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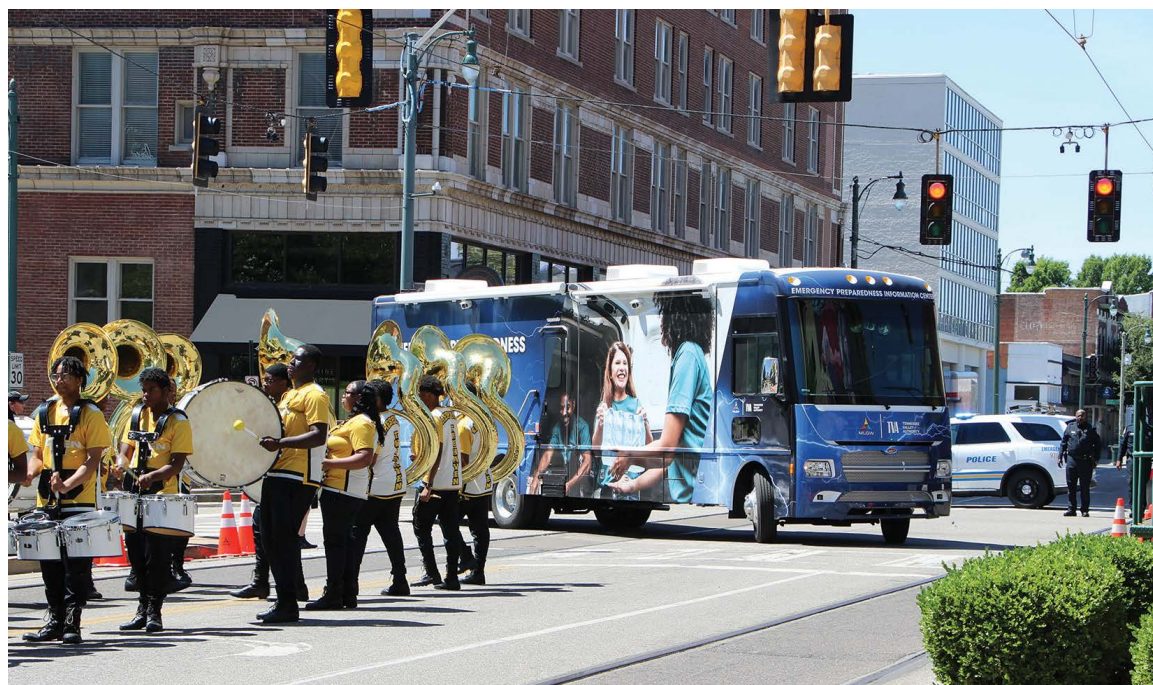
Community Outreach is now only available online or by email. You can visit mlgw.com/communityoutreach to read or print this and future issues, or receive an email link of the publication by request at: commrelations@mlgw.org.

It was EPIC!

The launch of our Emergency Preparedness Information Center (EPIC) on wheels was a success on Thursday, May 14. Leading the downtown celebration, the Whitehaven High School "Sounds of Perfection" marching band introduced EPIC in full spirit and sound as it rolled into view. "This is a manifestation of our intent to serve you," said President McGowen.

Among the speakers attending the EPIC ribbon cutting ceremony were Paul Young, Mayor of Memphis; Jana Swearingen-Washington, Memphis City Council Chair; James Lewellen, MLGW Advisory Board Member; and Amy Tate, TVA Vice President, Government Relations; all of whom highlighted MLGW's unique achievement.

EPIC is a mobile command center, a one-stop shop, a place where the utility will share updates on repairs and help customers with their bills or any other services used. To learn more about EPIC and request an EPIC visit, go to mlgw.com/EPIC.



MLGW and TVA had a ribbon cutting ceremony for the Emergency Preparedness Information Center (EPIC) on May 14 in front of the MLGW Administration Building. The RV was led by the Whitehaven HS "Sounds of Perfection" marching band to the event area.



10 schools awarded \$10,000 each

Recently, MLGW and representatives from TVA announced that 10 Memphis City-Shelby County Schools will receive \$10,000 each as part of TVA's School Uplift program.

In just five years, the program has invested close to \$13M to help more than 440 schools across the TVA service area. Participating schools have healthier air and save an average of 10% on their energy bills thanks to the School Uplift program.

