

Junior Achievement Bowl-a-Thon

MLGW bowlers gathered at Billy Hardwick's Lanes early Saturday morning, March 25 where they bowled to raise funds for Junior Achievement at their annual Bowl-a-Thon. After brief introductions by MLGW President and CEO Doug McGowen, Senior Vice President and COO Alonzo Weaver, and Junior Achievement CEO Leigh Mansberg, MLGW bowlers went for as many strikes as possible. MLGW raised a total of \$21,833, beating our goal of \$20,000. A great time was had by all!



Information Technology Day

As part of MLGW's outreach efforts on education, the utility's IT department recently hosted Information Technology Day for 31 students and 12 teachers from Memphis-Shelby County Schools. Students from Cordova, Sheffield, and GW Carver high schools spent most of the day learning about how MLGW uses information technology in various departments.



National Volunteer Week at MLGW



MLGW's motto is "Serving You is What We Do" and employees love to volunteer in the community. To commemorate National Volunteer Week (April 16-22) employees volunteered in the community. MLGW partnered with Macedonia MB Church Boxtown to host a mobile food pantry on April 18 at the church facilities located at 1814 Fields Road in the Boxtown community. During the three-hour event, MLGW volunteers along with volunteers from the church distributed items such as oranges, potatoes, hams and other nutritious food provided by the Mid-South Food Bank along with MLGW CARES packets containing information regarding utility assistance and other community resources.

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:

May 9 – Professional Network on Aging, Senior Expo, Agricenter Intl, 8:30 a.m. – 12:30 p.m.

May 10 – Memphis Housing Authority Housing Fair, Whitehaven Community Center, 4318 Graceland Dr, 11 a.m. – 2 p.m.

May 19 – Alex Haley Masonic Lodge Senior Citizens Safety Day, Lester Community Center, 317 Tillman St, 12 – 2 p.m.

May 20 – Community Fest, Levi Library, 3676 S Third St, 1 – 3 p.m.

May 23 – East Memphis Senior Health and Home Expo, Colonial Park United Methodist Church, 5330 Park Av, 9 a.m. – 12:30 p.m.

June 1 – Baptist Cancer Center Rhythm of Life Cancer Survivor Celebration and Awareness Day, Shelby Farms Park, 6903 Great View Drive Memphis, 5 – 8 p.m.

June 5-9 – Memphis-Shelby County Schools' 2023 Midsouth Leadership Symposium, Renasant Convention Center, various times

June 8 – Collierville United Methodist Church, 454 West Poplar, 11:30 a.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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Community OUTREACH

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

May/June 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.

M.A.C. workforce initiative at SWTCC

MLGW, AT&T and Comcast (M.A.C.) partner with SWTCC for a new workforce initiative. The Southwest Tennessee Community College recently launched its M.A.C. program, and representatives from companies including MLGW joined SWTCC staff and administration to talk to students in an amphitheater setting at Farris Auditorium.

"We are excited to be a part of this workforce collaboration," said Southwest's President Tracy D. Hall "and thrilled for our students who will benefit from their customized training and direct connection to employment opportunities."



MLGW President and CEO Doug McGowen addressed the students in attendance and stressed the importance of good education, job opportunities and skill development. "There is a wealth of opportunity available for students interested in following the M.A.C. career path," said MLGW President McGowen. "People who work in the skilled trades are in high demand across the country."

Company representatives laid out the goals of the M.A.C. program and what each company will offer to students, including future employment and further learning opportunities. The companies represented also held a "Questions and Answers" period where SWTCC students asked hard, but important questions. The event was inspiring.

MLGW unveils LED streetlights

On the first day of spring, MLGW and city leaders held a news conference at Fire Station 37 in South Memphis to announce plans to replace the city's high-pressure sodium streetlights first installed in the late 1950s with better, more energy-efficient LED



streetlights. The news conference was attended by Memphis Mayor Jim Strickland, MLGW President and CEO Doug McGowen, members of the Memphis City Council and the MLGW Board of Commissioners, including Board Chairman Leon Dickson Sr., along with members of the media and MLGW staff. The plan involves replacing more than 77,000 streetlights with LEDs over the next year.

Board of Commissioners tour

Recently, the MLGW Board of Commissioners, executive staff members, and the news media took a five and a half hour tour of Memphis Light, Gas and Water's facilities to

get a better understanding of how the utility works. While on tour at the MLGW Water Quality Assurance Lab, some of the attendees took time for a picture.



MLGW celebrates Natural Gas Utility Workers' Day

MARCH 18 IS NATIONAL NATURAL GAS UTILITY WORKERS' DAY



MLGW thanks our Natural Gas Utility Workers and honors them for all their hard work, safety and dedication for our customers.

To honor our gas workers, MLGW had banners made for Natural Gas Utility Workers' Day for the three service centers where our gas workers are based. Gas Workers' Day is March 18 every year, so MLGW designed and put up these banners a few days before and held a breakfast to thank our great gas workers on that date.

The annual nationwide event is intended to build public awareness about the hard work done by the employees of natural gas utilities. March 18 was 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 thanks and honors our natural gas workers for their hard work and their dedication to safety. 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 latest Water Quality Report available online

Do you realize how fortunate we are to have such awesome drinking water in Memphis and Shelby County? Many areas in the nation might not be as lucky. Specialists in MLGW's Water Laboratory perform about 40,000 tests throughout the year to monitor the components of Memphis' water. The 2022 test results reveal our water is well within the designated limits, and meeting or

exceeding all water quality standards set by the Environmental Protection Agency (EPA). All community water systems are required to prepare and distribute an annual water quality report. Customers can readily view MLGW's 2022 Water Quality Report online at mlgw.com/waterquality, as well as request a paper copy of the report by calling 320-3950 or e-mailing corpcomm@mlgw.org.



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.

Prepare your system and yourself for the summer

It's not always easy feeling comfortable during a hot and humid Memphis summer, but it does not have to be costly. Here are some tips on how 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 units or a central system.
- Check your air conditioner's filter every time you receive your utility bill. Look for a dust build-up that can restrict the airflow 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 to 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 do not 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.

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 monthly 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.

No "April Fools" storm

The Mid-South severe weather outbreak of March 31-April 1, 2023 caused extensive damage especially in the American Way/Getwell, Perkins/I-240, Haynie and Sea Isle neighborhoods. Damaging winds moved through Memphis and Shelby County, knocking out power to more than 34,000 Memphis Light, Gas and Water customers.

A transmission tower and lines were severely damaged in the airport area. In addition, there were downed power poles across the service area, especially within the I-240 corridor. MLGW crews worked expeditiously to assess damage and restore power. There was no impact to the water or gas infrastructure.

