

Your utilities deserve a vacation, too!

Finally... vacation time! But before you firmly close and lock that door, take one last look around your house. Utility usage does not stop when you leave. In fact, unless you made some adjustments before departing, your usage could be nearly as high as when you are home. Before you leave, take some time to flip a few switches, turn a few knobs, and fix a few leaks.

Touch that dial... Start with the thermostat to maximize savings. Nearly 60% of your home's annual energy bill is used for heating and cooling the house. Since you won't be home, why keep the house at your regular comfort level? During the summer, keep the thermostat above 85°, or turn off the air conditioner completely. Factors to consider are the presence of pets, plants and heat-sensitive decorations such as candles and oil paintings.

Getting into hot water... Your water heater maintains water at a constant temperature 24 hours a day, whether or not you are home. But you can adjust the thermostat to its "vacation"

or lowest setting. Since electric water heaters have two thermostats – an upper and a lower – you must adjust both. Electric water heaters can be turned off at the circuit breaker also.

Money down the drain... A constant water drip the size of a pinhead can waste more than 1,500 gallons of water each week. Why not save money on your vacation and repair leaky faucets, toilets and showerheads before you depart?

Shine some light on crime... Use a timer to operate lights instead of burning constantly during your absence. There are several other measures you can take to deter crime while you are away. Stop mail and newspaper delivery. Ask someone to mow the lawn. Have a neighbor pick up your mail.

Saving energy pays... By taking a few minutes to make adjustments around your house, you can have your vacation and save energy dollars in the process!

Winterize before everything freezes!

Remember to winterize your outdoor water faucets and irrigation system before a winter freeze.

Water can freeze inside sprinkler housings and hoses and may burst or rupture parts. Clean and store sprinklers in a dry place.

Disconnect hoses from their water source and drain them of any remaining water. Neatly coil and store hoses in a dry area.

Also wrap and protect outside water faucets.

Space heaters safety

Always follow safety guidelines when using space heaters. Heaters should sit on flat, level surfaces where they will not be knocked over by pets or children. Keep heaters at least three feet away from curtains, books, or anything else that can catch fire. And remember, never leave a space heater running in an unattended room.



Memphis Japan Festival

Recently, the Memphis Japan Festival returned to the Memphis Botanic Garden. MLGW was a Gold Sponsor. The Memphis Japan Festival celebrates the history, culture and people of Japan. A family-friendly, interactive and hands-on experience of Japanese culture featuring food, entertainment, games, crafts and more! MLGW provided information on energy assistance programs and gas price increases. Attendees were able to connect with volunteers from various departments including IT, Customer Care, Engineering and Economic and Community Development.



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.

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Community OUTREACH

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

January/February 2022

Community Outreach is now only available electronically

Community Outreach is now only available online or by email. You can visit mlgw.com/communityoutreach to read or print this and future issues, or receive an email link of the publication by request at: commrelations@mlgw.org.

New Year message from our President

Dear MLGW Customer,

I really wanted to come to you to just say thank you for the opportunity we've had during 2021 to serve your needs. We know it has been a challenging year. You've had a lot of challenges and had to deal with those challenges. And we've done our best to try to make sure that we are engaging with you and giving you the service that you deserve.

We know we have opportunities to improve and we're going to be working on those certainly into 2022. We encourage our employees to be safe in everything that we do, and we want to make sure that as they are engaging with you, they are delivering to you the value that you expect. We appreciate the input that we receive on how we can get better, and I can promise you that we are working diligently to make improvements in those areas.

I hope you've had a safe holiday season and enjoyed quality time with your families. I hope you've enjoyed the blessings we all enjoy in this great community that we are privileged to serve. Thank you again for the opportunity to serve you.

I want to wish everyone a very blessed 2022.

