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Community OUTREACH

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

July/August 2020

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.

Get help! Disconnects resume August 3

MLGW will resume disconnections August 3. High bills? Apply now for utility assistance through the Low Income Home Energy Assistance Program (LIHEAP). The Shelby County Community Services Agency is accepting online LIHEAP utility assis-

tance applications, or you can mail your application. Apply/find out more at shelbycountycsa.org. United Way and MIFA may also have funds available. Call 2-1-1 for a referral.

MLGW Board of Commissioners approve funds for a COVID-19 community care grant

Memphis Light, Gas and Water leadership called recently for a special meeting of the MLGW Board of Commissioners to approve \$200,000 for a COVID community care fund created by the Tennessee Valley Authority (TVA). MLGW has selected the following Memphis-area, 501(c)(3) organizations engaged in meeting community needs resulting from the pandemic to receive grants:

- Plus-1 (MIFA): \$75,000
- Mid-South Food Bank: \$75,000
- United Way of the Mid-South: \$25,000
- Mid-South COVID-19 Regional Fund: \$25,000

All MLGW funds will be matched by TVA for a total donation of \$400,000 to local non-profits. Visit mlgw.com/covid-19 for more coronavirus updates and information.

Financial Empowerment Center offers remote services

The Greater Memphis Financial Empowerment Center (GMFEC) counselors are available remotely via telephone or video chat to help Shelby County residents navigate these troubled financial times during the pandemic. Please call 390-4200 to make an appointment with a counselor.

As always, the service and counseling are free of charge. Services include budgeting in the face of income volatility, working with creditors (student lenders, credit card companies, car lenders, mortgage lenders, etc.) to figure out more advantageous interest rates or payments plans including temporary suspension of payments and more.

The GMFEC, in conjunction with local government and partners from the business community, is committed to providing financial stability and eradicating poverty in Shelby County.

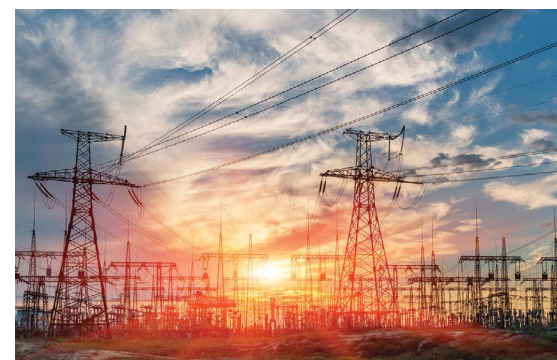
Mobile food pantry a huge success helping local families

Recently, more than 50 MLGW volunteers served 300 families in the rain in partnership with the Mid-South Food Bank to help those affected by the COVID-19 pandemic. The Division hosted a mobile food pantry at the Joyce M. Blackmon Training Center. Cars lined up along Raleigh-LaGrange Rd. to turn into the Training Center and receive donations. Each family received 50-60 pounds of food. Some of the items distributed included potatoes, oranges, grapefruits, apples, yogurt, veggie burger patties, pre-cooked grilled chicken and buffalo chicken pot pies.



Public review of the IRP

A draft of MLGW's Integrated Resource Plan (IRP) is ready for public review. Customers can email comments to powersupply@mlgw.org through July 6. The IRP is a comprehensive review of what a utility company needs to continue providing energy to its customers. Memphis Light, Gas and Water, with help from consultant Siemens Industry Incorporated, members of the Power Supply Advisory Team and public input, created the plan. Once finalized, the IRP will become a roadmap for the Division to follow for the next several years. For information about the process or to access the draft, visit mlgw.com/powersupplyinfo.



Reminder: Check your billing due date. It may change as MLGW moves meter reading routes and billing cycles to serve you better.



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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MLGW workers fight the coronavirus one medical face shield at a time

Five 3-D printers hum and zig-zag a steady and constant pattern at Reuben Hull's East Memphis home. All are churning out the same product: medical face shield frames. Three printers occupy a spare bedroom. One runs in the hallway and another in a garage workshop.

Hull spends his days in Electric Maintenance at MLGW. Gerald Jameson works in MLGW's Gas Pressure Regulations Department. At night and on weekends, both are among an army of local volunteers making medical face mask frames and shields for Midsouth Makers.

"We've got something to fight for," Hull said as he monitored his machines and checked on their progress. "I don't want innocent people to die."

By helping in the fight, Jameson said, "I have no doubt we're having an impact. So far, the group has printed and sent out more than 7,000 medical face shields.

With MLGW's emphasis on safety, Steven A. Robbins, with the IT department, who recently announced his retirement after 33 years, found the group's mission a good fit for him professionally as well as personally. "Two of my relatives are nurses. They're on the front lines," he said.

The nonprofit group gives the face shields to the Memphis Medical Society to distribute among local hospitals, medical clinics and doctor's offices. On



Reuben Hull, lead electric maintenance mechanic, and Gerald Jameson, Gas Measurement, are among an army of local volunteers who are making medical face mask shields for the Memphis Medical Society through the nonprofit group, Midsouth Makers.

Sunday afternoons, Hull and Jameson join other volunteers with Midsouth Makers in Bartlett. Volunteers (limited to no more than 10) sanitize and package up frames, face shields and instructions.

