

## Power Up Memphis

On the latest segment of *Power Up Memphis*, MLGW Vice President of Community and External Affairs, Gale Jones Carson, spoke to Derrick Dones, Supervisor, MLGW Residential Energy Services, who provided an update on the Division's Share the Pennies Program, and gave viewers energy tips for the summer. Find out what you can do to conserve your energy and control your usage during these unprecedented times to save on your utility bill.

Also in this segment of *Power Up Memphis*, Tamara Pate, Coordinator at MLGW Supplier Diversity, shared



how the Division's supplier diversity works and explained the challenges that some small minority owned businesses have endured during COVID-19. She was joined by Adrena and Wendell Jackson, owners of Eggxactly Breakfast & Deli. The couple has worked with MLGW's Supplier Diversity program and shared how the program helped them pre-pandemic and how they managed to stay afloat. You can watch the show on MLGW's YouTube Channel.

## Power Pivot: your digital front door

For the June 3 webinar, Gale Jones Carson, MLGW's Vice President of Community and External Affairs, spoke with Danielle Reid, Director of DR & Associates, and Tiffany Burton, MBA, CF, Chief Executive Officer of Williams & Burton Financial Consultant, LLC. about the adjustments, like reducing in-person

contact, that small businesses were forced to make due to COVID-19 and how they were able to survive and thrive to create a new normal for themselves.



The webinar also featured as guests, James Longmire II, MSN, RN, NP, founder of Longmire Health Group, and Keosha Perry, owner of KP Design Studios. View the webinar replay [here](#).

## EmPOWERING Sustainable Neighborhoods

MLGW's annual Neighborhood Leaders Conference is going virtual through a series of quarterly training sessions for community leaders. Our theme for the year is "EmPOWERING Sustainable Neighborhoods" and will feature sessions to serve as a catalyst for creating places where people want to live now and in the future.

Each Zoom meeting will be held from 4-5 p.m. Be sure to mark your calendar for the upcoming sessions:

- August 26 – Plugging into Electric Vehicles - As automakers expand the distance, performance, style and price options for

electric vehicles, the EV market is growing. Plug in and learn what you should consider when choosing an EV and the local EV charging network.

- October 28 – Creating Sustainable Neighborhoods - Sustainable neighborhoods are communities that are socially, environmentally and economically healthy. Hear what a few Memphis neighborhood groups are doing to achieve that goal. Participation for the sessions is free but requires registration. To register for upcoming sessions or to review past sessions, visit [mlgw.com/community/publiceducationprogram](http://mlgw.com/community/publiceducationprogram).

## MLGW holds its 6<sup>th</sup> mobile food pantry

MLGW's Corporate Social Responsibility area held recently its sixth mobile food pantry since the COVID-19 pandemic started. On June 24, from 10 a.m. until 2 p.m., dozens of MLGW volunteers distributed free food to people in need at the McFarland Community Center, located at 4955 Cottonwood Drive in Memphis.



### Utility assistance available

Shelby County Community Services Agency's Low-Income Home Energy Assistance Program (LIHEAP) has funds available for utility assistance. If you received assistance prior to October 1, 2020, you are encouraged to apply! To see if you qualify, call 901-222-4200.

Are you or someone you know homeless or looking to move but can't obtain new utility services because of an old or delinquent utility account? If so, Shelby County Community Services Agency has funds available to assist with your delinquent account. Call 901-222-4232 to see if you qualify.



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

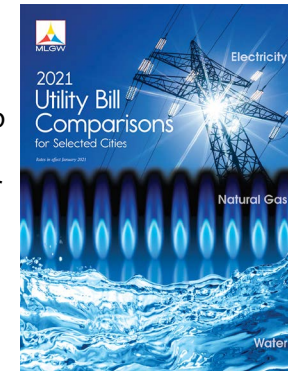
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## Community Outreach is now only available electronically

Community Outreach is now only available online or by email. You can visit [mlgw.com/communityoutreach](http://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](mailto:commrelations@mlgw.org).

