimonies, read the DET Roadmap and more.



Did you know?

- Tennessee is home to **three EV manufacturers** and more than **900** auto suppliers, making **Tennessee #1** in the southeast for EV manufacturing.

Read this article by Gov Bill Lee at tradeandindustrydev.com/region/tennessee/tennessee%E2%80%99s-electric-vehicle-evolution-here-17433.

- **85%** of personal EVs charging occurs at home. While EV drivers can install a Level 2 charger for faster charging (**4-6 hours**), a regular 120-volt electric outlet in a garage or carport can recharge a battery to **80% in 8-12 hours**. Public-access Level 2 and DC Fast Chargers at stores, restaurants, offices, parks and other locations can provide a convenient opportunity for charging while EV drivers are out.

MLGW Internal Responsibility and Sustainability

Twenty-twenty was all about COVID 19, and in the interest of health, safety and responsibility, MLGW put in place pandemic protocols for the safety of employees and our customers. In addition, our responsibility is also to sustain energy management and resource conservation opportunities. The Division continues to implement projects that control operating costs, thereby helping to delay or minimize the need for utility rate increases. In addition, energy management enables MLGW to “lead by example,” showing customers that everyone has the potential to participate in energy conservation and reduce energy waste.

Pandemic Protocols

COVID-19 impacted the internal operations of most entities in 2020. In response, MLGW implemented protocols within facilities to ensure the health and safety of employees. Maintaining a safe working environment in buildings continues to be priority. Measures included:

- Continuous cleaning and disinfection of MLGW facilities
- Daily disinfection of high-touch surfaces areas
- Filter replacements in HVAC systems
- Use of ultra violet germicidal irradiation (UVGI) technology to disinfect the air flow from HVAC systems
- Increased outside air flow into facilities
- Maintaining clean ice machines
- Installation of touch-less bottle fillers to replace water fountain use
- Sneeze-guard barrier installations
- Installation of payment drop boxes at Community Offices
- Portable hand washing stations at 22 facility locations
- Area reconfigurations to comply with social distance recommendations
- Elevator social distancing signage and floor demarcations

Upcoming: Increase in *touch-less* paper towel dispensers, hand sanitizers and faucets

MLGW continues to focus on implementing projects which control operating costs long term.



MLGW's employee following safety protocols by wearing a mask for the Covid-19 pandemic.

COVID-19

Alternative Fuel Vehicles

Since 2006, MLGW has been on-board with electric vehicle technologies via its corporate Plug-In Memphis website. MLGW has been actively involved with Plug-In Partners for the mass deployment of electric vehicles.

During 2020, the pandemic and geopolitical forces further showed how electric vehicle technology is a vital part of the world's present and future needs. MLGW continues to evaluate EV purchases and develop a growing fuel infrastructure to support alternative fuel transportation.

MLGW owns and operates a diverse fleet of alternative fuel vehicles for service calls, field inspections and project operations. In addition, MLGW has six charging stations including one in the Beale Street Landing Garage which is accessible to the public.



The portfolio includes:

- Flex-fuel: **521** on-road, light and medium duty vehicles which use either unleaded gas or ethanol fuel
- CNG: **116** on-road, half-ton and three-quarter-ton trucks which run on compressed natural gas
- Hybrid: **21** vehicles (Toyota Prius, Ford Escape hybrid & Fusion hybrid) powered by unleaded gas and rechargeable batteries
- Plug-in Electric: Four Nissan Leaf all-electric vehicles
- Plug-in Hybrid Electric: One Odyne on-road, heavy-duty bucket truck powered by diesel and lithium batteries and used in electric line repairs and installations



Energy Management within MLGW

As with all businesses, energy management and resource conservation opportunities within MLGW abound. By focusing on internal operations, the company is implementing projects that control operating costs, thereby helping to delay or minimize the need for utility rate increases. In addition, energy management enables MLGW to “lead by example,” showing customers that everyone has the potential to reduce energy waste. Here are some examples:

Tracking: Data from over 100 electric, gas and water meters that serve MLGW facilities is tracked to identify the impact of facility upgrades, trends in usage, operational adjustments and account anomalies.

