

Community OUTREACH

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

November/December 2024

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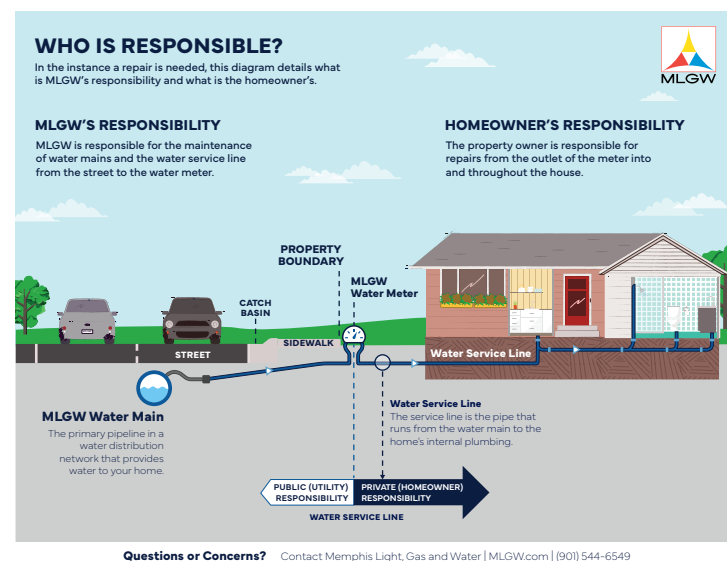
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MLGW submits service line inventory ahead of deadline

Memphis Light, Gas and Water submitted its water service line inventory in August, more than a month ahead of the Environmental Protection Agency's (EPA) October 16, 2024, deadline. The mandate is part of the EPA's Lead and Copper Rule Revisions, or LCRR, which requires all water systems in the U.S. to submit an inventory of their water service lines.

Water systems must also note what kind of material the service line is made of and make the inventory publicly available. MLGW customers can check the inventory map at mlgw.com/waterservicelines. The utility will also mail postcards to customers to notify them what kind of material makes up their service lines, and whether further action needs to be taken.

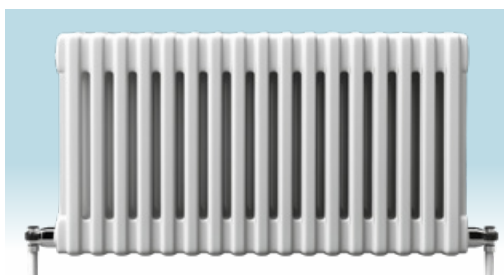
The LCRR is meant to protect public health by reducing the risk of lead exposure. Lead can enter drinking water through corroded pipes. MLGW has a corrosion control program to mitigate those risks. The utility also replaces service lines that contain lead or galvanized steel. Since 2012, MLGW has replaced more than 9,000 service lines on the utility's side (from the water main to the water meter) and is developing a pilot program to replace lead service lines on the private side (from the meter to the foundation).



MLGW gave media partners, community activists and representatives from multiple other agencies an update on what the utility has done so far, and its future plans during meetings on October 14. Watch a media briefing on MLGW's YouTube channel [YouTube.com/mlgwwaytosave](https://www.youtube.com/mlgwwaytosave).

Stay warm with MLGW's Winter Moratorium

When temperatures drop, seniors may have trouble 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 Saturday, November 30. Customers can download brochures at mlgw.com, pick one up at any MLGW Community Office or have one mailed by calling 901-544-MLGW (6549).

Sparking interest in utility jobs through meaningful experiences

By Stacey Greenberg, Senior Communications Specialist, Memphis Light, Gas and Water

In Memphis, high school students are learning new skills like climbing utility poles and gaining hands-on experience using technology such as ArcMap and AutoCAD.

Memphis Light, Gas and Water is sparking interest in the utility industry. In partnership with Memphis Shelby County Schools, Southwest Tennessee Community College (SWTCC), and Tennessee College of Applied Technology (TCAT) they are developing a pipeline of local workforce talent. Educational opportunities abound at MLGW, and the utility is already reaping the benefits of its investment.

MLGW reached for the sky when it created the Utility Construction Bootcamp in 2023. The camp supports 10th and 12th grade students in MLGW's service area with a three-week paid work-based learning experience at SWTCC.

Students went through safety training and learned principles of electric, water and gas. They completed technical and physical ability assessments before getting to strap into a harness and practice climbing utility poles at the Macon Cove Campus of SWTCC.

The utility construction bootcamp was so successful that in 2024 the utility added an automotive technology bootcamp. Automotive technology students learned automotive service principles like advanced engine diagnostics and advanced transmission. All campers engaged in decision-making/critical thinking, completed industry math and communications, and practiced using industry tools and equipment.

This year, 893 students applied for 22 paid positions within MLGW's intern and co-op program. (Co-op students also receive school credit for their work.) Demand for the program allowed MLGW to select highly skilled and motivated



individuals. Interns spent the summer working in various departments including accounting, engineering, corporate communications, IT and auto shop.

MLGW interns and co-op students are assigned to real projects that give them meaningful and relevant work experience. Buoyed by the success of this year's program, MLGW is creating 10 additional internships in engineering for 2025.

Division leadership is committed to workforce development with the goal of creating a talent pipeline of future employees who want to start their spark at MLGW. These programs and opportunities allow the Division to foster connections with students during different stages of their educational journey.

Investing in our youth by providing opportunities for work-based learning in preparation for future employment just makes sense. These types of programs, which support our students, demonstrate to the community that we are more than just a utility company.

