

# Community OUTREACH

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

November/December 2020

## Community Outreach is now only available electronically

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## What's new with the Integrated Resource Plan?

MLGW has worked the last 14 months on an integrated resource plan (IRP) to determine best options for our customers for future power supply needs. During phase one, the Siemens consulting firm helped evaluate several scenarios, including “no regrets” or best options for power.



are located, etc. Now MLGW needs an experienced “builder” to look over the plans and confirm exactly how much they will cost to complete. The “builder” will be the company selected in the power supply solicitation process. What the builder finds out will likely be the final, recommended power

supply source for MLGW. Find out more about the process, view meeting notes and the IRP document by going to [mlgw.com/powersupplyinfo](https://mlgw.com/powersupplyinfo).

## Water system survey results

MLGW received a score of 99 percent on a sanitary survey of its water system by the Tennessee Department of Environment and Conservation (TDEC).

“I am very proud of the team and the great work that they do every day to ensure our drinking water is of the best quality,” said Nicholas Newman, Vice President of Engineering and Operations. “This great score shows their dedication.”

According to TDEC, a sanitary survey is an unannounced onsite evaluation and documentation of a water system’s capabilities, operations, sources, facilities, treatment process, equipment, distribution network, monitoring, reporting and data verification, pump facilities, controls and overall management to continually provide safe drinking water.

The TDEC survey is conducted once every two years. MLGW’s previous score was also 99 percent. MLGW’s water supply system was placed among the state’s “approved” water supplies. MLGW’s Water Quality Reports can be reviewed at [mlgw.com/waterquality](https://mlgw.com/waterquality).



## Plan ahead to stay warm this winter

As colder weather approaches, MLGW wants to ensure uninterrupted service to seniors age 60 and above, and disabled customers. The Winter Moratorium program prevents cutoffs for registered customers during the months of December, January and February. Participants are still responsible for paying their utility bills during this time.

There are no income restrictions for the Winter Moratorium program. However, applicants cannot have an outstanding **balance greater than \$199.99** on their utility bill on November 30

(cont. on back)

## Student Art Contest: There's still time!

There's still time to enter MLGW's 2020 Student Poster Contest –The Power Bytes– so grab your paints, brushes, colored pencils, crayons, glue, glitter, even computers! Think about Internet safety and create your masterpiece! You can win a \$125 prize! The contest is open to all K-12 students attending ANY school and also home schoolers within Shelby County. For contest rules and an entry form, visit [mlgw.com/artcontest](https://mlgw.com/artcontest). The submission deadline is Friday, November 20, 2020. For more information email [gmloulin@mlgw.org](mailto:gmloulin@mlgw.org) or call 828-4660, Monday to Friday, 9:30 a.m. to 4:30 p.m.



**MLGW in the Community:** Due to coronavirus (COVID-19) precautions, many community events have been postponed or canceled. Due to Shelby County's Safer at Home orders and social distancing measures, our MLGW in the Community section will be in hiatus until events resume.

**Please note:** We encourage customers to use MLGW's My Account as a safe option instead of coming into a community office. Signing up is easy. Go to [mlgw.com](https://mlgw.com) or download our app.

(cont. from Winter)

when the program begins. The deadline for application is November 15. Customers can simply download the Winter Moratorium form at [mlgw.com](https://mlgw.com) or request that one be mailed to them by calling 544-6549. If they have previously enrolled in the Winter Moratorium, they will automatically be re-enrolled if the past due balance does not exceed the minimum amount of \$199.99 by the close of business November 30.

Note: For those 60 and over, proof of age is needed with each application. Also, for those applying due to a disability, proof of disability is needed with each application in the form of the proper certification.

For more information, visit [mlgw.com/wintermoratorium](https://mlgw.com/wintermoratorium).



