

Remember to make springtime a safe time

Most of us welcome springtime and its warmer weather. However, severe weather frequently tends to come along with spring. MLGW wants you and your family to be safe and protected during severe weather outbreaks, so here are a few tips to increase safety:

- Identify the safest place in your home in case of an emergency. It might be a closet or bathroom in the middle of your home, away from exterior doors and windows. Go there if you hear severe weather warnings.
- Stock that safety place with emergency items such as a first aid kit, flashlights, a battery-operated radio or TV, and extra batteries.
- Store bottled water or tap water in sterile containers, enough for several days, two quarts per person per day. Store some non-spoilable food items that don't require heating, as well as a can opener.
- Include a whistle or similar device to alert emergency personnel in case of rescue efforts.
- Store a supply of necessary prescription medicines.

Safety tips when severe weather strikes:

- Never approach or touch downed power lines. If a power line falls on your car, remain inside until help arrives.



- Know how to turn off your gas, electricity and water in case the lines are damaged.
- If you smell gas, do not turn on lights or electric appliances and don't use the phone. They could cause an explosion.
- If you smell gas after severe weather, leave the building immediately. Go to a safe place and call MLGW. Do not go back into your home until MLGW says it is safe to do so.
- If you use a portable generator, do not operate it inside your home due to carbon monoxide danger. Also, do not plug it into a wall outlet to power your home; that can cause a dangerous fire hazard.
- Should you have downed wires, gas leaks or a broken water mains inside a building, call MLGW's 24-hour, emergency-only hotline at 528-4465.

Generator safety tips

- Never use a generator indoors or in an enclosed area such as a garage. Generators emit toxic carbon monoxide from the engine exhaust.
- A generator should only be operated in a well-ventilated and dry area, away from air intakes to the home. It should be protected from direct exposure to rain and snow, preferably under a canopy, open shed or carport.
- Do not attempt to restore power to your entire house by plugging the generator into a wall outlet. The electricity produced by a generator cannot only ruin your home's wiring and start a fire, it can also feed back into the utility system and energize a line thought to be without power possibly killing utility workers trying to restore power. It can also cause damage to the generator when electric service is restored.
- Handle fuel carefully. Turn the generator off prior to refueling. Gasoline, kerosene and other flammable liquids should be stored outside of living areas in properly labeled safety containers.
- Turn off or disconnect all appliances prior to operating a portable generator. Once the generator is running, appliances powered by the generator can be turned on one at a time.
- MLGW will not come out to check the generator connections. You must use an electrical contractor to ensure that the generator is isolated from the grid to eliminate backfeed.

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:

- March 22** – Bartlett Home and Health Senior Expo, Bartlett United Methodist Church, 9 a.m. – 12:30 p.m.
- March 23** – Senior Bingo, McWherter Senior Center, 1355 Estate Drive, 11:15 a.m. – 12:15 p.m.
- March 31** – Business, Health and Home EXPO, Bartlett Recreation Center, 7700 Flaherty Pl., 9 a.m. – 4 p.m.
- April 2** – 14th Annual Scouts Rock at Graceland, 10 a.m. – 3 p.m.
- April 20-24** – Africa in April, Beale Street & Robert R. Church Park, various times

If you would like MLGW to be an exhibitor or speaker at your event, please call 528-4820 or submit a request online at mlgw.com/speaker.

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

Community OUTREACH

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

March/April 2022

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.

TVA and MLGW partner to give \$1 million in pandemic relief

Once again, Memphis Light, Gas and Water and the Tennessee Valley Authority are partnering with Memphis-area nonprofit organizations to address hardships created by the ongoing COVID-19 pandemic.

For 2022, the combined contribution to local agencies is \$1 million. MLGW will match the \$500,000 from TVA's Community Care Fund. The result is more than twice the impact of the fund in Memphis from previous years.

