

Community OUTREACH

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

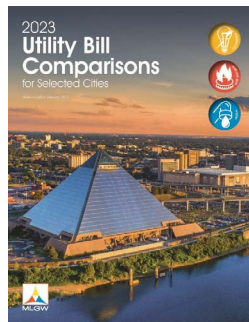
July/August 2023

Community Outreach is now only available electronically

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Survey shows Memphis offers some of the lowest rates for utilities

Memphis Light, Gas and Water recently completed its annual Comparative Rates Survey comparing Memphis' combined electric, gas, and water utility rates with other cities around the United States. MLGW's combined rates continue to be among the lowest in the country. For several years, MLGW has proven its value to Memphis and Shelby County residents by delivering electricity, natural gas, and water services at rates lower than most other municipalities.



"Providing our customers great value through affordable rates, along with immediate improvements to reliability and customer service are important parts of honoring our customers' business" said MLGW President and CEO Doug McGowen.

The Division surveyed 39 cities to complete the 2023 report. All costs covered in the survey are based on rates published and effective as of January 2023. This year's ranking includes what a homeowner would pay for 1,000 kWh of electricity, 200 cubic feet (ccf) of gas, and 10 ccf of water. The 2023 report is available at mlgw.com/ratesurvey.

MLGW hosts emergency preparedness workshops

During the second quarter of 2023, Memphis Light, Gas and Water Division hosted several community workshops at various locations to better prepare customers for weather-related emergencies. These Safety in Preparedness Program (SiPP) workshops provided the tools necessary to create severe weather emergency plans.

The SiPP program is a new safety initiative to help save lives in Memphis. Severe thunderstorms, flooding rains, tornadoes, fires, ice storms and even earthquakes are all real threats we face in the Mid-South. While many of these potentially disastrous situations can be predicted in advance, some can only be prepared for. To help Memphians do just that, MLGW launched its Safety



On Friday, April 28, Memphis Light, Gas and Water hosted the first Safety in Preparedness Program (SiPP) event at the Frayser-Raleigh Senior Center. The event informed the community about utility safety and how to prepare for weather-related emergencies.

In Preparedness Program, or SiPP.

Margie Borrum-Smith, MLGW Energy Services manager, said "the reason why we're introducing this program is because we want customers to be as prepared as they can in a time of extreme weather conditions."

Various topics were covered from detecting gas leaks to water quality, but the biggest takeaway was the importance of developing a family emergency plan. Communication is key, so that everyone in your family or household knows what to do when a disaster strikes. As we have seen, storms can be deadly. But perhaps more often, we see damage to homes or power outages as a result.

This was the first of many scheduled SiPP events across the area. Everyone in attendance not only learned about planning ahead for potential severe weather but also received a weather radio, energy-efficient light bulbs, and other potentially life-saving information.