## Memphis: 10 years among lowest winter utility bills

For 29 years, Memphis customers have spent less for their winter utility bills than their counterparts in many metro areas, capturing the top ranking 17 times since 1992. The 2021 ranking includes what a homeowner would pay for 1,000 kilowatt-hours (kWh) of electricity, 200 cubic feet (CCF) of gas and 10 CCF of water. Wastewater is no longer included. Dollar amounts have been rounded.



| Participating cities | Indianapolis, IN | Oklahoma City, OK  |
|----------------------|------------------|--------------------|
| Atlanta, GA          | Jackson, MS      | Omaha, NE          |
| Austin, TX           | Jackson, TN      | Orlando, FL        |
| Baltimore, MD        | Jacksonville, FL | Philadelphia, PA   |
| Birmingham, AL       | Knoxville, TN    | Phoenix, AZ        |
| Boston, MA           | Las Vegas, NV    | Reno, NV           |
| Charlotte, NC        | Little Rock, AR  | Salt Lake City, UT |
| Chattanooga, TN      | Los Angeles, CA  | San Antonio, TX    |
| Chicago, IL          | Louisville, KY   | Seattle, WA        |
| Dallas, TX           | Miami, FL        | Springfield, MO    |
| Denver, CO           | Milwaukee, WI    | St. Louis, MO      |
| Detroit, MI          | Nashville, TN    | Washington, D.C.   |
| Houston, TX          | New Orleans, LA  |                    |
| Huntsville, AL       | New York, NY     |                    |

### Guidelines used in providing the utility figures:

- Calculations are based on monthly consumption.
- Seasonal rates are used when applicable.
- Special early payment discounts are excluded.
- Time differentiated rates were excluded.
- Taxes not booked as revenue by the utility are excluded.
- Special rates are not used for electric space heating and water heating.

### Survey history

The largest three-service municipal utility system in the nation, MLGW delivers electricity, natural gas and water throughout Memphis and Shelby County. Each year we strive to not only deliver the best possible price, but also the highest quality service. We surveyed 39 cities, including many that are geographically close to Memphis, as well as utilities that are similar

in size to MLGW. All costs covered in this survey are based on published rates effective January 2021. MLGW started collecting data on rates in the early 1990s. Memphis continues to outperform many cities in terms of what customers pay for electricity, natural gas and water services. MLGW's financial management remains a driving force in keeping utility bills as low as possible. We are proud to present the 2021 Utility Bill Comparisons for Selected Cities. MLGW, a division of the City of Memphis, compiled the data. The survey compares residential, commercial, and industrial electric, gas and water bills at various usage levels with rates in effect January 2021. Only FIRM RATES are used. Cities were selected on the basis of size and geographic location. The report is available online at [mlgw.com/ratessurvey](http://mlgw.com/ratessurvey).

**MLGW in the Community:** Due to coronavirus (COVID-19) precautions, many community events have been postponed or canceled. Due to social distancing measures, our MLGW in the Community section will be in hiatus until events resume.

**Please note:** We encourage customers to use MLGW's My Account as a safe option as our community offices are closed to walk-in customers. Signing up is easy. Go to [mlgw.com](http://mlgw.com) or download our app.

## Heath Consultants conduct gas leak surveys for MLGW

In the interest of protecting life and property, MLGW is required by law to routinely survey all gas services for leaks. This survey is over the full length of the gas service from the street to the gas meter.

For more than 20 years, MLGW has contracted with Heath Consultants, a national company with offices throughout Tennessee, to perform these surveys of our gas system. Heath employees can be identified by their MLGW safety

vests and MLGW identification badges. In the event Heath employees are unable to get to a customer's gas meter, Heath representatives may call to arrange access to meters. This phone call may originate from Heath's Nashville office and therefore show a 615-area code on caller IDs. Please help ensure the safety of our community by working with Heath Consultants to grant access to gas meters and conduct a complete leak survey of your gas

## Put your utilities on vacation!

The suitcases are packed, reservations have been made and tickets are tucked in your pocket. You take one last look around the house, and firmly close the door. Vacation time at last... Wait! You have forgotten one very important detail. Utility usage does not stop when you leave the house. In fact, unless you made some adjustments before departing, your usage could be nearly as high as when you are home. Before you close the door, 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 percent 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 degrees, or turn off the air conditioner completely.

**Getting into hot water...** Your water heater maintains water at a constant temperature 24 hours per day, whether or not you are home to take a hot bath. Fortunately, you can turn the water heater into an energy saver by adjusting the thermostat to its "vacation" or lowest setting.

**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?

**Plug into savings...** Unplugging television sets, computers, stereos, and other electronic equipment will not save much money but will protect appliances from potential electric surges.

**Shine some light on crime...** Use a timer to operate lights instead of them burning constantly during your absence. Install on lamps in various rooms and set to operate at different times for a real "at home" look. There are other measures you can take to deter crime while you are away, like stopping mail and newspaper delivery, and asking someone to mow the lawn.

