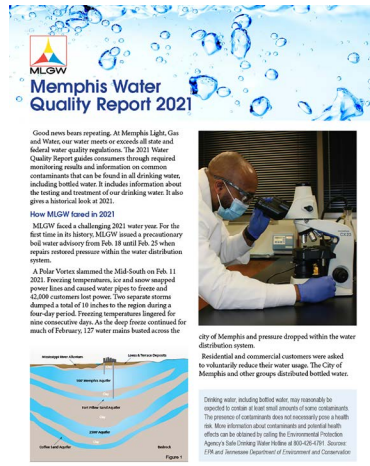


MLGW's 2021 Water Quality Report available online

Do you ever stop and think how fortunate you are to have such awesome drinking water? Water is one of our most precious assets sourced from the Memphis Sands aquifer. Many areas are not as lucky as Memphis and Shelby County. Specialists in MLGW's Water Laboratory perform numerous tests throughout the year to monitor the components of Memphis' water. The 2021 test results reveal our water to be well within the designated limits, and meeting or exceeding all water quality standards set by the EPA. All community water systems are required to prepare and distribute an annual water quality report. MLGW is proud to provide excellent drinking water for the citizens of Memphis and Shelby County. Customers can readily view MLGW's 2021 Water Quality Report in both English and Spanish online at mlgw.com/water-quality, as well as request a paper copy of the report by calling 320-3950 or emailing corpcomm@mlgw.org.



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.



Be sure to dial the right number

Do you ever open your MLGW bill and find you have a question about your fire, sanitation, sewer, storm water, or mosquito or rat control fees or services listed on the statement? If so, then make sure you call the correct number for help, instead of calling MLGW. The phone numbers for these municipal services are listed on your MLGW bill for your convenience. MLGW lists the fees for these services on your utility bill to minimize municipal billing costs, as well as return postage costs for our customers. However, we do not administer those services. We simply collect the fee payments and pass them on to the corresponding municipal organization.

My Account - We encourage customers to use MLGW's My Account as a safe option since MLGW community offices are closed to walk-in. 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 participate include the following:

May 5 – Senior Expo at the Agricenter International, 8:30 a.m. – 12:30 p.m.

May 15 – Radio Ambiente Cinco de Mayo, 2560 Mt. Moriah Rd., noon – 6 p.m.

May 24 – East Memphis 50 Plus Health & Home Expo, White Station Church of Christ, 1106 Colonial Rd., 9 a.m. – 12:30 p.m.

June 18-19 – Memphis Juneteenth Festival, Health Sciences Park (formerly Nathan Bedford Park), 26 South Dunlap St., various times

June 18-19 – Memphis Airshow, Millington-Memphis Airport, Tennessee, various times

June 30 – City of Memphis Safety Fair 2022, Memphis Pipkins Building on the Grounds of Tiger Lane/Liberty Bowl, 10 a.m. – 2 p.m.

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.



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

Community OUTREACH

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

May/June 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.

MLGW launches Outage Improvement Advisory Team (OIAT)

During Winter Storm Landon there were 186,000 outages and 233,640 customers impacted by the storm. After the storm caused some customers to be without power for several days, City of Memphis Mayor Jim Strickland announced the creation of an advisory board to provide recommendations for future outage management.

The first of several Outage Improvement Advisory Team Meetings (OIAT) was held on March 17 at the Benjamin L. Hooks Central Library and was an overview and understanding of the Electric Distribution System. Over the next few months, the OIAT will examine power outages and ways to improve the MLGW power restoration process. The team consists of community stakeholders from MLGW, the City of Memphis, Shelby County government, neighborhood associations, non-profits, and surrounding municipalities representing MLGW's 439,000 customers.

These meetings are on MLGW's YouTube channel and are saved to be viewed any time. MLGW customers are invited to engage in the process through questions/feedback at memphistn.gov/mlgw regarding tree trimming, underground lines, response time, overall infrastructure, suggestions for improvement, and more. The site also has a full list



of the OIAT members.

MLGW President J.T. Young remarked, "We will receive input from stakeholders on how we can make improvements to our system and make sure we are sensitive to the needs of our community regarding power restoration. We want to minimize the frequency and duration of outages and are excited to come together and receive stakeholder and customer input."