"We are proud to partner with TVA to support local agencies," said J.T. Young, president and CEO of MLGW. "These funds will directly assist customers across Memphis and Shelby County and will address some of the most immediate needs in our community."

Recently, the MLGW Board approved the \$500,000 to be allocated among five local nonprofit agencies that provide utility bill assistance and other services to the community. The Memphis City Council gave its approval a couple of



weeks later. The total is \$1 million, when adding TVA's matching amount.

The 2022 funds will support the work of the following local agencies:

- **Plus-1** (Metropolitan Inter-Faith Association) - Utility bill assistance
- **Neighborhood Christian Center** - Utility bill assistance
- **Mid-South Food Bank** - Nutritious meals to families, children and seniors
- **United Way of the Midsouth** - Essential services and critical support
- **Community Foundation of Greater Memphis** - Mid-South COVID-19 Regional Fund

TVA launched its Community Care Fund in April 2020 to provide ongoing support to communities across TVA's seven-state region during the pandemic. TVA matches local power company funds dollar for dollar, doubling the impact for families, businesses and communities.

MLK Day of Service in Soulsville

To honor Dr. Martin Luther King Jr.'s life and legacy, MLGW hosted its annual MLK Day of Service recently in Soulsville. MLGW partnered with the SoulsvilleUSA Neighborhoods Development District (SNDD) and the SNDD "Soul Patrol," a trash pick-up effort. Twenty volunteers worked in small groups, delivering free energy kits throughout the morning. Longtime volunteer David Armstrong, MLGW Corporate Investment and Loss Prevention, who grew up in the area and went to LaRose Elementary, believes community involvement is everything. "The greatest title or position you can have in this world is SERVANT," he said. Additionally, MLGW hosted a virtual EnergySmart Workshop to teach customers how to save energy and money. Registrants who logged in for the entire session received a free energy weatherization kit valued at \$50.



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

MLGW helps 1,000 families with food after power outage

Families impacted by the February 3 ice storm got some relief from MLGW as the utility company not only turned their lights back on, but also restocked their refrigerators. Twice in one week, MLGW partnered with the Mid-South Food Bank for a mobile food pantry.

The first event took place in Raleigh on Feb. 8 at the parking lot of MLGW's Joyce Blackmon Training Center, while the second event was staged in North Memphis on Feb. 11. At that time, hundreds of families were still without power.

"This was another area hit hard by the storm, and people have lost food. We wanted to be able to replace that for



the volunteers who filled their trunks with food.

The two events in Raleigh and North Memphis fed a total of 1,000 families.

them. We know what's going on in the community. We know what our customers are experiencing, and we just really want to do all that we can to show our support and help them out during this very difficult time," said Beverly Perkins, with MLGW's Corporate Social Responsibility Department. Many people had to throw away everything in their refrigerator because it spoiled. Customers who lined up for the events were thankful for

Ice storm restoration: Thank you!

With more than 233,000 restored from the recent ice storm, there are plenty of customers who are grateful for the long hours and hard work by our employees. Here's one email from customer Glee Spelce:

"Please tell me how to get a message out to all of the dedicated and hardworking MLGW employees and out of town contract workers giving their all to help out the thousands of people they don't even know.

"Every one of these wonderful people were polite, professional and patient under the pressure of being away from families and working unimaginable hours. I did not come in contact with one person who seemed bitter or unhappy. They always had a smile for us.

"In fact, one person even was without power at his home but was on the job in my Highpoint Terrace neighborhood. They have gone above and beyond. I need them to know they are doing a yeoman's job and to ignore all the negative comments they may hear. It's embarrassing to tell you the truth when I hear anyone complaining about them. It's not their fault we had an ice storm. They are just doing their job to help us. Mudslingers should be ashamed. Thank you, Glee"



Utility assistance resources

Utility assistance is available through community agencies in Memphis and Shelby County. There are multiple groups that offer help with utility bills including The Shelby County Community Services Agency, or CSA. Visit their website at shelbycountycsa.org or call 901-222-4212. MIFA offers emergency utility assistance. Visit mifa.org for details. Rent and utility assistance are also available through a federal grant; visit home901.org or text HOME901 to 21000 to get started.