Hull found his niche when he saw a news article in late March about the medical face shields that Midsouth Makers were printing. The first week he made 217 face mask frames. The second week, he churned out 375 frames. "I wasn't sleeping much," he admitted.

Jameson got involved after his wife, a seamstress, saw a post on her Facebook page. "I found out it was pretty easy," Jameson said. While he's at work, he added, "My wife hits a few buttons and takes the finished ones off and starts it back up for me." He continues the process after work.

Memphis Medical Society members finish the final assembly with the plastic shields before sending them to those on the medical front lines.

2020 Service Improvement Plan update

MLGW provides the Council regular updates on the service improvement plan, including cost savings and efficiencies realized. Here are high-lights from the recent update to the Council's MLGW Committee:

- **Labor:** With a 2020 goal of 20 fulltime equivalent positions, we are ahead of schedule in labor reductions. The year-to-date reduction is now at 29.5 FTEs with savings of \$2.83 million. The 2020 goal is 75 positions a year for this year and the next four years.

- **Tree Trimming:** We have trimmed 207 miles, but we are behind schedule for our targeted number of 1,373 miles. This is due to rainy weather we've had and

contractor availability. The COVID-19 pandemic restraints have caused major issues in planning. We are looking at adding more crews and more work week hours to catch up. We currently have 57 tree trimming crews which is up from the previous report of 45 crews.

- **Wood Pole Replacements:** We have replaced 122 of the 500 poles targeted for 2020.

- **Distribution Automation or Smart Switches:** We have installed six of the 67 for 2020. Twenty-six devices which have been released to construction for installation. Another 14 more devices are in design now.

- **Underground Cable Replacement:**

We have replaced 5,450 feet of cable toward our goal of 41,800 feet for 2020. As jobs are completed, we will see large increases in cable reliability.

- **Gas Cast Iron Retrofit:** We have replaced .72 miles of cast iron toward the goal of 2.5 miles.

- **Water Production Wells:** We have finished digging a new well near the Lichterman Pumping Station and a new well is being drilled at the Davis Pumping Station.

- **Lead Service Water Line Replacement:** We have replaced 406 lines of our targeted 1,000 lines.

To review the entire report, go to mlgw.com/serviceimprovementplan.

MLGW honors 2019 Art Contest winners with PowerPoint

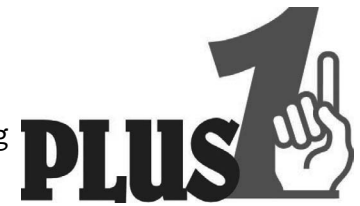
The COVID-19 pandemic has affected our entire world and has changed our lives dramatically. While it is unfortunate that the situation prevented us from honoring the student winners

of MLGW's 2019 Art Contest properly during a MLGW Board of Commissioners meeting, as usual, we could not let the occasion go without some type of recognition for the work and dedication of the participants. And so we created a PowerPoint presentation to showcase the winners and their work, which can be seen by everyone by visiting mlgw.com/artcontest and clicking on the "Art Contest Award Presentation" link.



Neighbors in crisis need our help!

Due to the massive damage done to our economy and the loss of jobs during the COVID-19 pandemic, many in our community are left feeling helpless as bills pile up and income is scarce. MLGW and MIFA are trying to help with this massive need. YOU can help by supporting MIFA's Plus-1 program for one-time utility assistance to those who need it most. There is a Plus-1 return envelope included with your utility bill this month. Please be generous or send what you can. Our neighbors in crisis need you. For more info, go to mlgw.com/plus1.



Please note: We encourage customers to use MLGW's My Account as a safe option instead of coming into a community office. Signing up is easy. Go to mlgw.com or download our app.

Reopening business: Rusty/brown water

Many businesses were closed due to COVID-19, which resulted in minimum water usage. As a precaution before the first water usage, when reoccupying your premises, it is recommended to flush all inside water lines by running all cold water faucets fully open for 10 minutes, ensuring fresh water replaces water that has been sitting in your plumbing. Do not use hot water until initial flushing is completed. MLGW recommends flushing cold water through all points of use – showers, faucets, etc. – for 10 minutes. Flush on each floor. You may need to flush in segments such as individual rooms or floor levels due to facility size and water pressure. The purpose is to replace all water inside building piping with fresh water. For more info, go to mlgw.com/brownwater.



Federal home energy assistance

Many Shelby County residents face an unprecedented strain on their families and finances due to the economic and health consequences of the COVID-19 pandemic. Some are having difficulty paying their energy bills. The federal government and the U.S. Department of Health and Human Services' Office of Community Services have responded to this need with an additional \$900 million in emergency funding nationally for the Low Income Home Energy As-

sistance Program (LIHEAP) in the stimulus package passed in late March. If you or someone you know is having trouble paying their utility bills, LIHEAP may be able to help eligible households pay home energy bills. In Shelby County, the Community Services Agency is accepting online utility assistance applications or you can print and complete an application. Apply or find out more at shelbycountycsa.org or energyright.com/residential/energy-assistance.

Warning: Beware of utility scams during and after the COVID-19 pandemic. Make sure those asking for access to your property have MLGW IDs. MLGW employees will never personally call demanding money and threatening disconnection or suggest buying a pre-paid debit card or calling a 1-800 number. For more information, visit mlgw.com/scamalerts.