

MLGW launches new, improved job portal

Memphis Light, Gas and Water has recently launched an updated job portal. MLGW Careers is easier to navigate with a new, clean look. Visit jobs.mlgw.org to search and apply for careers with the largest three-service public power utility in the country. All users, including previous applicants and employees, must register to apply for jobs on the new portal.



Kudos!

“MLGW, Thank you for your tireless efforts over the last week to get water pressure back. I know the crews are working double shifts and missing their own families’ holidays. Thank you for all you do for us!”

– MLGW customer, Matthew P. Grant

“Dear MLGW crews, Thank you for all you did to make sure our power was back on before it got too cold in our home.”

– MLGW customer, Sandra Bell

“Dear MLGW, My deepest thanks to all the linemen, women and folks who worked tirelessly during this wretched freezing event to get us back online.”

– MLGW Customer, Lee B.

Great job! Jonathan Logan, Brunswick Customer Service, found and fixed a gas leak earlier this month. Former Channel 5 anchor Kontji Anthony was so impressed, she shared her appreciation on Facebook.

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:

Mar. 23 – Bartlett Business Expo, Bartlett Recreation Center, 9 a.m. – 4 p.m.

Mar. 24 – City of Memphis Office of Youth Services, Career & Technical EXPO, Renasant Convention Center, 255 North Main St, 9 a.m. – 5 p.m

April 20-23 – Africa in April Cultural Awareness Festival, Robert R. Church Park (Fourth and Beale Street), various times

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

Community OUTREACH

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

March/April 2023

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.

MLGW celebrates 84 years

Memphis Light, Gas and Water Division turned 84 on March 9, 2023. For 84 years, the Division has brought affordable and reliable electric, gas and water services to the population of Memphis and Shelby County. In 1939, the city of Memphis bought then privately-owned Memphis Power and Light and formed what has evolved into the largest three-service public utility in the nation. Visit mlgw.com to learn more about our history.



Vision – Why we exist

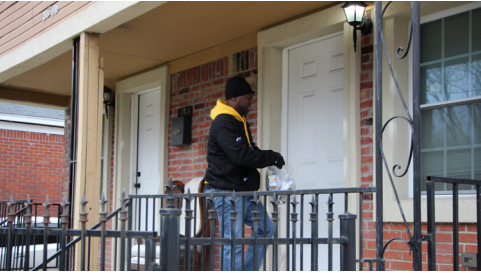
To safely deliver services that create and sustain superior customer experiences.

Mission – Where we’re headed

To be the trusted provider of exceptional customer value in the communities we are privileged to serve.

MLGW volunteers deliver energy kits in honor of MLK Day

Memphis Light, Gas and Water partnered recently with Leadership Memphis and First Baptist Church-Broad for its annual Dr. Martin Luther King Jr. Day of Service. Volunteers worked in small groups, delivering free small energy kits in the Binghampton community. The Dr. Martin



Luther King Jr. Day of Service is one of several community outreach events that MLGW employees participate in annually.

MLGW also offered a free EnergySmart Workshop at the Family Life Center, located at 2835 Broad Ave. This free workshop was available to all customers and provided energy efficiency tips. Workshop participants received a free large energy kit.

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.

Corporate Communications, Memphis Light, Gas and Water Division
P.O. Box 430, Memphis, TN 38101-0430

Our employees shine during extreme winter weather

An Arctic blast of cold sent the city of Memphis and Shelby County into a deep freeze the Friday before Christmas. Thousands of customers lost power in the accompanying storm. But it was the extreme cold temperatures and the spike in demand, that lead to even bigger outage issues. The Tennessee Valley Authority (TVA) began curtailment efforts on December 23 to combat a critical drain on the power supply in its service territory. For the first time in MLGW history, on Dec. 24, customers experienced rolling blackouts. TVA issued a Step 50 Curtailment requiring all local power companies to drop between 5 and 10 percent of their total electric load. Mandatory, rolling blackouts interrupted service to MLGW customers for 30 minutes or more at a time. The curtailment ended on December 24.

As electric crews restored power, extreme temperatures took their toll on water lines. Pipes froze when the

temperatures fell, and water pressure dropped. By 11 p.m. on December 23, a precautionary boil water advisory was in effect for neighborhoods in the north and southeast parts of MLGW's service area. By Christmas Eve, all MLGW water customers were under the boil advisory. Pipes burst and leaked, flooding homes and businesses. Fire suppression systems, or sprinkler systems, at multiple commercial facilities also erupted. Powering through the cold and the mud, MLGW crews repaired 45 sprinkler system leaks on private property, over 2,400 leaks in private facilities, as well as 50 water main breaks. MLGW leadership reached out to commercial partners and residential customers alike asking them to report water leaks at buildings and in the street. By Thursday, December 29, the precautionary boil water advisory was lifted. Thanks to all the employees who worked in the cold, despite having holiday plans of their own.

As a result of the extreme temperatures on water lines that made pipes freeze and water pressure drop, up to 15 percent of the MLGW customers did not have water. Water main breaks, residential and commercial leaks and fire protection system ruptures caused reduced pressures and no-water conditions for customers downstream. To help solve the issue, MLGW began donating cases of bottled water for several days, first at community offices and later at churches and malls, until water distribution resumed normality. As utility crews found and repaired leaks, water pressure slowly increased.



Remember to call 811 before you dig!

April is National Safe Digging Month, when many homeowners, residents and contractors dig, excavate, landscape and garden. If there are plans to dig on your property, remember to contact Tennessee One Call at 811 to request that a professional locating crew mark the underground utility lines on your property. Always check to make sure your contractor has called and had your lines marked before they're allowed to begin a job that involves digging. And do it timely, at least three days before starting your project. Failure to do so could result in an explosion or electrocution. The service is free, and it's the law!

