

Community OUTREACH

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

July/August 2022

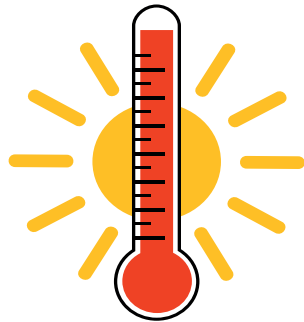
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Rising fuel rates could lead to higher summer bills

TVA and the utility industry across the globe are experiencing fuel-market challenges in the face of high natural gas and coal prices, summer supply concerns and an increase in electricity demand.

Due to increasing TVA fuel rates combined with increasing summer electricity consumption, MLGW customers will see summer electric bills increase substantially.



Customers will see significant increases from June to July and for the entire summer season relative to last year.

Between June and September, customers could see 20% to 40% increases on average, depending on consumption. This translates to estimated bill impacts of between \$30 to \$60 per month.

While customers cannot control the market, they can save energy to save money. Air conditioning accounts for the bulk of summer costs. MLGW recommends setting thermostats to 78 or above for maximum savings. To find more energy conservation tips, visit mlgw.com/conserve.

The OIAT holds last meeting to lessen outages

While the Mid-South is in the middle of a heat wave, MLGW is finalizing improvements to keep the power on for more customers ahead of the next winter storm.

Recently, the final meeting of MLGW's Outage Improvement Advisory Team (OIAT) took place. The OIAT was initially formed in February after more than half of all MLGW customers were impacted by a winter ice storm.

As a result of the team's work, MLGW will be replacing aging lines and doing more tree trimming for 70,000 customers most prone to winter outages that are mainly within the I-240 loop. MLGW is also upgrading its communication to customers to better pinpoint how long outages will last.

"We are always going to have outages. The question really is what is the duration?" MLGW President & CEO J.T. Young said. "We know that customers are more dependent on their power today than they were in the past. And so, we are going to work diligently to make sure that we minimize the duration and frequency of those outages."

MLGW will still hold additional forums and update customers with their frequent 'Power Hour' events.



MLGW's Outage Improvement Advisory Council held its last meeting at Benjamin Hooks Main Library to further discuss approaches to improving Shelby County's outage preparation and response.

MLGW brings in crisis expert for training session

Ice storms. Tornadoes. A gas leak in California. A Florida water treatment facility that's hacked into. Are you and your team ready for the next crisis? What about your contractors and vendors?

Those were just a few of the scenarios and questions that crisis management expert Howard Wu posed during his work session, "When a Cross-Industry Crisis Strikes."

MLGW Vice President of Community and External Affairs Gale Jones Carson hosted the event, which was attended by about 30 people from MLGW, the Shelby County Emergency Management and Homeland Security office and the Collierville and Germantown Fire Departments.

Wu led a table-top discussion which allowed participants to discuss what measures could be made locally to stay on top of a major event. He stressed that pre-planning is crucial before any crisis strikes. After a crisis has passed, he added that everyone needs to do an after-action check on what can be improved on with 30-, 60- and 90-day follow ups.

Wu has worked in crisis management with Planned Parenthood and first responding agencies in New York, Los Angeles, Boston,



Philadelphia and the District of Columbia. He holds a Master of Science degree in Threat and Response Management from the University of Chicago.

The session was held recently at the Shelby County Emergency Management and Homeland Security office.

Supplier Diversity Procurement Fair returns in person

After a successful 2021 virtual fair year with over 120 participants, MLGW's Supplier Diversity department returned recently to an in-person Supplier Diversity Procurement Fair at the MLGW Administration Building, 220 S. Main.

"Expanding Opportunities" was this year's theme. The fair featured procurement and networking opportunities, food trucks, a budgeting webinar with MLGW finance representatives and more! During the event, minority-owned, women-owned, and locally owned small businesses learned more about certification, what it takes to get a government contract and connect with MLGW staff, as well as advocate agencies in the public and non-profit sector.

Have you heard?

American sign language service began recently at the MLGW Board of Commissioners meetings. A new partnership of MLGW with BridgesWEST for the Deaf and Hard of Hearing has been established to include an American sign language interpreter during the Board's meetings.

The interpreter is being livestreamed via Zoom, where the interpreter is "pinned" to the screen, so they are always visible. During Board meetings, the interpreter will be prominently positioned next to the commissioner person on the far-right side of the dais. A camera will always face the interpreter.

The purpose of this partnership is to increase accessible communications for our customers and stakeholders, to stay on trend with city and other government meetings that provide accessible communications and to align with the "MLGW Way."



President J.T. Young at Craigmont Middle 8th Grade Commencement

MLGW President and CEO J.T. Young addressed 8th Grade students graduating at Craigmont Middle School recently, inspiring them to pursue rewarding careers including perhaps MLGW. Craigmont Middle is one of MLGW's Adopt-A-Schools in Shelby County.