New MLGW Commissioners sworn in

Recently, Memphis Mayor Jim Strickland officially swore in members of the Memphis Light, Gas and Water Board of Commissioners for their three-year terms. The new Commissioners are Cheryl Pesce and Carl Person, who replaced former Commissioners Carlee M. McCullough, Esq. and Steven Wishnia, whose terms expired. Returning Commissioners are Chair Mitch Graves, who joined in 2016; Leon Dickson, Sr., who joined in 2016; and Michael E. Pohlman, who joined in 2018.

MLGW is governed by the Board of Commissioners who are nominated by the Mayor of the City of Memphis and approved by the Memphis City Council.

The new Commissioners

Cheryl Pesce was born and raised in rural southwest Arkansas. She's a 1981 graduate of Henderson State University (Arkadelphia, Arkansas), where she earned a degree in Special Education. From 1981 to 1985, Cheryl worked on her Master's in Education as she taught third and fourth grades within the Aldine School District in Houston, Texas.



Cheryl Pesce

For the next eight years, Cheryl was a pharmaceutical sales representative with Hoffman La-Roche Labs and Baxter International, two of the largest international pharmaceutical and medical equipment companies in the industry.

Cheryl also wanted to pursue another passion and thus started her own jewelry design business that quickly grew and evolved into the Cheryl Pesce Lifestyle Brand, that features not only custom handmade jewelry, but also fine home goods, furniture, decor, books, clothing, and children's items.

Carl Person has over 35 years of leadership experience with FedEx and UPS. He is the Founder and CEO of Customized Solutions Company, a boutique consulting firm specializing in commercial development partnerships, marketing, business analy-

sis, IT solutions and process improvement. His firm has public and private clients that include national teaming partnerships with Konica Minolta, NovaTech, Accela, Civic Plus Inc., Panorama Government Solutions and other corporations that span across multiple industries including retail, banking and government. Carl has a key role in "The Walk" and the Tom Lee Park development projects in downtown Memphis overseeing diversity inclusion and participation.



Carl Person

Carl is Board President of The Memphis Brooks Museum of Art. He is a Board Member for Metropolitan Inter-faith Association (MIFA), and current Board Member of the Center City Development Corporation. Carl is past Chairman of The Downtown Memphis Commission Board of Directors, Former State of Tennessee Department of Education CTE Advisory Board Member and Former Civil Service Review Board Chair for Shelby County Government.

He volunteers at St. Jude Children's Research Hospital, The Mid-South Food Bank, Hattiloo Theater and supports other local and regional charity organizations.

MLGW celebrated Natural Gas Utility Workers' Day

Memphis Light, Gas and Water and other natural gas utilities observed national Natural Gas Utility Workers' Day on March 18, 2022. It's a day when communities such as Memphis and Shelby County offer recognition and gratitude to employees who work to provide natural gas service safely and reliably to area homes and businesses.

MLGW thanks and honor our natural gas workers for their hard work and their dedication to safety. The annual nationwide event is intended to build public awareness about the hard work done by the employees of natural gas utilities. March 18 is the date of the New London, Texas school explosion in 1937 that led to the widespread odorization of natural gas with the odorant mercaptan and an increased emphasis on gas safety. Safety is a vital aspect to natural gas distribution and the employees of distribution companies endeavor to make natural gas delivery as safe as possible.

MLGW's natural gas employees had reason to celebrate at the close of last year. The Division's 30-year natural gas cast iron pipe retrofit program was concluded in December 2021, and a Cast Iron Replacement Celebration was held at Compass School on N. McLean. The \$100 million project over the past

30 years replaced more than 330 miles of cast iron pipes with polyethylene or steel pipes. The retrofit program improves natural gas safety for the public and reinforces our infrastructure for reliability and integrity in MLGW's natural gas supply service, and for earthquake mitigation.



