

New tree trimming firms have started work

Consistent with the electric reliability improvement plan, MLGW is pleased to announce that three newly contracted tree trimming firms have commenced work. These crews began the important work of clearing vegetation away from power lines that serve our communities. This work is critical to improving our electric system reliability. Collectively, the firms of ABC Professional Tree Services, Lewis Tree Service, Inc. and Kendall Vegetation Services have more

than 90 crews and several hundred individuals engaged in this work going forward. For efficiency, each firm will be assigned approximately 1/3 of the service area, and they have begun their work in the areas where the tree canopy intersects most with overhead powerlines. Visit mlgw.com/treeprogress for updates. A special thank you to the MLGW Board of Commissioners and Memphis City Council for their support of this important work.



Meter repair progress report



We've got some updates to share about our ongoing efforts to make sure everything's running smoothly with gas and water meters. As we collectively navigate the obstacles that 2023 has thrown our way, rest assured that we're committed to overcoming this challenge just like the rest. In the face of these challenges, we've teamed up with Utility Partners of America (UPA) to lend us a hand in fixing gas and water meters that might not be tracking usage correctly. A manufacturer defect has resulted in delayed billing issues.

Here's how we are tackling the problem:

Getting to your meters: Our trusted contractors from UPA will check out those meters. When they do, they'll give your door a friendly knock to let you know they're there.

When you're not home: If you're not around when they drop by, don't fret! Our contractors will do their best to access the meters without disturbing you. But if they can't, they'll leave you a number to call and set up a second visit that works for you.

How to spot them: You'll know it's legit when you see them. Our UPA contractors will be in marked vehicles, and they'll have MLGW badges on display.

The plan: We're aiming to rectify delayed billing by January 2024. Plus, we're making sure those 38,000 meters that need repair will be back in tip-top shape by December 2024.

As we face these collective challenges in 2023, we remain determined to overcome them together. Visit mlgw.com/delayedbills2023 for more information.


MLGW and the Community

Nov. 2 – Germantown Senior Advisory Commission Senior Expo, Great Hall & Conference Center, 9 a.m. – 1 p.m.

Nov. 25 – Dec. 24 – WinterArts 2023 - The South's Premiere Holiday Artists' Market 15th Annual Showcase. 870 S. White Station. Open daily. For information visit winterartsmemphis.com.

Dec. 3 – La Prensa Latina Christmas Fiesta, Wolfchase Galleria - Dillard's Entrance, 2760 N Germantown Pkwy, 2 – 5 p.m.

Community outreach and volunteer programs are always part of MLGW's schedule. If you would like 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

November/December 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.

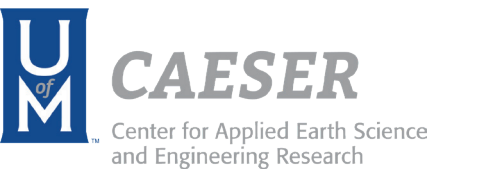
CAESER's Aquifer Research unearths crucial data

In January of 2018, the Memphis City Council passed a 1.05% water rate increase to fund a five-year aquifer study by the Center for Applied Earth Science and Engineering Research (CAESER) at the University of Memphis. CAESER used the funding to conduct extensive research on the impact of breaches in the protective clay layer above the Memphis aquifer. CAESER embarked on 22 projects to search for additional breaches in the clay layer, map the aquifer, the potential threat of contamination to the aquifer and its impact to MLGW's water production wells.

Fast forward to September 21, 2023, and CAESER presented the results of the public forum at the Benjamin L. Hooks Central Library and on Facebook Live. President and CEO Doug McGowen provided opening remarks regarding how a conversation between Mayor Strickland, MLGW, and the University of Memphis determined a need to better understand the dynamics of the

aquifer which supplies our water, the risks to the aquifer, and what mitigation measures we could take. During the forum, CAESER noted the benefits of decades of valuable data collected from MLGW, private industry, the Army Corp of Engineers, the Shelby County Health Department (SCHD), and the United States Geological Survey (USGS). CAESER was able to update its groundwater flow model to include this data, field data, and lab tests to improve matching of past groundwater levels and make future predictions more accurate.

The study benefitted from a USGS regional mapping effort which conducted an Airborne Electromagnetic (AEM) survey over of much of the northern portion of Shelby County. AEM helped to identify 23 suspected breaches with one of the suspected breaches being confirmed by drilling through it. Prior to the study there were two known breaches and seven suspected breaches.



At the conclusion of Phase 1 of the study in June of 2023, there are seven known breaches and 35 suspected breaches.