Thank you,

J.T. Young
MLGW President and CEO

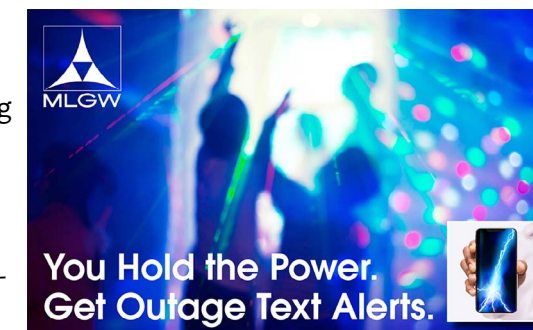


MLGW launches new outage text alert feature

MLGW launched its new outage text alert system recently. The outage text alert feature is designed to keep customers informed via text messaging when an outage occurs at a residence or business.

When an outage occurs customers will be automatically notified via text. A final text message will be sent confirming power restoration. Customers will also be able to reply "STAT" to obtain a status update for their outage or report if the power has not been restored. Initial outages cannot be reported through the outage text alert system yet. In the near future, customers will be able to report outages via text.

This new feature will allow customers to receive instant



updates sent to their mobile devices without using the MLGW app or checking the MLGW outage webpage.

To receive text alerts, customers must have an existing MyAccount setup. Instructions on how to enroll in the outage text alert system can be found on our website at mlgw.com/outagecenter.

In addition to text outage alerts, customers will also still be able to receive

outage updates using our traditional methods of communication including, MyAccount, mlgw.com, the MLGW app and the outage hotline number.

This new feature provides useful and engaging ways to keep MLGW customers informed and connected.

New year, new goals!

Greater Memphis has a Financial Empowerment Center (FEC) to provide local residents with free, continued one-on-one financial counseling

Have you set financial goals for 2022? Do you want to manage your finances better? Pay down debt? Increase savings? Establish and build credit? Open a checking or savings account? The Greater Memphis Financial Empowerment Center (GMFEC) can help!

The GMFEC, launched in 2019, offers professional, one-on-one financial counseling and coaching as a free public service to local residents. Since its creation, the GMFEC has assisted over 825 clients reduce over \$1 Million in non-mortgage debt.

Professionally trained and certified FEC counselors are available to schedule virtual financial counseling appointments with individuals and families to help them reach their financial goals.

For additional information, visit gmfec.org. To make an appointment, call 901-390-4200.



MLGW's Power of Warmth program provides timely help

To start the year on a high note, Memphis Light, Gas and Water Division, in partnership with Neighborhood Christian Centers Inc., once again is distributing one hundred electric

blankets and one hundred space heaters to eligible customers. Qualified low-income seniors and disabled residents benefited from the assistance through the Power of Warmth program.

MLGW's eighth mobile food pantry at Iglesia Nueva Vida

MLGW held another mobile food pantry in partnership with the Mid-South Food Bank on Friday, December 3 at Iglesia Nueva Vida Church on National Ave. Staffed by our army of MLGW volunteers, this was the first pantry held in conjunction with the Latino community. The first person in line for the Food Pantry arrived at 5 a.m.

MLGW and the Food Bank have held several Mobile Food Pantries since the pandemic began, and the need is still great as Memphis communities try to recover.

The food MLGW volunteers passed out included milk, butter, sweet potatoes, red potatoes, broccoli, spinach, cantaloupe, bran cereal, trail mix, sausage, vegetable soup, black-eyed peas, apple sauce and assorted meats.

"We partnered with Iglesia Nueva Vida for this food pantry in their neighborhood," said coordinator Beverly Perkins, Corporate Social Responsibility. "And we look forward to working



with them in the future to serve the Spanish-speaking community in other parts of the MLGW service area."

Utility assistance resources

Utility assistance is available through community agencies in Memphis and Shelby County. There are multiple groups that offer help with utility bills including the Shelby County Community Services Agency, or CSA. Visit their website at shelbycountycsa.org or call 901-222-4212. MIFA offers emergency utility assistance. Visit mifa.org for details. Rent and utility assistance are also available through a federal grant; visit home901.org or text HOME901 to 21000 to get started. You can also call 211 for help if you do not have internet access. Shelby County Department of Planning and Development provides help through the COVID-19 Mortgage and Utility Assistance Program for residents living outside of Memphis.

