

# Community OUTREACH

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

January/February 2023

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## Memphis City Council approved 12th MLGW President and CEO

Members of the Memphis City Council approved Doug McGowen as the new President and CEO of Memphis Light, Gas and Water. McGowen was Memphis Mayor Jim Strickland's pick to lead MLGW.



MLGW's Board Chairman, and acting President and CEO, Mitch Graves, said, "Doug is a great selection to be the next leader of Memphis Light, Gas and Water. He is a disciplined executive who is brilliant at executing. I look forward to supporting him."

As Chief Operating Officer for Memphis, McGowen directly

managed and oversaw all city departments and related agencies. Before his COO role, he served as Executive Director of Innovate Memphis. Before joining the City of Memphis, McGowen served as a commissioned officer in the United States Navy, retiring as a Captain in 2011 after 26 years of service. His last assignment was as Commanding Officer of the Naval Base in Millington, TN. He graduated from Virginia Military Institute (B.S., civil engineering) and the Naval War College (M.A., national security).

At Memphis Light, Gas and Water, McGowen will be responsible for the day-to-day operations of the nation's largest, three-service public power utility, serving more than 440,000 customers in Memphis and Shelby County.

## Dana Jeanes named CFO of the Year by *Memphis Business Journal*

A very well-deserved honor was bestowed upon our own Dana Jeanes. *The Memphis Business Journal* named him CFO of the Year in October.



Dana is a licensed CPA, an electrical engineer with a B.S. from Christian Brothers University and has an MBA from the University of Memphis. Dana started his career at MLGW in 1987 as an energy engineer. He then moved on to become budget

manager, controller and now SVP, CFO, CFO, Secretary-Treasurer where his responsibilities include financial operations, the pension, IT, and shared services (security, purchasing, inventory, and equipment).

Dana says overall success is measured by balancing customer reliability of service against the price charged. His goal is for MLGW to provide affordable rates in conjunction with high reliability and service.

## Pathways2Possibilities

The Greater Memphis Chamber and Workforce Mid-South teamed up to co-host the interactive 2022 Pathways2Possibilities Greater Memphis Career Expo recently at the renovated Renasant Convention Center in Downtown.

We had more than 6,000 eighth graders and opportunity

youth (ages 16-24) and more than 76 businesses participate over the course of the expo — which we think makes it the largest career fair for youth in our city's history. There was everything from ice sculpting to robots — opportunities literally from womb (nursing) to tomb (mortuary services).

## Operation feed has a banner year

The 2022 Operation Feed campaign collected nearly \$50,000 for the Mid-South Food Bank — the largest amount since 2007. The actual amount was \$49,328.97. These donations go towards feeding children, families and seniors. Currently, the Mid-South Food Bank distributes an average of 4 million meals a month through a network of 300 partner agencies in 12 counties in West Tennessee, 18 counties in North Mississippi, and one county in Arkansas.

At a recent awards ceremony, Co-chairs Liz Williams, Client Services, and Joan Brown, Gas Engineering, were among the employees recognized for leading the successful campaign. Former President and CEO J.T. Young was the top individual donor. The top area donation went to former Chief Customer Officer Jim West and the Residential Care Center. Cliff DeBerry, Vice President of Construction & Maintenance, was the executive sponsor. He proudly presented the results to the Board at a recent Board of Commissioners meeting.



L to R: Alonzo Weaver, Chief Utility Officer; Liz Williams, Nicole Willis, Mid-South Food Bank; Cliff DeBerry Jr. and Mitch Graves, MLGW Board of Commissioners Chair.



## 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 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 phones or landlines.

Almost 60 percent 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/about/brochures](https://mlgw.com/about/brochures).



# 10 low-cost steps you can take this winter

- 1. Caulk and weather-strip 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 duct-work.
- 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°F 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.

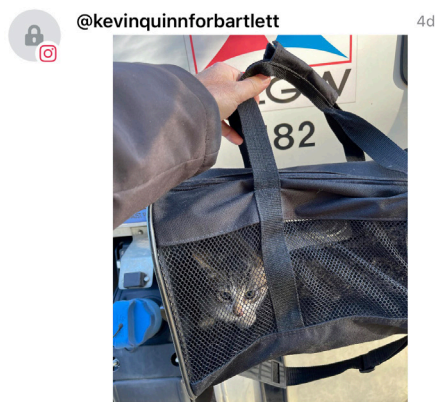


10. Use power strips for home electronics and turn them off when equipment is not in use. TVs and DVD players still use power when plugged in to an outlet.

## Commendation Corner

Jason Dennington, Communications Control, was recognized by a customer on Instagram:

“Many thanks to @mlgwofficial lineman Jason Dennington who helped me stop traffic on Sycamore View & North to save this fur baby. She’s on her way to the Bartlett Animal Shelter where she’ll get lots more loving.”  
– Kevin Quinn



Many thanks to @mlgwofficial lineman Jason Dennington who helped me stop traffic on Sycamore View & North to save this furbaby. She’s on her way to the Bartlett Animal Shelter where she’ll get lots more loving.

