

Operation Feed results

Congratulations to the 1,001 employees that contributed to the 2021 Operation Feed campaign. Because of their contributions, MLGW came in first place with \$34,804.80. Operation Feed helps stock the shelves of hundreds of food pantries,

soup kitchens, and shelters across the Mid-South Food Bank's 31-county service area in Tennessee, Mississippi and Arkansas. These partner agencies depend on the Mid-South Food Bank to provide healthy, nutritious meals for food insecure families.

MLGW 2021 interns' spotlight

Memphis Light, Gas and Water is preparing the next generation of future utility workers. Over the summer of 2021, interns worked in different departments within MLGW to help to become job ready. "The internship experience is important to students because the program allows students to apply classroom theory to real-work experiences. The students gain valuable, hands-on experience that they cannot receive in the classroom," said Nedra Bailey, MLGW Human Performance.

To find out more about the interns, go to MLGW's Instagram @mlgwofficial or Facebook @MLGW1 page.

2021 MLGW United Way Day of Caring

MLGW volunteers did a little gardening, well, garden cleanup for Knowledge Quest, a learning center in Soulsville, on September 16. The day dedicated to community work partnering with United Way had our volunteers working to clear and clean up weeds, debris and long grass in the vegetable garden cared for by Knowledge Quest's young gardeners. Dr. Kenneth Robinson, president of United Way joined the group to offer some inspiration and thanking them for their efforts. The cleaned-up garden looked amazing after all that hard work.

Hickory Hill electric crew provides exceptional service

Jonathan Kelley, Albertin Hernandez, Austin Chambers, and Chauncey Wirt, Electric Distribution Hickory Hill, were recently working on a new service installment project. Ginny Modlin from The Dave Moore Companies, said they did an outstanding job at making sure the meter box got placed properly. "They were a delight to work with and had big smiles on their faces the entire time I was working with them. I even shared some MLGW love on Instagram and Facebook." Thank you to the crew for their customer-friendly service.



MLGW's volunteers at the Utility Assistance One Stop.

MLGW Utility Assistance One Stop

According to a WHBQ Fox13 reporter, it seemed like "thousands showed up" for the MLGW Utility Assistance One Stop as car lines wrapped around multiple blocks near Gethsemane Garden Church of God in Christ in the Vollintine-Evergreen community on Saturday, August 21. The event offered utility assistance, among other services, to people who needed it; up to \$650 in assistance was available to those who qualified. If you know of someone who needs assistance, please have them visit shelbycountycsa.org.

MLGW will be hosting its eighth mobile food pantry on Friday, December 3 from 10 a.m.-1 p.m. at Iglesia Nueva Vida, located at 1348 National St., Memphis, TN 38122.

Community OUTREACH

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

November/December 2021

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.

Memphis Light, Gas and Water receives highest award from APPA

The American Public Power Association (APPA) is the voice of not-for-profit, community-owned utilities that power 2,000 towns and cities nationwide. At a recent Board of Commissioners meeting, Nick Newman, Vice President of Engineering and Operations, presented an award to the Board from the APPA. MLGW received the RP3 Diamond Award. A RP3 designation is a sign of a utility's dedication to

operating an efficient, safe, and reliable distribution system. "MLGW has been recognized through the RP3 program five times since 2010. This year we are proud to have received the Diamond Award which is the highest recognition in the program. It is a testament to the quality work our employees do every day," Newman said.

Rising gas prices could lead to higher winter bills

With steadily rising U.S. natural gas prices, MLGW customers can expect higher than average winter heating bills this season. U.S. natural gas prices for the upcoming winter are currently projected to be significantly higher than last winter. These are some of the highest prices in the last eight years. Through risk management strategies, MLGW hedges purchase costs to protect customers in the event of rising natural gas prices. "These upward price trends have been driven by growing concerns of low winter storage levels across the U.S. If we don't see a decrease in U.S. natural gas prices in the next sev-

eral weeks, MLGW customers could see some of the highest winter gas bills in recent years," said Jeff Sissom, Gas Portfolio Management Supervisor.

At current natural gas price levels, customers could expect to see their total winter months' natural gas costs increasing by 20% to 30% over last winter's natural gas cost.

While customers cannot control the market, they can find ways to conserve and save money. To find energy conservation tips, go to mlgw.com/conserve.

MLGW receives the SOAR Award

The SOAR Award for System Operational Achievement Recognition given by the American Public Gas Association (APGA) was presented to the MLGW Board at a recent meeting. MLGW was recognized "For Excellence in the Operation of its Natural Gas System" at the Bronze Level (2020-2023).

Public natural gas systems are entrusted by their customers to deliver clean and affordable natural gas through a safe and reliable distribution pipeline system. To accomplish this mission, MLGW constantly strives to improve its operating capabilities, overcome challenges, and adapt to its changing environment.

This selection by our peers at APGA was based on our demonstrated excellence in system integrity, system improvement, employee safety and workforce development.



Pictured with the SOAR Award are (l-r) VP of Engineering and Operations Nick Newman, MLGW Board Chairman Mitch Graves and MLGW President and CEO J.T. Young.



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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Greater Memphis Chamber third quarter results

Ted Townsend, Greater Memphis Chamber, gave a presentation to the MLGW Board at a recent Board of Commissioners meeting about third quarter economic development results.

- From January 2021 until now there have been 22 new economic development projects that have created 2,753 new jobs in the Mid-South.
- Currently, there are 57 active projects which will create 23,177 new jobs in the Mid-South.

Terica Lamb, Economic and Community Development, is proud of the growth in Memphis even though we are dealing with COVID-19. "We were pleased to hear that growth in Memphis is still



happening amid a pandemic. MLGW will garner new customers which will add new revenue to the Division."