This includes Arlington, Bartlett, Collierville, Germantown, Lakeland, Millington and unincorporated Shelby County. Email scap@shelbycountyttn.gov or online shelbycountyttn.gov/Community-Services/Coronavirus.

The City of Memphis also provides \$1 million in aid and partners with MLGW, the Neighborhood Christian Center and the Department of Human Services to help Memphis residents through its Utility Assistance Fund. Applicants need to provide their disconnect notice to DHS via the office drop box, mail or online. Harship cases can go online (ncclife.org) or pick up an application at the NCC on 233 Scott Street.

10 low-cost steps you can take this winter

1. Caulk and weatherstrip around windows and doors to stop air leaks. Seal any gaps in floors and walls around pipes and electrical wiring.
2. Change filters monthly.
3. Replace incandescent bulbs with LED bulbs.
4. Repair air leaks and seal and insulate heating system ductwork.
5. Add insulation to your attic, crawl space and any accessible exterior walls. Add pipe insulation to the first five feet of water pipe coming from your water heater. Install light switch and electrical outlet seals on exterior walls.
6. Install an ENERGY STAR® programmable thermostat appropriate for your type of heating system and set it at 68° for heating.
7. Look for the ENERGY STAR® label when replacing large or small appliances.
8. Wrap your water heater with insulation or install an insulation blanket.



9. Install aerating, low-flow faucets and shower heads and repair leaky faucets.
10. Use power strips for home electronics and turn them off when equipment is not in use. TVs and DVD players still use power when plugged in to an outlet.

Winter homeowner safety tips for natural gas

If you have a gas stove or furnace, make sure the flame burns steady and blue. A yellow/orange tipped, dancing, hissing or shapeless flame is a sign of incomplete combustion which results in dangerous carbon monoxide build-up. Carbon monoxide is odorless and causes nausea, headaches, dizziness and fatigue. If you suspect exposure, seek medical help immediately. Have gas appliances inspected and serviced annually, and make sure they are properly vented. Never heat your home with a gas stove; that's a fire and carbon monoxide

hazard. Natural gas smells like rotten eggs or sulfur.

If you smell gas:

- Leave the area immediately.
- Do not smoke or use anything that produces an open flame.
- Do not operate electrical or battery powered equipment, light switches, flashlights or any phones. A small spark could cause an explosion.
- Call MLGW at 528-4465 or 9-1-1.

Gas pipelines: Keep your family safe

Besides being prepared for the dangers of severe weather, some knowledge about natural gas safety is critical. It is important to know how to be prepared and keep your family safe in the event of natural gas pipeline problems.

Be aware of where natural gas transmission pipelines are located in your area. Pipeline markers are yellow. If your home is close to a major gas-supply pipeline, you should know what to do and where to go in case of a pipeline emergency.

When warned to evacuate the area, do so immediately, especially if you smell a strong gas odor. Don't use anything electrical, especially light switches, flashlights, cell or landline phones.

Almost 60% of natural gas pipeline accidents are caused by damage from excavation or construction. Other causes include damage



by vehicles or corrosion. Whenever you plan to dig on your property, check to see where your home's underground gas lines are located, even for spring planting.

Call 811 before digging in order to have your underground gas (and electrical) supply lines located and marked. Failure to do so could result in an explosion (or electrocution). Plus, it's the law.

Simply call 811 at least three days before you plan to dig to arrange for a representative to come out and mark the location of your underground pipes and cables. Don't dig until they have done so.

For gas appliance safety, make sure your gas appliances and furnace are properly vented and inspected annually by a licensed professional.

For more info on natural gas safety, visit mlgw.com/residential/811.