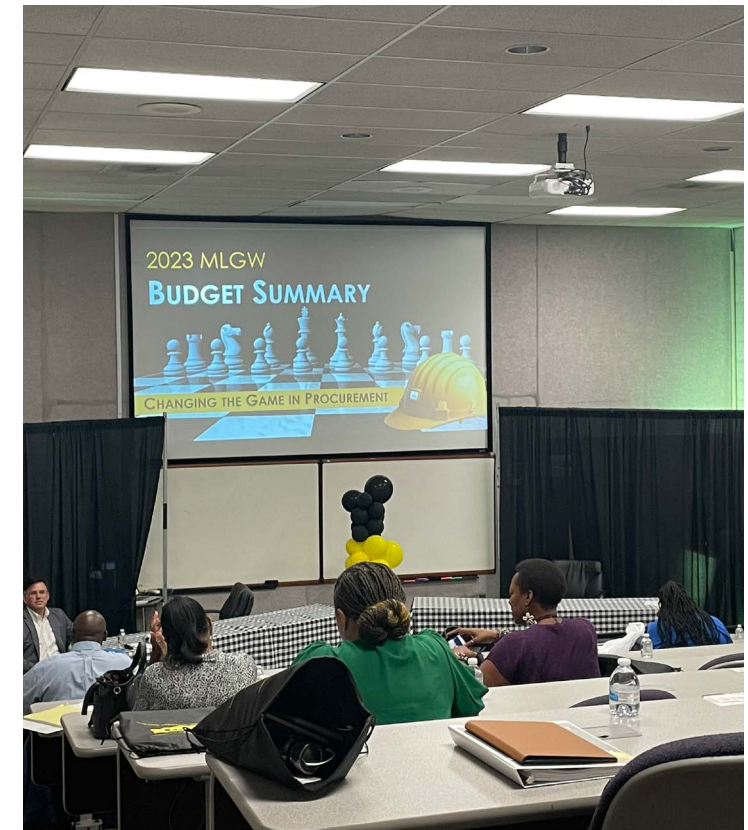
Supplier Diversity update

Recently, MLGW's Supplier Diversity department presented a community report update to the MLGW Community Advisory Council. The update showed the spend impact of the department from January 1 through December 31, 2022, with a total procurement spend of \$232,124,054.88 for the period.

Last year's Supplier Diversity spend included sub-totals for minority business enterprise (\$27,323,518.42); women's business enterprise (\$8,054,446.21); and locally owned small enterprises (\$61,271,991.87), for a total diversity spend of \$96,649,965.50.

Throughout the years, the Supplier Diversity spend has been increasing steadily, most recently going from 28% in 2020 to 36% in 2021 to 42% in 2022. MLGW enacted its Supplier Diversity program back in 1996 to encourage the growth of minority owned, women owned, and locally owned businesses (MWBE/LSB), by providing them with the opportunity to furnish MLGW with goods and services.

Also recently, the department hosted the "Changing the Game in Procurement Fair" for active and potential suppliers at MLGW's Joyce Blackmon Training Center facility, where dozens of entities attended to learn and/or updated their knowledge about opportunities on how to do business with the utility.



College, Career & Technical EXPO

Junior Achievement hosted a three-day event, the "What's Next - College, Career & Technical" expo for almost 3,500 students from 32 middle and high schools. In one of the activities, students carefully maneuvered a rod through the "Don't Get Buzzed" game. MLGW's Natasha Taylor, Alonzo Weaver and Kim Bond were among the volunteers on the first day.

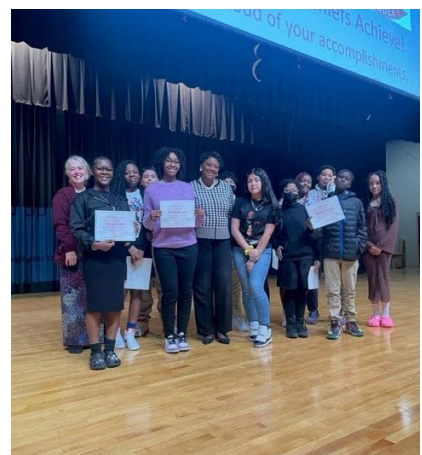


MLGW's adopted school honors program

MLGW Vice President and Chief Information Officer Lashell Vaughn was present and accounted for during the third-quarter honors program at Craigmont Middle School, MLGW's partner school for student academic success.

VP Vaughn spoke with the students and encouraged them to continue on the road to successful achievements. She told the students, "Today is payday for you!" as she awarded 69 gift cards to the students in three categories. Eight students achieved the Principal's List and received \$50 gift

cards. Fifty-one students earned Honor Roll status and were awarded \$25 gift cards. Ten students who were present each day of the third quarter received \$25 gift cards. Lashell reminded students to pay their parents by earning good grades. Students screamed and cheered as she reached into her wallet and "paid" five students an additional amount for being first time honorees. Craigmont Middle School is a part of the MLGW Educational Pipeline that seeks to cultivate future employees.



Recognizing employee accomplishments



Recipient of the 2022 Award of Excellence, Doris Joyner, Credit Operations, received a letter praising Doris’ consistently excellent service.

“Ms. Joyner, from the team at Multi-South Management Services, we would like to show our appreciation for always going above and beyond and for always providing excellent customer service! Thank you for all that you do for us!”

-Eric Smith from The Multi-South Management Services

Midtown resident Robert Gordon wrote to the supervisor of Roshanda Coleman, Payment Services, praising Roshanda’s patience and clarity. “I wanted to take a moment and compliment your employee, Roshanda Coleman. As you may be aware, MLGW can be difficult for a citizen to communicate with. Recently, I received mail from Ms. Coleman. I phoned around for help, was getting frustrated until I noticed her direct line on the letter. I phoned and she answered. She was patient and explained the matter, then mailed me consumption charts and awaited my return call several weeks later–when she was again patient and very clear in her explanations. From my experience, Ms. Coleman is a model employee for MLGW.”