Growth in Shelby County with MLGW partnerships

Memphis Record Pressing, a Bartlett based vinyl records manufacturer, plans to expand, which will include a new logistics operation in Memphis. The expansion represents 65 retained jobs and the creation of 111 new jobs with an average annual wage of \$36,130. Total capital investment for the project is \$7.5M. Once the expansion is complete, Memphis Record Pressing will be the largest vinyl records manufacturer in the country.



Newberry Tanks and Equipment also plans to expand its footprint in the Memphis area. The company has been a manufacturer of steel tanks for more than 90 years. To support its growth in Memphis, Newberry Tanks will move from its current facility located at 2270 Channel Ave to 3109 Fontaine Rd. This expansion represents the retention of 8 jobs and the creation of 25 new jobs with an average wage of \$71,000. Total capital investment for this project is approximately \$2.9M.



Students still have time to enter MLGW's 2021 Art Contest!

Students: It's still time to grab your paints, brushes, colored pencils, crayons, glue, glitter and even computers, to enter the 2021 MLGW Student Poster Contest.

The theme: "Smell Gas? Leave Fast!"

The Gas Safety Superhero: "Captain Mercaptan!"

Entries will be judged in four categories: Elementary school (grades K-2 and 3-5), middle school (grades 6-8) and high

school (grades 9-12). Each category winner and also each winner's teacher will receive a \$125 award.

All children in grades K-12, attending ANY Shelby County school and even home schooling, are eligible. All entries must be submitted no later than 4 p.m., Friday, December 10, 2021. For general rules, specific art form rules, submission process, judging and awards, please visit mlgw.com/artcontest.

President J.T. Young building relationships in the community



Recently, President Young spoke at the Lakeland Chamber of Commerce. He updated the group about what's going on at MLGW. (L to R) Jeremy Burnett (Lakeland Economic Development Council and school board member), Commissioner Wesley Wright, Lashell Vaughn, VP and CTO, Diana Crenshaw, J.T. Young, President and CEO, Wil Ashworth, Gale Carson, VP, Community & External Affairs, Sherita Goodman, Economic and Community Development, Gary Johnson, Brittney Buchanan, and Commissioner Richard Gonzales).

Tips for winter energy savings

It's that time of year when the leaves fall, the wind gets colder, and winter is right around the corner. That means heating bills, which can average 40 percent or more of your annual utility costs. Use the following energy-saving advice to help reduce your winter utility bills. These free or low-cost steps not only save you money, but they also conserve precious energy:

- Set thermostat at 68° or lower when you are home. Every degree below 68° saves four percent on your heating bills.
- Wear layered clothing and thick socks to keep warm and set your thermostat lower.
- At bedtime, lower thermostat even more and add extra blankets.
- Close garage doors; cover foundation vents; close off vents and doors to seldom-used rooms.
- Make sure central heating air filters are clean or replaced regularly.
- Use a programmable thermostat and/or lower or turn off thermostat when gone for four hours or more.
- Keep curtains and blinds closed at night and on cloudy days, open curtains on sunny days for warmth.
- Place rolled-up towels inside against bottom of exterior



doors and windowsills to block wintry drafts.

- Adjust your water heater temperature to 120° or "warm" – it still provides hot water.

Greater energy savings can be realized if you weatherize your home by adding insulation, caulking cracks and gaps, weather stripping, installing storm windows and many other improvements. You can find more weatherization and conservation tips at mlgw.com.

Get started on winter weatherization

There are plenty of things you can do in the winter to try to save on your heating and utility bill. But the best savings come from efforts you make before cold weather gets here.

Here are some early weatherization ideas:

- Put more insulation in your attic (R38-rated and above) or under floors (R13+).

- Install a new energy-efficient furnace or water heater with Energy Star® endorsement.
- Have vinyl siding installed on your home's exterior with insulation between the new and old siding.
- Find and caulk cracks around outside doors and windows. Weatherstrip around doors.

Gas leak? Know how to respond!

With colder weather on the horizon, home heating and natural gas safety become very important. Natural gas is safe and efficient when used correctly, and MLGW has a maintenance strategy to keep its pipelines safe. Natural gas leaks typically result from damaged underground pipelines or indoor gas appliances. Natural gas is naturally colorless and odorless, so MLGW adds the odorant mercaptan to give gas a recognizable rotten egg smell. Indoor leaks are usually detected by the strong odor. Outdoor gas pipeline leaks sometimes offer more hints such as water bubbling near the site, dirt being blown into the air or dead or dying vegetation near the pipeline. If you suspect a natural gas leak, the proper response could save your life. The following tips will help you avoid a disaster. How to recognize natural gas leaks:

- Rotten egg smell.
- Hissing or roaring sound caused by escaping gas.
- Dead or discolored vegetation in an otherwise green setting along a pipeline route.



- Blowing dirt, grass or leaves near a pipeline.
 - Flames coming from the ground or from valves along a pipeline.
 - Steady bubbling in a wet, flooded area or marshland, river, creek or bayou.
 - Frozen ground not related to weather.
- What to do if you suspect a gas leak:
- Leave the vicinity immediately by foot. Abandon house, vehicles and/or equipment.
 - Don't do anything that could cause a spark including smoking, using matches, phones or electricity.
 - Don't use a phone inside your house. Go

outside to use your cell phone, or use a neighbor's phone and call MLGW at 528-4465 and 911 to report the gas leak.

- Do not start or restart motor vehicles or electrical equipment near the suspected leak.
- Do not operate any electric equipment (light switches, phones, flashlight, etc.).
- Warn others to stay away from the area.
- Do not try to put out a natural gas fire.