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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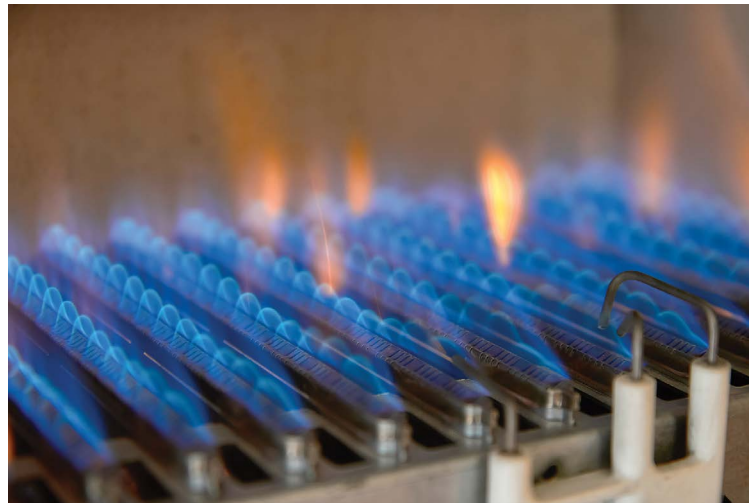


## Mobile food pantry

MLGW in partnership with the Mid-South Food Bank held its third Mobile Food Pantry recently at the Division's Joyce Blackmon Training Center on Raleigh-LaGrange Rd. Close to 500 families in need during the COVID-19 pandemic were given food as so many are in dire financial straits during this crisis.

## Remember to call for your pilot safety inspection

Pilot safety inspection appointments are being scheduled now. A \$55 fee, which will be billed to the customer's account, covers up to three gas heating appliances. Each additional appliance over three will cost an additional \$16 fee. The service is free to physically challenged customers and seniors (60 years and older). Customers can schedule an appointment by calling 820-7878 and choosing a convenient date and time. The Interactive Voice Response (IVR) system can also be used to schedule an appointment. A 16-digit account number or the phone number associated with the account is needed to use the system. English-speaking customers need to press the following prompts: 1-2-3-2. Spanish speakers must press 3 for Spanish and follow the prompts. For the best selection of dates and times, customers are encouraged to call as soon as possible. MLGW's Customer Care Center is open from 8 a.m. - 6 p.m., Monday through Friday.



## Supplier Diversity spend impact

Launched in 1997, the Supplier Diversity program provides businesses equitable opportunities to participate in a contractor or subcontractor agreement with MLGW for goods and services. The 2020 Supplier Diversity Spend Impact report for January-June 2020 showed that MLGW spent more than \$15 million total on products and services with minority business enterprises, women business enterprises and locally owned small businesses.

- Four percent or \$2,660,933.56 on women business enterprises.
- Twelve percent or \$6,828,650.16 on locally owned small businesses.
- Nine percent or \$5,568,076.32 on minority business enterprises.

The total diversity spend, \$15,057,660.04, accounts for 25% of the total procurement spend of \$59 million.



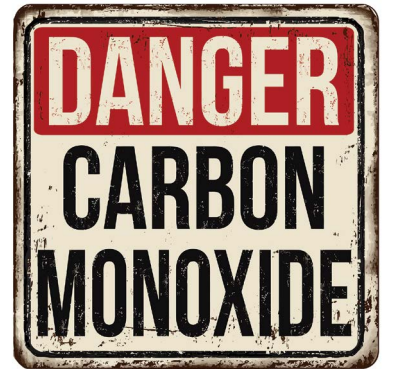
## Be aware of the silent killer!

Carbon monoxide is often called the "silent killer" for good reason. This colorless, odorless and tasteless gas is extremely dangerous and even deadly. You are probably more aware of the potential for carbon monoxide poisoning in the winter when gas heaters are in frequent use, but it can happen whenever natural gas is not being burned properly or an appliance is not vented as it should be.