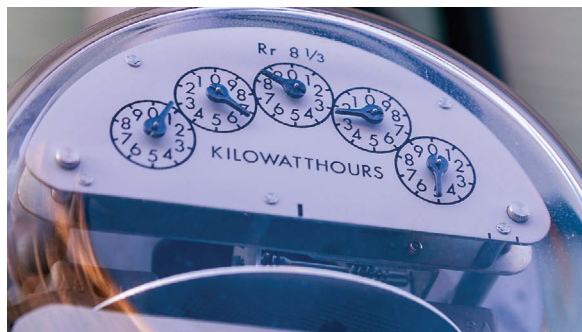
**Saving energy pays...** By taking a few minutes to make adjustments around your house, you can have your vacation and save energy dollars, too!

## Five free things you can do to save energy in the summer

- Adjust your thermostat. In the summer, set your thermostat to 78°. If the temperature change is too drastic, raise the thermostat one or two degrees each week until you are comfortable at 78°.

- Use ceiling fans or box fans to create a breeze that will make you feel five degrees cooler. For each degree you set the thermostat below 78°, your monthly cooling costs will increase about six percent.

- Block drafts around doors and windows. If you felt cold air seeping under doors and windows during the winter, remember to block those air leaks during the summer, too. Roll up thick towels and place inside against the bottom of closed exterior doors and on windowsills to block air leaks. Close your curtains or blinds during the day to block out the sun. Keep exterior doors and windows



closed. If your house has storm doors or storm windows, make sure they are closed tightly.

- Adjust your water heater temperature. A setting of 120° or "warm" provides hot water and reduces the risk of scalding.

- Cook, wash laundry and do other chores in the morning or late evening. Household chores that produce heat and moisture increase the indoor temperature, making your air conditioner work harder. Do these activities during the cooler hours of the day.

Consider drying clothes outdoors instead of using the dryer; it will keep your house cooler and save you money.

Visit us at [mlgw.com](http://mlgw.com) to find out more ways you can save, calculate savings from different thermostat settings and learn what to shop for when buying appliances.

## MLGW attempts to return to "normal" with Cinco de Mayo celebration

As a way to start getting back to "normal" at what seems to be nearing the end of the pandemic, MLGW participated in a Cinco de Mayo celebration in Memphis, which featured music, culture, food and an MLGW booth with volunteers who handed out useful information and giveaways to attendees. Brochures and flyers in both Spanish and English prepared by our Corporate Social Responsibility area were provided. The event, initially scheduled outdoors, had to be moved indoor at the last minute because of the rainy weather. The music was loud and fun, and the food varied and wonderful.



## MLGW Hero: Bobby Brown

Bobby Brown heard a loud noise, then screams for help. Less than a block away, he just reacted – and in doing so, saved a man's life.

It was the afternoon of Wednesday, June 2. Brown, an eight-year employee in MLGW Gas Distribution, was in the process of finishing his work at the intersection of Chelsea Ave. and N. Second Street when the noise from a nearby private construction site startled him.

Brown ran over to the site where there were screams for help as one of the construction workers struggled to get out of an excavation. The unidentified young man had severe deep cuts to both legs and was losing blood, Brown said. The situation was desperate, and Brown knew he had to help.

Instinctively, Brown—taking deep breaths to keep his calm—took belts from the man's co-workers and used them as tourniquets to apply pressure to the wounds and slow the bleeding. He called the MLGW Control Room and they dispatched the Memphis Fire Department and paramedics.

Brown, who credited watching documentaries for his ability to know what to do, stayed with the young man until the paramedics arrived about 10 minutes later.

Memphis Light, Gas and Water Division applauds Bobby Brown for his heroism.

## MLGW shows appreciation for teachers

In honor of National Teacher Appreciation Week, the Human Performance department at MLGW provided a food truck lunch for teachers at our adopted school, Craigmont Middle. Sixty-five staff members enjoyed food from Wings on the Fly as a thank you for their dedication to student's academic achievement.

## Jeopardy!

MLGW retiree Verlinda Henning, who retired from Human Resources in 2007, appeared recently on Jeopardy, and the episode aired on WREG Channel 3.

Henning grew up watching Jeopardy and had always wanted to compete. After a screening process that included online tests, written tests, and a mock game, she finally made it and headed to Los Angeles, CA to participate on the show. She has enjoyed playing trivia at local restaurants and churches and finally had the opportunity to go to be on the show with guest host, Mayim Bialik. "The category was 'Bucket List Items,' and the answer was 'Appearing on Jeopardy!' I've been a lifetime fan and this is a dream come true," said Henning.

The support for Henning from her former MLGW colleagues was overwhelming on Facebook. She was always known around the Division as a smart lady and was part of the winning team for the Championship Corporate Knowledge Bowl team in 2005.

She won the day's show! Way to go, Verlinda, Jeopardy Champion!