Planning: Long range planning provides a framework for managing existing resources and expanding infrastructure in a way that allows MLGW to make informed and cost-effective decisions. MLGW actively plans for the anticipated needs of its physical environment through the following:



- The HVAC Asset Management Database inventories the heating, ventilation and air conditioning equipment installed in MLGW facilities. This tool not only documents the type, model, size and locations of each piece of HVAC equipment, it also tracks lifecycle age. This is valuable present and future data that can assist with maintenance and replacement planning.
- MLGW Facilities Master Plan is developed on an annual basis in order to provide a roadmap of capital improvements to MLGW’s facilities. Based on a 10-year horizon, the plan details existing facilities, new facility developments and equipment upgrade installations in the 1.9 million-plus square feet of buildings.
- The Equipment Replacement Database tracks envelope, mechanical/plumbing, electrical, new building additions and structural projects completed in each facility. The database aids in the planning process in identifying when upgrades are needed for equipment and space needs.
- Facility Seismic Mitigation planning is done in the areas of monitoring, screening, strengthening and containment. Facilities are monitored by seismograph equipment for earthquake events. MLGW’s buildings have been screened and inventoried for potential earthquake hazards. Also, HVAC and electrical equipment has been anchored to prevent damage during seismic events. Finally, seismic valves have been installed at critical facilities to prevent natural gas eruptions during earthquake occurrences.
- Compliance planning in facilities is necessary in order to meet the American Disabilities Act requirements. MLGW has planned and implemented upgrades to its publicly accessible facilities. Improvements include entrance accessibility, restroom access accommodations, accessible parking spaces, etc.

DEVELOPING A MASTER PLAN

Energy audits: Building tune-ups help to identify low-hanging fruit opportunities such as programming building automation controls to reduce energy during times facilities are vacant. Cost effective technologies are identified for application such as controls, LED lighting deployments in facilities, efficient boiler equipment upgrades, variable air volume, on-demand ventilation, system controls and touchless sensor technologies.

Demand response programs are popular among utilities and their customers. Since 2011, MLGW has participated in TVA's demand response program administrated by Enel X (formerly EnerNOC). Seven MLGW facilities are enrolled into the program, including:

- David F. Hansen Administration
- James L. Netters Business Operations Center
- Joyce M. Blackmon MLGW University
- Larry Papasan Electric and Systems Operations
- North Service Center #8
- Allen Water Pumping Station
- Shaw Water Pumping Station

As of 2020, MLGW has received \$177,275.63 in energy and capacity payments from the program.



Energy Efficiency Equipment Upgrades and Operations

Sustainable energy efficient upgrades made through facility improvements are ongoing at the Division. But in 2020, precautionary measures and restrictions due to the pandemic impacted the implementation schedule of construction projects. As a result, some jobs allocated for 2020 were moved to future years.

MLGW headquarters - David F. Hansen Administration Building:

- 2020 New fire pump. *Planned:* Roof replacement; Mechanical, Plumbing and Electrical upgrades per floor.

James L. Netters Business Operations Center:

- *Planned:* Roof replacement; Data Center AC Unit replacements

Service Centers:

- 2020 Roof replacements; 2020 Heating Unit replacements.
Planned: LED lighting upgrades; HVAC upgrades; Canopy upgrades.

Community Offices:

- *Planned:* Elevator modernization; Roof replacements; LED Lighting upgrades; HVAC upgrades

Larry Papasan Electric & Systems Operations:

- *Planned:* Roof replacements; LED Lighting upgrades

Electric Substations:

- *Planned:* Roof upgrades; Energy-efficient HVAC installations

Water Quality & Assurance Laboratory and Water Pumping Stations:

- *Planned:* 2020-2021 Emergency generator upgrade (design and construction)

Water Pumping Stations:

- *Planned:* Roof replacements



Building Automation and Insight

Insight into how facilities use energy can help identify efficiency opportunities. At MLGW, control systems have been installed to automate heating, ventilation and air conditioning systems in order to identify and resolve operational issues and reduce energy usage. Building automated systems are installed at the following buildings: Administration Building, Netters Business Operations Center, North Service Center, Building #8, Electric & Systems Operations, MLGW University, Water Laboratory, North Community Office (Air Handlers), and Beale Street Landing.