Carbon monoxide poisoning is especially dangerous because its victims often don't recognize the symptoms until it's too late. Headaches, fatigue, dizziness, nausea, vomiting, and the inability to

think clearly are all tell-tale signs of carbon monoxide poisoning. If you suspect carbon monoxide poisoning, seek medical assistance immediately and move the victim, if possible, to a well-ventilated area, then call Memphis Light, Gas and Water's 24-hour emergency number, 528-4465.

To prevent carbon monoxide poisoning in your home, make sure that all natural gas appliances, such as your water heater, furnace and space heaters, are vented outside. Keep chimneys and flues clear of all debris, and use gas space heaters only according to manufacturers' instructions. We also recom-



mend that you have your gas appliances inspected annually by a licensed professional. Remember, natural gas should always burn a clean and steady blue flame. If you notice a yellow flame, or one that seems to "float" or waver, call our Customer Care Center at 544-6549.

## Help available for utility bills

MLGW is committed to working with our customers during the pandemic, offering several bill assistance resources and payment plans. If you are having trouble paying your utility bill, you can call, set up a payment plan or get more information on available assistance, and avoid disconnection.

### The following agencies offer utility assistance:

- The Shelby County Community Services Agency (CSA) distributes Low Income Home Energy Assistance Program (LIHEAP) funds: [shelbycountycsa.org](http://shelbycountycsa.org) or call 222-4212 and leave a message.



- The Metropolitan Inter-Faith Association (MIFA) provides one-time, emergency utility assistance through MLGW's Plus-1 program: [mifa.org/emergencyassistanceeligibility](http://mifa.org/emergencyassistanceeligibility).



### Referrals for help with rent, utility payments or other assistance:

- LINC/211 by dialing 2-1-1 or 415-2790, Mon. - Fri., 9 a.m. - 6 p.m., and Sat., 11 a.m. - 3 p.m.

- United Way at [call.drivingthedream.org](http://call.drivingthedream.org) or call 1-888-709-0630.



### MLGW payment arrangements and other programs:

MLGW bill payment plans and arrangements are available. Go to [mlgw.com/COVID-19](http://mlgw.com/COVID-19) or call 544-6549 (Residential) or 528-4270 (Business). Business owners can get information on how to obtain help from the Business Resources Center: [memphischamber.com/covid19](http://memphischamber.com/covid19).



Go to [mlgw.com/COVID-19](http://mlgw.com/COVID-19) for more details, resources and payment locations.

## MLGW's United Way campaign kicks off with Day of Caring

MLGW volunteers and the MLGW 2020 United Way Steering Committee members gathered at Hope House in Midtown on the first Day of Caring. The volunteer effort kicked off MLGW's United Way Campaign, as well. They cleaned up Hope House's playgrounds leaving the toys, jungle gyms, play houses, slides,

tables and surfaces gleaming. Every part of Hope House was left improved by the volunteers. Hope House is a Midtown based non-profit that provides therapeutic daycare, social services and more to HIV affected adults, children and their families. We are proud of our volunteers for representing MLGW so well and making a difference in our community.

## Kudos!

A shout out is in order for MLGW Crew 5460, Underground Streetlight, and MLGW Crew 5480, Directional Streetlight Bore. Our street light installation has been completed and it looks great! The Street Light crew could not have been nicer and they were a treat to have on our street.

In these times of what feels like nothing but bad news, a shout out to the hard working men and women of this city goes a long way. Thank you for all of your assistance with this project. The benefits to everyone in the neighborhood who uses our cove are greatly appreciated.

– Jason Barnett, Public Safety Marketing Coordinator for the City of Memphis



My neighbors and I had been detecting a whiff of gas in our cove. I was delighted to have MLGW representative Sam Hinsley show up. I shared as much context as I could, and he got busy. After some time and a good amount of sweat, Sam located the gas leak across the street on the side of my neighbor's house.

Sam's thoroughness is to be commended. And on top of this, he was extremely kind. I almost had to force him into sharing his name because he said my thanks to him was the best I could have done. I just wanted to appreciate you all and highlight this great MLGW employee.

– Bobbie White, MLGW Customer