CAESER was awarded a new five-year \$9.75 million contract with the City of Memphis and MLGW to continue the aquifer study research. CAESER suggests some of the areas of research would focus on converting suspected breaches into known breaches, developing innovative technology for remote sensing breaches in urban areas, and increasing monitoring for possible contamination. The next phase of the aquifer study will continue to help us to better understand the Memphis aquifer and the best methods to protect and sustain it as our primary drinking water source.

MLGW offers pilot light inspections

MLGW is offering pilot light inspections by appointment. The service is always free for customers who are 60 or older or disabled. For others, there is a \$55 fee. MLGW encourages customers to get their pilot lights inspected before winter. Appointments are available from 8 a.m. – 8 p.m. on Tuesdays, Wednesdays, or Thursdays; and on Saturdays from 8 a.m. – 4 p.m. Customers can call 901-544-6549 and use the automated system or speak to a Customer Care Advisor.



MLGW supports aeroderivative technology, battery storage and solar generation



Recently, the TVA Board of Directors heard a proposal from TVA staff to replace 16 combustion turbines at the TVA Allen Generation site with six modern aeroderivative units that reduce NOx emissions by 96% and operate with a 33% reduction in CO2 per MW/hr generated. MLGW CEO Doug McGowen appeared at TVA Board Listening Session lending his support for the transition of outdated equipment to newer, more efficient, state-of-the-art systems. “This investment will not only improve grid resiliency in Western Tennessee but will pave the way for installation of more solar, battery and other distributed energy resources, without impacting the reliability and quality of power that we all expect. The flexibility of these new machines to provide frequency support to the grid when in a non-fired/condensing mode and to provide power production on demand represents a significant improvement in our ability to add the flexible mix of energy resources necessary to meet the growing demand we see in Memphis and Shelby County.” said McGowen.

In related news, MLGW has started the planning necessary to deliver utility scale battery storage of up to 100MW into the local electric distribution system and has proposed funding in the 2024 budget. Once installed, these batteries will hold enough electricity to power the equivalent of 100,000 homes for four hours. This effort will help MLGW provide additional resiliency in the face of increasing energy demand and will help achieve community goals by reducing reliance on conventional power plants to meet peak electricity demands.

Additionally, in its effort to meet the need for clean, affordable energy in 2024, MLGW will determine the feasibility and initial specifications for the first MLGW-owned, utility scale, solar generation facilities, consistent with the current TVA power supply agreement. This solar initiative represents the first step by MLGW to add renewable energy production for our community.

Registration is open for MLGW’s Winter Moratorium program



Elderly and disabled customers are encouraged to complete applications by Wednesday, November 15 for MLGW’s Winter Moratorium.

As colder weather approaches, MLGW wants to ensure uninterrupted service to its senior (ages 60 and above) and disabled customers. The Winter Moratorium program has been in place for over two decades and 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, but if the bill exceeds the customer’s means, the customer will not be disconnected.

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. The program begins December 1.

Customers can download the Winter Moratorium form at mlgw.com/wintermoratorium 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 (copy of driver’s license, birth certificate or another legal form of ID). Also, for those applying due to a disability, proof of disability is needed with each application in the form of the proper certification.

MLGW FY24 budget highlights

Accelerating the roadmap to improved reliability

MLGW CEO Doug McGowen shared details of the proposed FY24 budget at a recent Board of Commissioners meeting with a clear focus on reducing the frequency and duration of electric outages, meeting the growing community demand for the utilities we rely upon, and maintaining the quality and reliability of water and gas utilities.

The FY24 budget will advance several bold initiatives and proposes a significant increase in spending to drive electric system reliability and resiliency by:

- Funding aggressive Tree Trimming.
- Replacing outdated infrastructure.
- Adding more in-house and contracted staff to do the work.
- Modernizing the grid to a best-in-class standard.
- For the first time, adding electric storage to the system, and starting feasibility work on utility scale solar power.
- And for the first time since the 1950’s, funding electric generation assets for reliability and to catalyze continued economic growth.

FY24 starts what will result in a multi-year program of \$1.2B of improvements to the Electric Distribution system aimed at reducing frequency and duration of electric outages and making our grid ready for the demands of tomorrow.

This budget also contains significant investments in Gas and Water systems to maintain their quality and reliability.

It’s time for MLGW’s 2023 Art Contest



Kids, grab your paints, brushes, colored pencils, crayons and even computers for MLGW’s 2023 Poster Art Contest!

This time, the students are asked to create the new Power League Superhero “ElectRock,” whose core mission is to inform about power generation and distribution. 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 15, 2023, at 4 p.m. For contest rules and entry form visit mlgw.com/artcontest.

Building a brighter future: MLGW expands utility & line worker program



Get started on winter weatherization

There are plenty of things you can do in the winter to try to save on your 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.