MLGW also utilizes services to view the metering data graphically and to gain insight into how and when facilities use energy. Automated Energy and Energy Star's Portfolio Manager assist in identifying operational efficiencies related to energy usage in the buildings.

Energy Star Partner

MLGW has been an Energy Star partner since 2004 and provides information to employees and customers about energy-efficient products and resources via mlgw.com. There, customers can obtain up-to-date information about efficient home building, energy-saving equipment and appliances, facility energy performance and resource conservation tools.

MLGW hosts and participates in many community outreach events held during the year throughout Memphis and Shelby County. The company promotes its Energy Star partnership by making available downloadable information to customers and promoting energy efficiency on the company's Energy Star corporate website. These venues allow the company to lead by example in educating the community on how to wisely use its resources.



Recycling and Reuse

While many employees worked from home, paper and ink cartridges continued to be recycled.

- Paper: In 2020, MLGW's employees recycled **109,875** pounds of paper.
- The emissions equivalencies of recycling paper at the company avoided **394** metric tons of CO₂e. This is equivalent to the avoided greenhouse gas emitted by **133** passenger vehicles driven in one year, or the avoided carbon dioxide (CO₂) emissions from **103** U.S. homes' electricity use in one year.
- Printer ink and toner cartridges: **626** pounds were reused and recycled in 2020. Employees can recycle cartridges at most facilities. Guy Brown is MLGW's office supply vendor and **cartridge recycler**.



MLGW Materials Exchange

Back in 2015, MLGW initiated an internal materials exchange program which promotes the beneficial reuse of material resources at MLGW. What one department might classify as surplus or obsolete may be reusable in another department. Notices of availability of office products, construction materials and project-related items in which employees can use in their daily work are posted in the company's Weekly Bulletin email. During 2020, four requests were sent to the program for office equipment, supplies and furniture. No additional items were exchanged due to COVID-19 impacts.

Green & Sustainable Grounds

Erosion control: MLGW maintains its grounds through care and sustainable practices. Erosion control prevents the development of ruts and washed-out areas on the grounds that are typically caused by precipitation, wind or vehicles. Eroded areas are refilled with reused soil, and silt fences are installed on banks or berms before trees are planted. These preventative measures ensure that MLGW's properties are well maintained.

Sustainable plant material and maintenance practices: The plant material selected to landscape the grounds have low moisture requirements and in some cases are perennials which do not require replanting every year. Remaining green waste is recycled through a local mulch yard that turns the green waste into compost or mulch.

Turf areas are planted with grasses that will thrive in this region such as Zoysia and Bermuda. Mowers used to groom the turf are equipped with mulching kits and blades that recycle turf and leaves back into the soil.

Integrated pest management practices are also used to treat plant material only when necessary. Pests are monitored and identified accurately, so that appropriate control decisions can be made in conjunction with action thresholds. MLGW also uses the newest and safest chemical technology.

Sustainable products: MLGW uses recycled paper products to clean and stock its restroom and kitchen areas. Environment-friendly products are also used to remove ice from hardscape areas that are located on the company's grounds.

Employee Awareness

MLGW educates employees on the importance of saving resources while at work and in their daily work tasks by promoting green campaigns such as Fix Water Leaks Month (March), Earth Day Document Shred Event (April), Energy Awareness Month (October) and America Recycles Day Document Shred Event (November). These initiatives provide tips and resources to employees on how to wisely use resources in MLGW's facilities. Occasionally, resource conservation reminders are distributed to employees instructing them on how to help the company save energy during after-hours and holidays.



Diversity in Business

MLGW recognizes the power of diversity and the vast resource a diverse pool of suppliers and contractors offers to businesses. MLGW's diversity efforts focus on offering opportunities to do business with MLGW for many demographics such as minorities, small businesses and women-owned businesses that have traditionally been underrepresented in business.

Supplier Diversity

MLGW's Supplier Diversity program demonstrates MLGW's intentional focus on creating opportunities for demographics that have been traditionally underrepresented in business.

Its mission is to foster economic parity within the Memphis and Shelby County community. This program gives maximum practical opportunities to certified businesses as a partner in the buyer-seller relationship with MLGW.

MLGW bases its diversity spending on independent certification that businesses are at least 51% owned, controlled, operated and managed by a person or persons who represent one of the three business classifications outlined in the program definition.