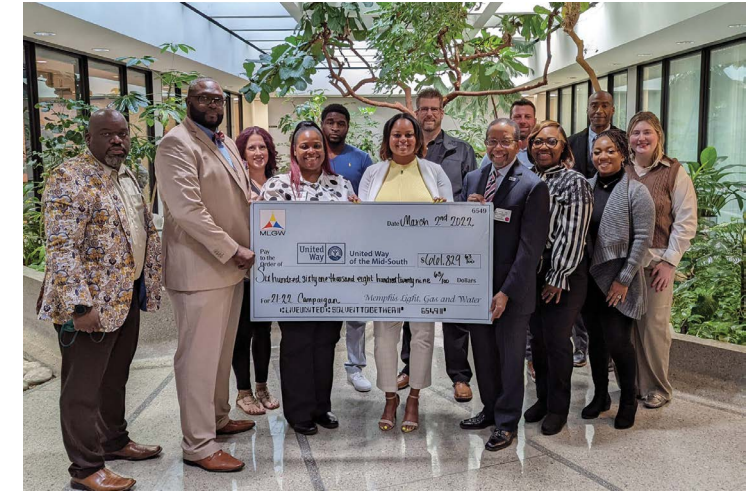
"We dedicate this day to celebrate the exceptional work our natural gas utility workers do every day in Memphis, Shelby County and across the country," said J.T. Young, MLGW President and CEO. "The completion of our 30-year cast iron replacement project was a huge milestone. MLGW and our customers depend on our natural gas workers to deliver reliable, affordable, and most importantly, safe natural gas service. Safety is a vital aspect of natural gas delivery, and our gas employees put safety first every day. They deserve a day

to be recognized for their hard work, dedication and accomplishments. We all offer a huge 'Thank you!' to our natural gas workers!"

If you would like to learn more about the benefits of natural gas and how your public natural gas system works, check out our website at mlgw.com or go to aga.org/natural-gas/in-your-home/benefits-of-natural-gas/.

MLGW's United Way campaign

Memphis Light, Gas and Water's 2021 United Way Campaign slogan was "New Normal Still United Stronger." The United Way 2021 campaign chair was Chantal Lairy, Customer Experience and Market Analysis, and the co-chair was Taurus Bradford, Water Distribution - North Service Center. There was one fundraiser during the 2021 campaign, the United Way Golf Tournament, spearheaded by Ryan Groves, Ethics and Compliance, and Josh Davis, Corporate Investigations and Loss Prevention. The United Way Steering Committee held in-person and virtual meetings with different departments to encourage employees to give money. At a recent Board of Commissioners meeting, MLGW presented the United Way of the Mid-South with a check for \$661,829.63. The funds contributed to United Way were exclusively donated by MLGW employees.



Speaker requests

Memphis Light, Gas and Water's Public Education Program (PEP) allows MLGW the opportunity to educate adults and children on the utility industry through a variety of forums such as community and classroom presentations. To request a speaker from MLGW, fill out the online speaker request form at mlgw.com/speaker. By utilizing the online request form, we are also better equipped to track the number of requests

we receive on a monthly basis for reporting purposes. This will help ensure that we're not missing out on any opportunities to support the community as well as promote our messaging through ads, banners, video/audio messages, etc. For more information on any of these programs, please contact MLGW's Corporate Social Responsibility department at 528-4820 or e-mail commrelations@mlgw.org.

Prepare your system and yourself for the summer

Feeling comfortable during a hot and humid Memphis summer can be challenging, but it does not have to be costly. Here are some of the easiest ways to stay cool and save:



- Have a professional, reputable contractor clean and inspect your air conditioner. This should be done every year, whether you have window or central units.
- Check your air conditioner's filter every time you receive your utility bill. Look for a dust build-up that can restrict the air flow and place stress on the system. This added stress causes wear and tear on the unit and increases operation costs.
- Always replace the filter cover. By creating a tight seal around the filter opening, you can block any unconditioned air that is being pulled into the unit.
- Use fans to move the air inside your home. This gives the sensation that it is five degrees cooler than the actual temperature.
- Shade windows on the sunny side of your home. Keep drapes closed or add room-darkening shades to block out the heat from the sun.

- Do not set your thermostat at a colder setting than normal when you turn on your air conditioner. It will not cool your home any faster and could result in excessive cooling and, therefore, unnecessary expenses.
- Set the thermostat at 78° degrees or higher for the most energy efficient operation. Each degree below this setting can add up to six percent to your cooling costs.
- Use a programmable thermostat to allow the inside temperature to rise while you are away from home for four hours or longer. Pre-set the thermostat to adjust back to your normal comfort range one half hour before returning home.
- Use your programmable thermostat setting to automatically allow the temperature to increase at bedtime. Sleep under lightweight bedding and use fans during sleep.
- Do not place lamps near your thermostat. The thermostat senses the heat produced from the lamp and causes the air conditioner to run longer than necessary.
- Plant trees or shrubs to shade air-conditioning units but not to block the airflow. A unit operating in the shade uses as much as 10 percent less electricity than the same one operating under the sun.

The outside portion of a central air conditioner is the condensing unit. Keep it clear from dried mud, debris and grass clippings, because it needs to breathe.