You can also call 211 for help if you do not have internet access. Shelby County Department of Planning and Development provides help with COVID-19 Mortgage and Utility Assistance Program for residents living outside of Memphis. This includes Arlington, Bartlett, Collierville, Germantown, Lakeland, Millington and unincorporated Shelby County. Email scap@shelbycountytg.gov or visit shelbycountytg.gov/Community-Services/Coronavirus.

The Art Contest results are in!

The winners of MLGW's 2021 "Captain Mercaptan" Poster Art Contest have been announced. With the cooperation of Shelby County Schools and the Children's Museum of Memphis, MLGW received 117 art submissions from students within Shelby County, in four defined categories: Kindergarten-2nd Grade; 3rd-5th Grade; 6th-8th Grade; and 9th-12th Grade.

"Once again, students demonstrated inspiration, creativity and good quality in their submissions. Some of the work was amazing!" said one of the contest's judges. The judging was based on creativity, originality and adherence to the contest rules.

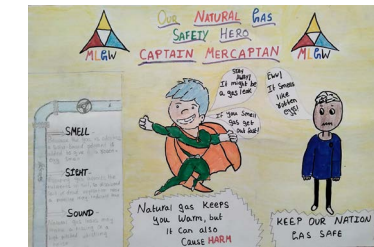
The winners of MLGW's 2021 "Captain Mercaptan" Poster Art Contest are:

K-2 category winning student: Rudved Deshmukh, 2nd Grade; Teacher: Ms. Baker; School: Bailey Station Elementary.

3-5 category winning student: Sreshath Darapanent, 5th Grade; Teacher: Hilary Denny; School: Grahamwood Elementary.

6-8 category winning student: Akshay Tammineni, 8th Grade; Teacher: Carmen Kelsey; School: West Collierville Middle School.

9-12 category winning student: Olivia Miller, 12th Grade; Teacher: Mrs. Burford; School: Collierville High School.



TN Department of Human Services – Resources – Replacement SNAP

If you are a current SNAP recipient who has experienced food loss due to the power outages, the Tennessee Department of Human Services (DHS) is prepared to help with Replacement SNAP benefits.

Current SNAP recipients must provide a signed affidavit regarding their food loss to the department in order to receive replacement SNAP benefits.

Current SNAP recipients can submit the signed affidavit:

Online: using their phone or a computer by visiting www.tn.gov/humanservices/for-families/tahs-disaster-emergency-assistance.html

If you have trouble submitting the affidavit online, call 866-311-4287.

Drop Box: Due to ongoing concerns related to the COVID pandemic, the affidavit can also be printed, signed and placed in the drop box at local DHS offices. Drop boxes are checked by DHS staff every 30 minutes. Drop boxes are secure and located in the parking areas of each DHS office.

If unable to submit the affidavit online, or in the drop box, help is available in the local office.

Office Locations:

- 4885 Stage Road
Memphis, TN 38128
- 6941 Winchester Road
Memphis, TN 38115

Replacement SNAP is only available to current SNAP recipients.

April is National Safe Digging Month: Call before you dig

With the start of nicer spring weather, you are probably planning a home improvement project, tree planting, or installation of a fence or deck, which requires digging. Well, whether you are planning a do-it-yourself project or hiring a professional, smart digging means calling 811 before each job. Homeowners often make risky assumptions about whether or not they should get their utility lines marked, but every digging job requires a call - even small projects like



**Know what's below.
Call before you dig.**

planting trees and shrubs. The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an entire neighborhood, harm you and those around you and potentially result in fines and repair costs. Calling 811 before every digging job gets your underground utility lines marked for free and helps prevent undesired consequences. And remember, it's the law!