-Robert Gordon in Midtown

Timothy Jones, Physical Security, was recently interviewed for a News Channel 3 segment. After a string of crimes centered around Hamilton K-8 School occurred, Tim began to routinely patrol the area to ensure kids were getting to and from school safely.

“When I was made aware of the attacks on random children in that area, I felt compelled to step up and do my part...to prevent another similar incident simply because that could’ve easily been one of my daughters.” When not keeping people safe on and off the job, Tim has used other outlets, such as writing, to help uplift those around him. Last year, Tim published *Kamal’s Different World*, a children’s book which follows the eight-year-old Kamal as he talks about his lived experience with autism.

MLGW crews save a man's life

A truck driver is lucky to be alive after suffering a heart attack at an MLGW job site. An 18-wheel flatbed truck driver pulled up on an MLGW electric job site at 7900 block of Lowrance and Hacks Cross. The driver stopped and asked the crew if he could get around the construction zone because the road was blocked. A four-man overhead electric crew and a three-man underground crew were working the same job site.

The crews moved two of their work vehicles. About that time, MLGW’s overhead Electric Distribution crew leader David Hinchey said, “I noticed the driver was easing forward. He eased right into one of our poles. I ran around the truck and jumped up on the side. He was slumped toward the middle of the seat. I could see that he was struggling to breathe.”

Hinchey yelled for lineman Shadburne Old III to help the driver while he radioed the dispatcher to call an ambulance. “Shad told me he didn’t think the driver had a pulse,” Hinchey said.



Front row (L to R) Overhead Electric Crew Leader David Hinchey, Shadburne Old III, Daniel Reed, Thomas Malone, Cade Shackelford; Back row Underground Electric Crew Leader Justin McCarter, and Zachery Doty

Hinchey instructed the five remaining linemen to pull the driver out of the truck and lay him on the ground.

When they couldn’t find a pulse, Old started CPR. For 17 minutes, Old and Hinchey traded off performing CPR. Others assisted with the traffic until the paramedics arrived.

“The paramedics told us if it weren’t for what we had done for him, the driver probably wouldn’t be alive,” Hinchey

said. “This all boils down to training from working at MLGW. We’re trained on how to react in an emergency like this.”

“It’s a wonderful feeling to know that we saved a man’s life,” he added. He’s hoping to meet the driver once he recovers. In a prepared statement, MLGW President Doug McGowen said:

“We are proud of the work our crews do every day, but especially thankful today for their quick actions to help someone in need.”

MLGW honors winners of its 2022 Art Contest

The winners of MLGW’s 2022 “Crisis Crusher” Poster Art Contest were honored recently during an MLGW Board of Commissioners meeting. The winning students attended the event accompanied by their families and some of their teachers to receive their accolades and recognition.

Akshara Pravin Habbu, 2nd Grade, Bailey Station Elementary School; Reuben James Kragt Bakker, 5th Grade, Midtown Montessori School; Anson Yan, 8th Grade, White Station Middle School; and Vibha Duraikkannan, 12th Grade, Collierville High School, were prized on their creativity, originality and hard work by MLGW’s President and executive

staff in an auditorium packed with attendees. For more than two decades, MLGW has organized its annual Art Poster Contest for Memphis and Shelby County students with the purpose of promoting learning and encouraging the artistic talents of our children.



CIO of the Year



MLGW is proud to congratulate Lashell Vaughn, Vice President and Chief Information Officer (CIO) on being named CIO of the Year by CodeCrew.

The organization teaches K-12 aged students the principles of Information Technology (IT), computer programming, app development and more. They also offer summer camp and after school classes.

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 30 – WPC23 9th Annual Water for Life, Shelby Farms Park, 1 – 4 p.m.

Aug. 11 – East Memphis Senior Health and Home Expo, Colonial Park United Methodist Church, 5330 Park Av, 9 a.m. – 12:30 p.m.

Aug. 15 – Baptist Cancer Center Rhythm of Life Cancer Survivor Celebration and Awareness Day, Shelby Farms Park, 6903 Great View Dr N, 5 – 8 p.m.

Sept. 1-10 – Memphis-Shelby County Schools’ 2023 Midsouth Leadership Symposium, Renasant Convention Center, various times

Sept. 16 – St. Andrews AME Church, 1492 Mississippi Blvd, 10 a.m. – 1 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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