For info, visit mlgw.com/811. In addition to being prepared for the dangers presented by severe weather, a little knowledge about natural gas safety is a must. If your home is close to a major gas-supply pipeline, you should know what to do and where to go in case of a pipeline emergency. When warned to evacuate the area, do so immediately. The leading cause of natural gas pipeline accidents – almost 60 percent – is damage from excavation or construction. Other causes include rare damage by vehicles or corrosion. Many of us are eager and can't wait to break ground to start outdoor projects such as building fences or plant-



ing trees. But do we know what's under the ground where we plan to dig? Natural gas pipelines and other utility lines weave beneath the surface throughout our community. Major gas pipelines are marked with a yellow caution sign. But secondary lines aren't as easily identifiable. So don't risk hitting a gas line, disrupting neighborhood service, and facing potential fines and repair costs. Striking unmarked underground gas or electrical lines can be deadly, and they could be at any depth. Always call 811 before you dig!

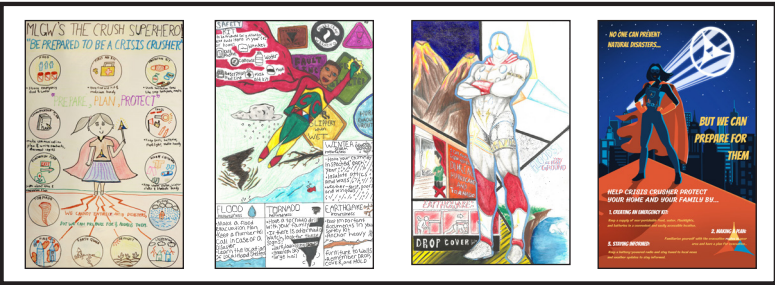
MLGW's 2022 Art Contest: These are the winners!

Category K-2: Akshara Habbu, 2nd Grade, Bailey Station Elementary School.

Category 3-5: Reuben Kragt Bakker, 5th Grade, Midtown Montessori School.

Category 6-8: Anson Yan, 8th Grade, White Station Middle School.

Category 9-12: Vibha Duraikkannan, 12th Grade, Collierville High School.



Be prepared: Spring usually brings along severe weather

Though the severe storms usually hit in February, the spring severe-weather season is only just beginning. It makes sense to acquaint you, your family and friends with a few severe weather tips and pointers as the season begins in earnest. Below are a few things your family can do to prepare before storms and severe weather hit:

- Develop a family preparedness plan that includes a safe, protected place to take cover whether at home, school, work, outdoors or in a car when a severe weather warning is issued. Update the plans every school year and when places of employment and/or residence change.
- Assemble a family emergency supply kit that includes items such as a First Aid Kit and essential medication; canned food and can opener; at least three gallons of water per person; a battery-powered radio, flashlight and extra batteries; personal hygiene items; tools; and important family documents (wills, insurance policies, social security cards, bank account numbers, etc.) in a waterproof, portable container.
- Learn where your gas and water shut-off valves and main electric service panel are located and how to turn them off in an emergency. After a severe storm it is possible for components of your utility services to become damaged, resulting in a safety

hazard. To ensure your safety after the storm, keep the following tips in mind:

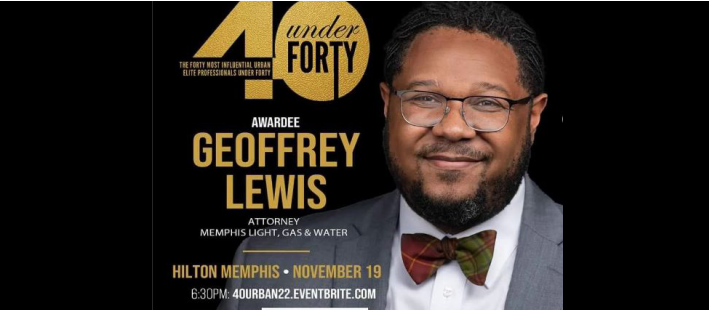
- Do not touch or come close to downed power lines. Although they may appear harmless, they could be energized, and therefore, deadly. Keep people and animals away from downed lines and call MLGW immediately at (901) 528-4465.
- If a power line falls on your car, do not get out. Use your cell phone to call MLGW immediately or get the attention of someone who can call for you. Stay inside the car until professionals have removed the power line.
- If you smell a strong gas odor in your home, do not smoke, use candles, matches or other open flames. Do not operate any electrical equipment, including light switches; the slightest spark could cause an explosion. Proper emergency planning can greatly improve your comfort and ability to cope in distressed situations and we urge you to develop a disaster preparedness and response plan for the protection of your family.

More useful severe weather information can be found in "Weathering Nature's Fury," a publication accessible on MLGW's website at mlgw.com/StormPrep.pdf.

Commendation Corner



Kelsey Seiter, Performance Engineering, was recently featured in the Memphis Flyer's annual 20<30 article, which showcases the youthful energy behind the work done to make Memphis a better place. Kelsey was chosen for her excellent work within the Memphis community.



Our own Geoffrey Lewis, Legal Services, was recently awarded the 40 Under Forty award, which recognizes the exceptional talent found in our city each year. The award should come as no surprise when looking at the vast amount of achievements Geoffrey has accomplished. Congratulations Geoffrey!

Pilot project aims to improve reliability

As part of a pilot, drones will be used to inspect utility poles in the Orange Mound and Sherwood Forest area through mid-April to help upgrade our system. The Orange Mound and Sherwood Forest neighborhoods have been identified among the top areas experiencing electrical outages in our system. Workers will have IDs, and their vehicles will be marked with MLGW or Precision-Hawk logos. The work is a part of MLGW's Five-Year Service Improvement Plan.