Program funds are awarded based on the score each school achieves by cutting energy waste, engaging the school community and with a need-based assessment to determine which facilities could achieve the greatest energy savings. Award winners for the 2025-2026 school year are listed below.

This year, \$100,000 is being invested into local schools in the MLGW service territory. Through the School Uplift program, TVA and MLGW awarded \$10,000 each to the following schools:

- Booker T. Washington High School
- City University School of Liberal Arts
- Evans Elementary School



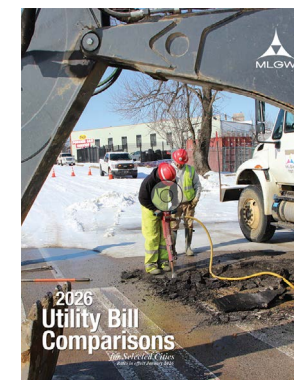
Hickory Ridge Elementary was a 2024-2025 winner.

- Germanshire Elementary School
- Harding Academy of Memphis
- Hawkins Mill Elementary School
- John P. Freeman Optional School
- Keystone Elementary School
- Memphis School of Excellence Elementary Cordova
- Ridgeway Middle School

MLGW is among the best in the country

MLGW's typical winter residential bill (\$304.02) came in second to Reno, NV (\$269.48) in the recently released 2026 Utility Bill Comparison survey. Last year, MLGW had the lowest bill among the 39 cities surveyed.

History still holds true. Our customers have spent less on their winter utility bills than their counterparts in many metro areas, ranking among the lowest winter



bills for the last 10 years. MLGW continues its commitment to low rates and great value.

Each year we strive to not only deliver the best possible price, but also the highest quality service. One way we measure our performance is to examine how Memphis' typical winter bills compare to other cities. The cities include many that are geographically close to Memphis as well as utilities that are similar in size.

All costs covered in this survey are based on published rates effective January 2026. Visit mlgw.com/ratesurvey to review the report.

MLGW water system scores 98% on state inspection of public drinking water

Memphis Light, Gas and Water received a score of 98% (or 591 of 599 points) on a sanitary survey of its water system by the Tennessee Department of Environment and Conservation.

According to TDEC, a sanitary survey is an onsite evaluation and documentation of a water system's capabilities, operations, sources, facilities, treatment process, equipment, distribution network, monitoring, reporting and data verification, pump facilities, controls and overall management needed to continually provide safe

drinking water. The TDEC survey is conducted once every two years; the latest survey took place from April 20-23. The 2026 survey noted no significant deficiencies and was placed among the state's "approved" water suppliers. MLGW's Water Quality Report can be reviewed here: mlgw.com/waterqualityreport.



TVA EnergyRight/MLGW Incentive Presentation to St. Jude

In less than two years, St. Jude has completed five projects among five buildings on campus that have garnered over 20,000,000 kilowatts/hour (kWh) in total energy savings, enough energy to power 2,849 homes for an entire year! Thanks to \$1,047,337.91 in energy efficiency incentives from TVA EnergyRight for Business & Industry in partnership with MLGW, St. Jude was able to reduce enough upfront project costs to bring their initiatives to fruition.

Recently, MLGW and TVA presented St. Jude Children’s Research Hospital with a check representing \$1 million in earned energy-efficiency through TVA Energy Right’s Business & Industry Incentive Program. The recognition highlighted the strong partnership among St. Jude, TVA and MLGW in advancing sustainability, operational efficiency and financial stewardship.

“Today is much bigger than giving away a check. It represents what happens when we come together in Memphis,” said Timothy Davis, VP of Customer Experience and Energy Services.



This group photo shows Maria Megdal, St. Jude Executive VP & CAO; James Downing, St. Jude President and CEO; Kevin Jones, St. Jude Interim VP of Facilities Operations and Maintenance; Mitch Graves, TVA Board of Commissioners Chair; Dan Pratt, Senior VP Customer Relations & Economic Development; and Timothy Davis, MLGW VP of Customer Experience and Energy Services.

MLGW employees present check to United Way



As is customary every year, MLGW employees across various departments worked on a campaign for United Way of the Mid-South in 2025. Their efforts culminated in the presentation of a \$724,737.38 check during the Wednesday, May 6, MLGW Board of Commissioners meeting.

