

Community OUTREACH

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

November/October 2022

Community Outreach is now only available electronically

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Our loss is Florida's gain

Former MLGW President and CEO J.T. Young left MLGW on October 14 to begin a new chapter in his life. He returned to his home state of Florida where he accepted a position at Florida Power & Light.

Young joined MLGW in March 2018 and served as our 11th president. His tenure was marked by many challenges – the pandemic, the February 2021 Ice Storm, and conducting an Integrated Resource Plan and Power Supply RFP – to name a few. He could always be counted on to lead with composure and thoughtfulness.

President and CEO transition plan

Under the provisions of the MLGW Charter, the duties of the President are to be performed by the current Board Chairman in the event of a vacancy. Therefore, until a new President and CEO takes over the post, as current Chairman, Mitch Graves will serve as Acting President and CEO.

To facilitate the efficiency of day-to-day operations, Alonzo Weaver, current Senior Vice President and Chief Operating Officer, will serve as Interim Chief Utility Officer. Mr. Weaver will be responsible for the day-to-day functions of the President's office until a new President is appointed by Mayor Strickland and confirmed by the Memphis City Council. Weaver will have authority to execute documents binding MLGW, subject to established contracting limits requiring Board and Council approval.



Mitch Graves

MLGW pilot light-up appointments

MLGW encourages customers to have their furnace inspected before winter. To ensure the continued safety of gas appliances, especially during the winter months when most used, MLGW offers pilot light-up safety inspections. The service carries a \$55 fee, which covers up to three gas heating appliances, and a \$16 fee for any additional gas appliance. There's never a fee for customers who are 60 years and older or disabled.



To schedule an appointment, call (901) 544-6549 using MLGW's Interactive Voice Response (IVR) system. You will need your 16-digit account number or your phone number. Customers can also call (901) 820-7878 and use the automated system 24 hours a day or speak with a Customer Care Representative 8 a.m. to 7 p.m. Monday - Friday. Customers can easily access the automated system after hours. Appointments are available from 8 a.m. – 8 p.m. on Tuesdays, Wednesdays, Thursdays and 8 a.m. – 4 p.m. on Saturdays.

Hey, kids... Win a \$125 prize!

It's time again to grab your paints, brushes, colored pencils, crayons and even computers for MLGW's 2022 Poster Art Contest! This time, the goal is to create MLGW's new disaster preparedness Power League Superhero "Crisis Crusher!"

If you ever wonder, how did little Chris Cross become Power League Superhero "Crisis Crusher," here's the story:

"Years ago, little Chris Cross had a terrible experience when an ugly storm hit the area where the family lived, and they were not prepared to deal with the difficulties caused by the natural disaster. These unforeseen circumstances transformed little Chris Cross into Power League Hero "Crisis Crusher," who goes all over promoting and teaching the world about emergency preparedness, including building an emergency kit, staying informed through social and traditional media, and avoiding the dangers produced by any crisis situation."

That's how little Chris Cross became Power League Superhero

"Crisis Crusher!"

For 2022, students are asked to create the superhero character "Crisis Crusher," whose core mission is to promote disaster preparedness, including actions to be taken before, during and after a natural disaster.

Like every year, MLGW's Art Contest is open to all K-12 students attending school or being home-schooled within Shelby County. But hurry up because the submission deadline is Friday, December 16, 2022 at 4 p.m. For more information, please send an email to gmoulin@mlgw.org. For contest rules and entry form visit mlgw.com/artcontest.



Serving you is what we do



MLGW donated 550 cases of bottled water to Jackson, Mississippi to help ease the burden of their water crisis. Special thanks go to MLGW employees Derrick Suggs, Material and Stores; Tara Jones, Building Services & Grounds; and Marcus Tate, Risk Management for their help in coordinating this effort. Antonio Willis and Charles Maxwell of Storeroom 85 transported the water to Jackson, Mississippi.

For United Way's Day of Caring on Friday, September 16, MLGW sent volunteers to help at two locations. One was the Mid-South Food Bank where our volunteers organized, boxed up and shipped out boxes of food for hungry Memphians in need. About 20 MLGW volunteers cleaned an overgrown playground at the Boys & Girls Club of Greater Memphis on Tchulahoma Road. The center serves between 80-90 students who attend nearby Oakhaven Elementary and Middle schools.