#mlgw #quinnforbartlett #cityofbartlett #bartletttn #bartletttennessee #bartlettanimalshelter #adoptdontshop #kittens

Terrance “Cody” Childress, Water Meter Shop, was recognized in a customer email:  
“MLGW sent a very knowledgeable technician out today. He was gracious enough to explain the situation in layman terminology. The leak is in the PCV pipe behind the property coupling. (I saw it.) He showed me the MLGW side and the residential side (neighbor side). He also opened my side to show me the difference of one working properly (my

side). The young man cut the water off and replaced the city and property gaskets as well. Sorry this is so long, but what GREAT customer service I received TODAY!! Please let his supervisor know of his outstanding work ethic.”  
– Les Taylor

Tiffany Robinson, Business Solutions Center, received this shout out on Facebook:

“Just wanted you all to know that I just called MLGW Business and spoke to Tiffany to transfer my service to a new location. She was phenomenal! Extremely professional and pleasant and I couldn’t be happier with the short time I spent on the phone and the ease at which she made everything happen. Great job!!!!!!”  
– Ken Cope

Kenyardo Mack and Jennifer Price, Corporate Social Responsibility, received this commendation in an email to supervisor Beverly Perkins:  
“I am emailing you to let you know that your On-Track team is awesome. Mrs. Jennifer went above and beyond to assist me with my account. I had been having a tough time receiving communication from CSA which put my account at risk. Not only did Mrs. Jennifer allow me time to get the problem resolved she also assisted me in getting it resolved. I also want to recognize Mr. Ken for all his hard work as well. They have really worked with me and informed me of ways to get assistance from the community. The On-Track team rocks and I wanted to shed light on how awesome they really are.”  
– Erica Russell

# A special day for athletes and some MLGW employees

The St. Ann Special Athletes Fun Day began over three decades ago as a ministry of St. Ann Church in Bartlett. Athletes from every school, church and care organization throughout the Memphis area are invited to participate in this much-loved annual event. It provides fun and fellowship for special children and adults ages 6 and up. These special people can compete in several track and field events, including the 25-meter dash, softball throw, soccer kick, Frisbee throw and bean toss, as well as events designed just for wheelchair participants.



John Marr, Reliability Power Quality, greets his daughter, Amy, before she “lights” the torch built by MLGW workers and fueled by natural gas.

## Flame & Spark Awards light up the night

The 25th annual Flame and Spark Awards were held on November 3 at the Halloran Center and kicked off with a red carpet and reception. Tamara Pate, Supplier Diversity, and Board member Leon Dickson served as co-hosts for the awards ceremony. The award recipients included minority-owned businesses Pete Mitchell & Associates, W&T Contracting Corporation, Onyx Technology, and Tate Computer Systems; local owned business CTD Staffing; and woman-owned businesses Automotive Tool Group & Mason’s Professional Services. The Lifetime Achievement award was presented to Jozelle Booker, president and CEO of the Mid-South Minority Business Council Continuum. (She was formerly the MLGW Supplier Diversity Officer.) Several MLGW employees also were recognized for their service and hard work. Igniters award recipients were Randy Orsby, Procurement & Contracts; Von Goodloe, Vice President of Shared Services; and Dana Jeanes, SVP, CFO, CAO and Secretary-Treasurer. Currently, supplier diversity participation is 42 percent of MLGW’s total procurement spend.




MLGW Supplier Diversity celebrated 25 years of being intentional in growing minority, women and locally owned small businesses at the Flame & Spark Awards ceremony on November 3. Tamara Pate, Supplier Diversity, and Board member Leon Dickson are pictured here with George Hilliard of Pete Mitchell & Associates.

## MLGW in the Community

Community outreach and volunteer programs are always part of MLGW’s schedule. Some of the upcoming events that MLGW will be participating in include the following:

- Jan. 13 – Frayser Raleigh Senior Center, 3985 Egypt Central, 10 to 11 a.m.
- Jan. 24 – Palmershire Park Community Association, Greater Galatian Baptist Church, 2418 Jackson Ave, 6 p.m.

- Jan. 28 – MSCS Schools Choice Showcase at Hickory Ridge Towne Center, 11 a.m. to 2 p.m.
  - Feb. 10-12 – Mid-South Home and Garden Expo, various times
  - Mar. 18 – The Healing Races of Memphis, 4523 Elvis Presley Blvd, 9 a.m.
- If you would like for MLGW to participate in your meeting, fair or festival, please complete the form at [mlgw.com/speaker](http://mlgw.com/speaker).



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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