In 2020, MLGW reported a total of \$134 million in year-end spending with roughly **\$37 million** (28%) going to minority, women and locally-owned small businesses. Broken down, MLGW spent:

- \$11 million – or 8% – for minority-owned business enterprises
- \$5 million – or 4% – for women-owned business enterprises
- \$20 million – or 15% – for locally-owned business enterprises



“Leveling the Playing Field” Procurement Fair

When MLGW hosts its Procurement Fair, we give guidance to business owners who may be unfamiliar with our bidding process. We invite representatives of local small businesses and minority- and women-owned enterprises to attend and learn how to do business with us. The business owners meet one-on-one with our project managers and purchasing professionals. The Procurement Fair allows small business owners to understand the Division's utility needs and compete for a part of what we buy during the year.

Sheltered Market

We want to help local small businesses grow. That is why five years ago in 2014, we rolled out the Sheltered Market program. The race- and gender-neutral program “shelters” any purchase under \$100,000 by offering three or more certified local small businesses the chance to bid on our products or services.

In 2020, our Sheltered Market program accounted for **\$13 million** (10% of our total procurement spend) with local small businesses. Programs such as our Sheltered Market are essential in promoting a healthy local economy.



Community Education

At MLGW, we believe that lifelong learning is the foundation for a healthy community, from school children to adults who want to know about ways to conserve energy. Therefore, we offer programs to support students, teachers and the community at large in being safe, successful and mindful of energy and water usage, plus conservation. For more information about these programs, call 901-528-4188.

Community Conservation Days

Our Residential Services department usually hosts a number of conservation education events each year throughout Memphis and Shelby County. Our staff travels to all of our MLGW community offices, libraries, museums, colleges and community centers to distribute energy-efficiency kits as well as offer tips on how to save energy. Unfortunately, there were no Community Conservation Days held in 2020 due to the COVID-19 pandemic and its safety protocols.

EnergySmart Memphis



MLGW, in partnership with TVA, provides free, 90-minute EnergySmart Memphis workshops. Trainers discuss common household energy problems, lead hands-on demonstration of weatherization measures and review basic strategies in managing energy costs.

In previous years, attendees received energy kits with compact fluorescent bulbs, a caulk gun, caulking, plastic window covering, gasket insulator and other energy-saving items. The kit is valued at \$100. Workshop opportunities changed with the COVID-19 pandemic, so MLGW held a 2020 City-Wide Virtual EnergySmart Memphis Workshop for participants.

- 300 energy kit were distributed by mail

Once all of the items in an energy kit are installed, customers can potentially save up to 116 kWh on their power bill annually.



Annual MLGW Art Poster Contest

Each year, MLGW holds an annual art poster contest for students throughout Shelby County. In 2020, we targeted online safety. The theme was Technology and featured the introduction of a new family of Power League Superheroes: The Power Bytes with Mega Byte (dad), Giga Byte (mom), Kilo (child) and Peta Byte (family pet). The winners and their art teachers won \$150 gift cards to Michael's Arts & Crafts Store. The winning students were:



K-2nd grade:

Kaiden Stricklen, 1st Grade
Teacher: Amanda Johnson
School: Holmes Road Elementary

6-8th grade:

Alijah D. Wilson, 8th Grade
Teacher: Shon Wilson
School: Home-schooled (Home Life Academy)

3-5th grade:

Libby Baird, 5th Grade
Teacher: Audrey Engstrand
School: Lakeland Middle Prep.

9-12th grade:

Ashley Merriweather, 10th Grade
Teacher: Judy Holmes
School: City University School



Virtual Career Fairs

MLGW often participates in community events such as career fairs, offering speakers and information on careers available in the utility and energy industries. At the 2020 Fall Virtual Career Fair held by Shelby County Schools in November, MLGW President and CEO J.T. Young was a guest speaker talking to more than 7,000 8th and 12th Grade SCS students about information technology and future careers in energy in an online, virtual conference.

MLGW's Neighborhood Leaders Conference was in hiatus in 2019 (due to budget constraints) and in 2020 (due to COVID-19). A revised version of the conference will be held virtually in 2021.