MLGW crews lend a helping hand in Holly Springs

Memphis got lucky, but the spring storms that rolled through the area in middle April left without power nearly the entire town of Holly Springs, Mississippi. After multiple days of work, local crews still hadn't reached full restoration. MLGW was asked to join their efforts. "Just as MLGW relies on help from other utilities in times of crisis, MLGW is sometimes asked to return the favor. This coordination ensures that utility companies

have the resources required to restore power as quickly as possible," explained Gregory Deaton, Manager, Electric Construction and Maintenance Support. MLGW sent two electric line crews with five men on each crew to assist with the restoration efforts. The crews carried all the equipment they needed to restore damaged lines on the street and in the rear of properties and worked 16-hour days until all customers were restored.

Serving You Is What We Do

As life returns to "normal" after more than two years of the COVID pandemic, MLGW representatives have been busy serving the community at a growing number of events:

- MLGW volunteers came together once again to staff a **Mobile Food Pantry**. This time in Frayser, MLGW partnered again with the Mid-South Food Bank to hold another Mobile Food Pantry and give to hungry families still in need in the current pandemic and economic downturn. Vehicles lined up early as our volunteers and a group of Tennessee State Troopers gathered provisions for them and gave out food to appreciative Frayser residents.
- Special thanks to the dozens of MLGW employees who participated in the annual **Mid-South Heart Walk** and raised \$12,808. President Young, who was the chair of this year's event, also got his steps in at the FedEx Forum on the day of the Walk.
- Felicia Hall, North Community Office, volunteered at this year's **Africa in April** celebration at Robert R. Church Park.
- MLGW volunteer Derek Mitchell, Water Plant Maintenance Supply Ops, showed Arlington students the science and engineering behind MLGW's utility service at **Arlington Middle School's STEAM day**.
- Radio Ambiente invited MLGW to participate in the **901 Connect** event, held at Salón Monarca. It was an opportunity for the local Hispanic community to meet, ask questions, and learn about the missions and services offered by local non-profits and government agencies. Gaston Moulin, Corporate Social Responsibility, worked our table and distributed important information about our services, conservation advice and safety tips – all in Spanish.

Serving others is what we do at MLGW!



Mobile Food Pantry in Frayser



Mid-South Heart Walk



Africa in April



Arlington Middle School STEAM day



901 Connect

The honor is all ours

MLGW was awarded an honorable mention for its 2019 Annual Report in the 2021 Employee Communication Awards, sponsored by Ragan Communications. The 2019 Annual Report was entitled "Moving forward to a brighter future" and was compiled by Richard Thompson, Communications & PR, and designed by Brian O'Donnell, vendor. The category was Annual Reports. The awarded report can be viewed on mlgw.com along with the most recent 2020 Annual Report.

The latest water quality report is available

MLGW's 2021 Annual Water Quality Report, containing important information about the source and quality of your drinking water, is now available online, in English and Spanish, at mlgw.com/waterquality. If you would like a paper copy of the report, please call 320-3950. You can also email your request or comments to corpcomm@mlgw.org.



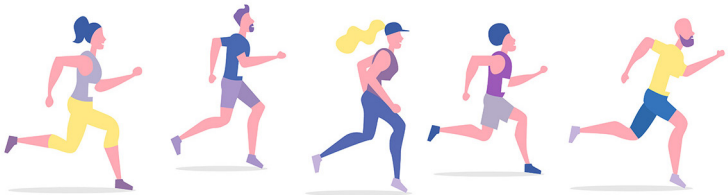
Hold that shovel, stop that backhoe! Gardening, excavating, constructing or digging? August 11 (8/11) is National 811 Day, a reminder that you should always call 811 before any digging to have your underground utilities marked and prevent hitting a gas line. Don't go BOOM!

Six 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 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 may increase 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 them 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 to find out more ways you can save, calculate savings from different thermostat settings and learn what to shop for when buying appliances.



Prevent heat-related illnesses this summer!

Here are some useful tips to help prevent heat-related illnesses this summer:

- Drink plenty of cool fluids, especially water, and avoid alcohol and caffeine.
- Wear light-weight cotton or natural, loose-fitting fabrics in light colors.
- Limit outdoor activities when temperatures are high.
- Pace yourself. Be sure you don't overdo it in the heat.
- Stay cool indoors using air conditioning or fans.
- Never leave anyone in a car, especially children or seniors.
- Be aware of heat stroke and heat exhaustion symptoms.
- Check on the elderly in times of high heat, as they are more susceptible to high temperatures.

My Account - We encourage customers to use MLGW's My Account as a safe option since MLGW community offices are closed to walk-ins. Signing up is easy. Go to mlgw.com or download our app.

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:

July 23 – Whitehaven Empowerment Zone, Community Resource Expo, Whitehaven High School, 4851 Elvis Presley Blvd, 9 a.m. – 2 p.m.

Aug. 6 – 2nd Annual Run with Ray, 2.2K Run/Walk, Beale Street Landing, 251 Riverside Dr., 8 – 11:30 a.m.

Sept. 1 – City of Memphis Office of Neighborhoods, A Taste of Memphis, Tiger Lane, 5 – 10 p.m.

Sept. 3 – WLOK Stone Soul Picnic, Levitt Shell, 3 – 9 p.m.

If you would like for MLGW to participate in your meeting, fair or festival, please complete the form at 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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