MLGW and partners offer first-ever “Latino One-Stop” event

Memphis Light, Gas and Water Division partnered recently with Latino Memphis, Radio Ambiente and the Mid-South Food Bank for the very first “Latino One-Stop,” a combination of resource fair and mobile food pantry, which took place on Saturday, October 8, 2022 at El Mercadito de Memphis.

Outside, at the parking lot of El Mercadito, dozens of volunteers sorted food and proceeded to place it in the trunks of about 300 families, while MLGW security directed traffic.

Inside the building of El Mercadito, about 20 community entities offered the “Latino One-Stop” Resource Fair, through which they informed and promoted services to attendees, including utility assistance; health insurance; legal resources; child support; employment opportunities and more. Also, COVID-19 and flu vaccinations were given free of charge.



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.

For more information visit mlgw.com/residential/wintertips.

Stay warm with MLGW’s Winter Moratorium

When temperatures drop, seniors may experience difficulties paying their utility bill. MLGW does not want to see anyone left in the cold. MLGW’s Winter Moratorium provides senior (60+) and disabled customers uninterrupted utility service during the coldest months of the year (December 1 through March 1). This program does not relieve customers of their obligation to pay, but it does offer peace of mind with the promise of no cut-offs during the winter months. In order to qualify, residential customers must show proof of age or disability and have a zero balance on their account at the close of business Friday, November 30. Customers can download brochures at mlgw.com, pick one up at any MLGW Community Office or have one mailed by calling 544-MLGW (6549).



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.

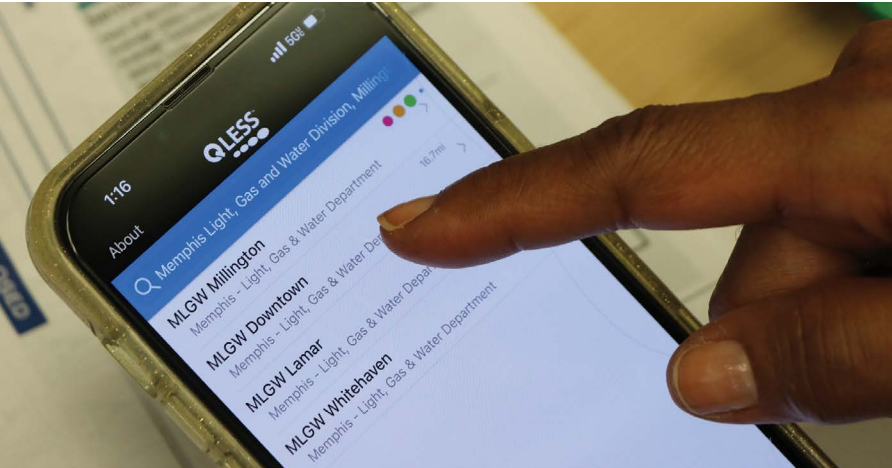
How to recognize natural gas leaks:

- Rotten egg smell.
- Hissing or roaring sound caused by escaping gas.

Roll out the red carpet, and the QLess

MLGW Community Office lobbies re-opened to the public on Monday, October 3. Walk-in customers can visit the Downtown, Lamar, Whitehaven or Millington locations. The Summer office will remain closed.

In addition to the lobbies opening, MLGW is rolling out a new online reservation system called QLess. It’s like making a doctor’s appointment. Customers can download the QLess app or go to mlgw.com/APPT.



- 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.

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:

Nov. 3 - Germantown Senior Advisory Commission Senior Expo, Great Hall & Conference Center., 9 a.m. - 2 p.m.

Nov. 8 - Collierville 50 Plus Health & Home Expo, Collierville United Methodist Church, 9 a.m. - 12:30 p.m.

Nov. 16 - Shelby County Division of Community Services Health and Information Fair, Baker Community Center, 7942 Church St, Millington TN, 11 a.m. – 2 p.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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