MLGW's Conservation Kid Sam, who presents online conservation ideas, became something of a celebrity, as he was honored at an MLGW Board meeting, and interviewed on NBC Nightly News.

KID TALENT

Community Assistance

During a year hit hard by a pandemic and the financial fallout, many in our community faced challenges that made meeting basic needs difficult. MLGW provides several programs to assist those who may need a helping hand in getting utility assistance or covering basic needs. Whether caused by situations like the pandemic, one-time events or chronic financial troubles, we are determined to help our community members overcome their obstacles.

On Track

MLGW's On Track program assists residential customers with limited incomes manage debt and pay off their utility bills over a period of time. The program focuses on weatherization, financial management and social services. There were 321 customers enrolled in the On Track program in 2020. Our On Track team held a dozen orientations to help our customers get back "On Track" with their bills through energy efficiency and financial management education and access to additional social service resources



Plus-1

A partnership between MLGW and MIFA since 1982, Plus-1 provides one-time assistance for individuals and families hit with unexpected financial crises like the loss of income, a fire or theft. The program is not an ongoing source of assistance. Customers can choose to add a dollar or more to their monthly bill to support families in need in our community. In 2020, \$452,515 was contributed to help our customers, including \$150,000 from TVA and more from our generous customers. We served a total of 1,153 approved households in 2020.



Share the Pennies Home Weatherization Program

Share the Pennies is a voluntary program funded by participating customers whose utility bills are rounded up to the next whole dollar amount. The difference is then donated to the program to fund weatherization grants for homeowners with limited incomes. Weatherization repairs include attic insulation, window replacement, gas and water leak repairs, HVAC and water heater replacements and more.

In 2020, \$1,399,030 was donated to the program. Seventy-five homes were completed despite the temporary suspension of all work for six months due to the COVID-19 pandemic. Dating back to program inception in 2018, Share the Pennies has completed improvements at 463 homes.



To qualify for a grant, applicants must own and live in their home, meet income guidelines (based on 200% of the Federal Poverty Guideline) and meet other eligibility requirements. For a full list of eligibility requirements and eligible repairs, please visit mifa.org/sharethepennies.



Energy Doctor and Rental Ordinance

Whether you own your home or rent one, MLGW can help. We offer free energy audits for both homeowners and renters. Homeowners can find more information at mlgw.com/energydoctor and renters can find more info at mlgw.com/residential/rental_ordinance or call 901-322-5757.

The Memphis City Council adopted the rental housing energy-efficiency ordinance in 2009. It allows MLGW to inspect rental properties that have been identified for excessive energy usage. MLGW Residential Service Technicians look for several energy-wasting problems such as holes in exterior walls and roofs, leaks, insulation issues and non-functional heating or cooling units.



We ensure that minimum energy-efficiency standards are met by the landlord. If necessary, MLGW can take the landlord to Environmental Court if issues are not addressed. Since its inception, all landlords have complied without MLGW having to take any to court.

To schedule an audit, homeowners can go to mlgw.com/energydoctor or call 901-322-7676. Renters can go to mlgw.com/residential/rental_ordinance or call 901-322-5757 for an audit. To speak with someone, customers can call 901-528-4188. In 2020, there were 585 free home energy audits completed for customers.

ENERGY-EFFICIENCY

Volunteering and Giving

MLGW employees have always been eager participants in community volunteer efforts, and 2020 – though very different – was still a very active volunteer year for the Division. We love to give back to the communities we serve. We care! So, despite the necessary masks and COVID protocols, our volunteers were still out in the community helping in any way we were able.

MLGW Volunteer Community Outreach

Memphis Light, Gas and Water volunteers stayed quite active in 2020 during the pandemic. There were fewer events due to COVID cancellations and safety measures, but our dedicated employee-volunteers came together to help our community.

In January, MLGW hosted Power of Warmth, participated in Martin Luther King Day of Service and held SCS Technology Day at Netters Business Center.

MLGW and the Neighborhood Christian Center held a Power of Warmth Senior Services Expo on January 13 offering information on assistance available, including utility bill assistance. MLGW volunteers gave away 100 space heaters and 100 electric blankets to 175 seniors at the Expo.