This impressive total was raised through the collective philanthropic efforts and personal payroll pledges of MLGW employees across multiple departments, with 100% of the funds coming directly from the workers themselves rather than corporate dollars.

MLGW has a long-standing history of robust community involvement with the United Way, often ranking in the top six for per-capita donations to the United Way of the Mid-South. Our annual campaign features a wide variety of employee-led events, and we also participate in hands-on volunteer efforts like the annual United Way Day of Caring.

MLGW meets with Neighborhood Watch

Recently, the North Parkway-Forrest Neighborhood Watch Association welcomed members of MLGW's Energy Services and Water Distribution teams to speak at a meeting. Our Customer Programs and Services employees provided information about the Share the Pennies Home Weatherization Program. Then, two of MLGW's Energy Doctors gave examples of ways customers can make their homes more energy efficient. Representatives from our

Water Distribution department told Watch members about MLGW's Private-Side Replacement program and urged those who are eligible to sign up and submit a right of entry form. All customers received energy-efficiency kits. To request MLGW’s participation in your meeting or event, visit mlgw.com/speaker.

MLGW strengthens safety and revenue protection with the help of committed employees

Utility theft poses serious safety risks, including fires from illegal electrical hookups, contaminated water from unauthorized connections and explosions caused by gas tampering. MLGW faces hundreds of diversion cases each year that endanger customers and employees.

To counter these hazards, MLGW’s cross-departmental team developed a geospatial system using ArcGIS Field Maps, Dashboards, Samsara telematics, FME and enterprise integrations. This “Utility Diversion Case and Field Safety” initiative provides investigators with real-time data to prevent accidents and recover losses.

The program began with an idea from investigator David Armstrong, a 24-year MLGW veteran and member of the Tennessee Army National Guard. During his military service, Armstrong used command-and-control mapping tools, software designed to track conditions on the ground and support rapid decision-making. He saw an opportunity to apply a similar approach to field investigations at MLGW.

Inspired by those military mapping tools, Armstrong collaborated with MLGW GIS experts Naim Hredoy and Michelle Patton to centralize case tracking and hazard identification, improving organizational safety.

Electric, water and gas theft each create unique dangers, from structure fires and outages to contaminants like parasites and chemicals, and explosive gas leaks. The GIS platform allows faster detection and safer responses to all these threats.



A GIS workflow designed for the field

Investigators use Field Maps to access:

- Diversion cases
- Hazard locations
- Hotspots for gang activity and shootings
- Clevest work orders
- Samsara vehicle locations
- Fraud-intensity zones (kernel density surfaces)

Staff can see location history, case records and hazards before visiting a property. A simple workflow helps teams log hazards quickly with dropdown lists and forms for consistent reporting. Field agents can locate colleagues and get directions through Google or Apple Maps during emergencies.

MLGW and the Community

- July 15** – BOMA Memphis Luncheon, Lichterman Nature Center, 5992 Quince Rd., 11:30 a.m.-1 p.m.
- July 17** – Memphis Public Libraries Senior Health Fair, Benjamin L. Hooks Library, 3030 Poplar Ave., 11 a.m.-3 p.m.
- July 18** – Life C.O.G.I.C. Community Resource Expo, 918 N. 7th St., 10 a.m.-2 p.m.
- July 26** – Amigos Foundation Back to School Fair, Monarca Salon, 4350 Stage Road, noon-4 p.m.

Aug. 7 – City of Memphis Safey Fair 2026, Pipkin Building, 940 Early Maxwell, 9 a.m.-1:30 p.m.

Aug. 12 – Expo4Seniors, Great Hall and Conference Center, 1900 S. Germantown Rd., 10 a.m.-1 p.m.

Aug. 29 – Shelby County General Sessions Court Clerk's Community Resource Expo, 3678 Powers Rd., 9:30 a.m.-12:30 p.m.

Community outreach and volunteer programs are always part of MLGW’s schedule. If you would like MLGW to participate in your meeting, fair or festival, please complete the form at mlgw.com/speaker.

TEXT ALERTS HELP YOU REMEMBER: Would you like a nudge in the form of a text message letting you know when your next utility bill is due? If you do, MLGW’s Text Alerts program is perfect for you. We will send you a text message notifying you of billing due dates or impending cutoffs. All you will need is your 16-digit MLGW account number and the access code found on your MLGW bill in order to sign up. Sign up now at mlgw.com/textalerts.

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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