Schedule a pilot light safety inspection

To ensure gas appliance safety, MLGW offers pilot light safety inspections. Customers are encouraged to begin scheduling appointments.

Customers are charged a \$55 fee which covers up to three gas heating appliances. Each additional appliance will be an extra \$16. The service is free to physically challenged customers and seniors (60 years and older).

To schedule an appointment with a service advisor, customers can call 901-544-6549 to choose a convenient date and time. MLGW's Interactive Voice Response (IVR) system can also be used to schedule appointments with the customer's 16-digit account number or telephone number.



MLGW celebrates national public natural gas week

Memphis Light, Gas and Water observed Public Natural Gas Week from October 6 to 12. This annual nationwide event is intended to build public awareness about the value of having a community-owned natural gas utility.

Historically, Memphis customers have spent less on their winter utility bills than their counterparts in many metro areas, capturing the top ranking for lowest cost 20 times since 1991.



- **Competitive costs:** To offer fair and competitive rates, public natural gas systems operate as a not-for-profit entity. Public natural gas systems do not face pressure to pay dividends to stockholders.
- **Economic benefits:** As a public natural gas system, we play a valuable role in helping our community broaden its tax base, and in turn improve the local economy and increase jobs. Public natural gas systems ensure that local dollars stay at home.

As a public natural gas utility, MLGW is good for the community for many reasons including:

- **Local control:** Having a public natural gas system gives a community local control over how gas is provided to homes and businesses.

- **Customer service:** As a not-for-profit entity, we focus on service, rather than profits. We look forward to continuing to safely bring reliable natural gas into your homes and businesses.

Natural gas safety: Protecting your family and home

Natural gas is one of the most reliable, efficient and environmentally safe sources of energy. MLGW is committed to providing natural gas in a safe and reliable way to its customers. However, due to the chemical makeup of natural gas, you should be aware of a few hazards and know how to react to them.

Natural gas leaks

While MLGW performs regular maintenance and surveys on its pipelines, it is impossible to always monitor the entire system. For MLGW to monitor our system, we need our customers to be aware of how to recognize and react to a potential leak.

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 that is not related to weather.



What to do if you suspect a gas leak:

- Leave the vicinity immediately by foot. Abandon houses, vehicles and/or equipment.
- Avoid open flames or other sources of ignition.
- Do not start or restart motor vehicles or electrical equipment near the suspected leak.
- Do not operate electrical equipment (light switches, phones, flashlight, etc.).
- Warn others to stay away from the area.
- Do not try to put out a natural gas fire.
- From a remote location, call MLGW and your public safety officials.

MLGW and partners offer the 2024 Multicultural One-Stop

Memphis Light, Gas and Water Division has partnered with La Prensa Latina, Radio Ambiente, La Jefa and the Mid-South Food Bank for the annual “Multicultural One-Stop,” a mobile food pantry, which will take place on Saturday, November 9, 2024, from 10 a.m. until 1 p.m., at First Baptist Church Broad.

On the parking lot of the church, dozens of volunteers will sort food and proceed to place it in the trunks of attending families, while MLGW security will direct traffic.

All household representatives must show a valid ID that includes their address or a document, such as a utility bill, with their address in Shelby County.



Students, there’s still time to enter MLGW’s 2024 Art Contest!

Shelby County students, there’s still time to grab your paints, brushes, colored pencils, crayons and even computers for MLGW’s 2024 Poster Art Contest!

This year, the goal is to create MLGW’s new Power League Superhero “Sol-Man!” Sol-Man’s core mission is to share information about solar 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 don't delay because the submission deadline is Friday, December 13, 2024, at 4 p.m. For the contest rules and entry form, visit mlgw.com/artcontest.

Budget Billing

Would you like to know what your utility costs will be each month, even before you receive your bill? You can – with Budget Billing, a program that allows you to pay the same amount each month. Budget Billing does not reduce your overall energy expense. It simply lets you spread your annual energy expense over a 12-month period and lets you know ahead of time what your monthly payment will be. So, you'll be able to manage your household budget easily.


How it works:

- When you enroll in the program, MLGW analyzes your previous year's total usage, adjusts for rate changes and weather conditions, and divides the total into twelve monthly installments.
- You pay this amount each month until the following March, when the Budget Billing installment for the next twelve months is determined.
- Your MLGW account will be monitored monthly. If your home’s actual utility costs are consistently lower or higher than your Budget Billing installment, your installment will be adjusted.

MLGW and the Community

- Nov. 9** – MLGW 2024 One-Stop Mobile Food Pantry, First Baptist Church Broad, 2835 Broad Avenue, 10 a.m. – 1 p.m.
- Nov. 13** – Oak Street Health Clinic Senior Awareness Day, 5339 Elvis Presley, 12 – 1 p.m.
- Nov. 16** – Tennessee Harm Reduction Coalition Community Fun Day - Health, Wellness, and Resources Fair for All, Whitehaven Community Center Park, 4318 Graceland Dr, 1 – 4 p.m.
- Nov. 16** – West TN Trail Run and Water Festival, International Harvester Managerial Park, 4523 Canada Rd, Lakeland, 7 – 10 a.m.
- Nov. 22-23** – Christmas in Bartlett Market and Festivities, Keith McDonald Pavilion at Freeman Park, 2629 Bartlett Blvd., Fri. 4 – 7 p.m. & Sat. 9 a.m. – 4 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 www.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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