Working in groups, MLGW employees on MLK Days of Service went door-to-door on January 17 in the neighborhoods around the Dave Wells Community Center on Chelsea delivering energy-efficiency kits to customers. Other MLGW volunteers cleaned up near the community center.

Before the COVID-19 pandemic hit the U.S., MLGW volunteers participated in the Home and Garden Show on February 14-16 and the Southern Women's Show on March 6-8, staffing MLGW information booths and presenting EnergySmart Workshops.

In April and May, MLGW volunteer intake processors began screening applicants for Neighborhood Christian Center's Homebound Delivery Services meals, providing home delivered food/supply boxes to senior citizens, veterans, disabled, permanently homebound and those in quarantine due to COVID-19. MLGW employees and families packed boxes, screened applicants over the phone and delivered meals throughout the pandemic.

In June and July, MLGW hosted Mobile Food Pantries (with the Mid-South Food Bank), distributing needed food to families hit hard by pandemic-related layoffs and challenges, helping **1600** hungry families. We started handing out MLGW CARES packets (containing utility assistance and energy conservation information) to those in line at our mobile pantries. In 2020, more than **10,250** MLGW CARES packets were distributed to those in need with information about resources during the COVID pandemic, LIHEAP utility bill assistance, PrePay, On Track and other available assistance.



In September, MLGW participated in University of Memphis' Campus Schools Virtual Family STEM Night and held a third Mobile Food Pantry at MLGW's Training Center on September 29.

MLGW hosted our first Utility Assistance webinar for social service agencies in October and launched our utility assistance portal. We also held our annual MLGW Art Contest.

MLGW volunteers participated in Shelby County Schools virtual Career Day in November where MLGW President and CEO J.T. Young gave opening remarks. Employees Earnest Holliday and Sailaja Yarlagadda hosted sessions where they spoke about their careers and MLGW.

A fourth Mobile Food Pantry was held in December at the Training Center, and MLGW volunteers packed mask kits for Volunteer Memphis and initiated a project for helping the homeless.

MLGW volunteers in 2020 also assembled **1,500** mask kits for Memphis Makers and used for the Volunteer Memphis Free Masks Mid-South program in November and December. They gave out free masks at 16 different giveaway events and some Food Bank mobile pantries, helping keep many safe during the raging pandemic.



A Virtual United Way Campaign

Memphis Light, Gas and Water employees faced unique challenges for our 2020 United Way Campaign. Area meetings were conducted by most areas' Key Persons on Zoom, the pandemic-necessary medium so many of us used for our meetings. MLGW employees raised an amazing **\$605,071.55** for our 2020 annual United Way Campaign, even more special considering the pandemic raging across the planet.

Key Person training was held virtually for the first time ever, getting area representatives up to speed on how to conduct fundraising in their own areas and achieve success in a challenging environment. Most area United Way Campaign meetings were held virtually on Zoom for safety, and in spite of the challenges, the amount MLGW employees raised was impressive.

United Way Days of Caring in September saw several groups of MLGW volunteers doing projects from cleaning playgrounds to painting to landscaping and cleaning up at local United Way non-profits.

The Annual MLGW/United Way Golf Tournament, our only United Way fundraising event, was held at the Links of Fox Meadows on Friday, Oct. 16. Our duffers and golf volunteers raised over **\$15,000** for United Way in 2020.

Our United Way Campaign chair Chantal Lairy and the MLGW United Way team presented the results for total employee contributions during a virtual February 2021 Board meeting. MLGW employees are proud of the campaign's success!



MLGW's 2020 United Way Campaign Steering Committee held a virtual Key Person training.

UNITED WAY

MLGW's Operation Feed Virtual Fundraiser for Food Bank

Twenty-twenty represented Memphis Light, Gas and Water's first-ever virtual Operation Feed Campaign. Employee donations continued to show our employee's dedication to helping others in our community, especially those going hungry during the raging pandemic. This year's Op Feed campaign set a goal of \$30,000 and beat it with a total of **\$31,770.76 raised** for the Mid-South Food Bank. The virtual campaign featured no Key People as it had in the past. MLGW's Op Feed team considered this one our most challenging years with many employees working from home. But our campaign was once again a success, helping feed our community in challenging times.



THE MLGW WAY





MLGW

SERVING YOU IS
WHAT WE DO