

## Art Contest winners honored during MLGW Board meeting

The winners of MLGW's 2020 "Power Bytes" Poster Art Contest were honored recently during a MLGW Board of Commissioners meeting through a PowerPoint presentation. The winners, Kaiden Stricklen, of Holmes Road Elementary School; Libby Baird, of Lakeland Middle Preparatory School; Alijah D. Wilson, Home-schooled; and Ashley Merriweather, of City University School, all received several accolades for their exceptional artwork.

With children back in school this year, MLGW is already preparing the 2021 Poster Art Contest, which will tentatively promote natural gas safety amongst the students and will include the creation of a character named Captain Mercaptan, which is the ingredient added to natural gas for safety, to give it a particular smell so that the presence of natural gas can be easily perceived. Students be on the lookout for further information.



## Fees increased

Depending on where in Shelby County you live, you may notice an increase in non-MLGW fees on your utility bill. A rate increase for Shelby County-Millington Ambulance fees went into effect in July. An increase on storm water fees for the City of Memphis also went into effect last month.

Did you know? MLGW collects applicable fees on behalf of the City of Memphis and Shelby County. Charges from MLGW show up against a white background; City and County fees are shown on a gray background.

## Add the area code

According to AT&T, dialing 10-digit phone numbers will become mandatory October 24, 2021. You will need to enter the area code for the phone number you are calling, even if you are dialing locally. For example: dial (901) 544-6549 to reach MLGW's Customer Care line.



The change enables the use of a new National Suicide Prevention Lifeline. Beginning July 16, 2022, users should dial "988" to reach the Lifeline. The chairman of the Federal Communications Commission (FCC) says "988" should be treated like "911" since it makes it easier for Americans in crisis to get emergency help.

Those in need of help should call 1-800-273-TALK (8255) until "988" is fully operational.

## Winter Moratorium

Before you start planning for the holidays, plan to stay warm this winter. MLGW's Winter Moratorium program ensures uninterrupted service to senior citizens at least 60 years of age and to disabled customers during the winter months. The program is set up to assist these customers—most of whom are on fixed incomes—during the coldest time of the year, when utility costs and usage are typically higher than usual. The Winter Moratorium delays any pending cutoff of residential services for qualified customers during the months of December, January and February. MLGW will not disconnect any services due to non-payment during these months. However, participants will not be relieved of their obligation to pay their utility bill. There are no income restrictions for the Winter Moratorium program; however, applicants can only have a balance of \$199.99 or less on their utility bill on November 30 when the program begins. All applicants who meet the program requirements will be approved to participate. Deadline for application is November 15. Applications are available at [mlgw.com](http://mlgw.com), at the Aging Commission, at MIFA offices, or by calling (901) 544-MLGW (6549).

## MIFA Emergency Services Helpdesk

Effective Friday, August 6, 2021 all MIFA Emergency Services (ES) telephone and email inquiries will be centralized to the new ES Helpdesk: [emergencyserviceshelpdesk@mifa.org](mailto:emergencyserviceshelpdesk@mifa.org) or (901) 529-4538. MIFA will have someone respond with a call or an email within two business days. There is also an option to receive assistance with an application if having difficulty accessing or completing one online.

# Community OUTREACH

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

September/October 2021

## Community Outreach is now only available electronically

Community Outreach is now only available online or by email. You can visit [mlgw.com/communityoutreach](http://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](mailto:commrelations@mlgw.org).

## President J.T. Young speaks at TMEPA 55th Annual Meeting

On July 15, 2021, President and CEO J.T. Young gave a keynote speech in front of about 300 attendees of the Tennessee Municipal Electric Power Association's 55<sup>th</sup> annual meeting held at The Peabody Hotel. During his speech, he talked about MLGW's mission, vision, and values; the Key Focus Areas and highlights from the past year including the power supply evaluation. J.T. was grateful for having the opportunity to speak at the event. "It's just a great opportunity to get our story out and for people to hear about all the good things going on at MLGW." J.T. said that MLGW's partnership along with TMEPA's advocacy is important for our customers. "Having this partnership is a value for them whether it's in terms of legislation, being able to make sure that policies are shaped and fashioned to deliver more value."



## TVA power demand reached highest peak in 10 years

According to the Tennessee Valley Authority (TVA), high power demand peaked over 30,000 megawatts recently during the week of July 25-31, 2021. Peak energy times in the summer typically land between 2 p.m.-5 p.m. Memphis saw temperatures in the mid and upper 90s during that week. The last time it peaked so high was in 2012. TVA spokesperson Scott Brooks said there are several actions they take beforehand to prepare for the heat waves Tennessee faces. Brooks added that TVA invests millions of dollars every year in new transmission, upgrading transmis-



sion, lines, and substations to deal with summer and winter peaks, and collaborates with MLGW to keep customers' bills low during extreme heat. TVA also partners with MLGW on energy efficiency programs, which help homeowners make upgrades to make homes as energy efficient as possible.

### In Brief

**MLGW in the Community:** Due to coronavirus (COVID-19) precautions, many community events have been postponed or canceled. Due to social distancing measures, our MLGW in the Community section will be on hiatus until events resume.

**Power Hour:** Join MLGW October 21 for a Power Hour community meeting. Up for discussion: power outages and power supply options. Tell us what else you want to talk about; visit [mlgw.com/PowerHour](http://mlgw.com/PowerHour), fill out the survey and let us know.

**Please note:** We encourage customers to use MLGW's My Account as a safe option as our community offices are closed to walk-in customers. Signing up is easy. Go to [mlgw.com](http://mlgw.com) or download our app.



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.

Corporate Communications, Memphis Light, Gas and Water Division  
P.O. Box 430, Memphis, TN 38101-0430

## Free pilot light inspections in September

There is no cost for pilot light inspections in September. To schedule an appointment, call (901) 544-MLGW (6549) and speak to a Customer Care agent, or follow these phone prompts:

- Authenticate your account with your 16-digit account number or your telephone number.
- Enter the last four digits of your social security number.
- Enter your street number.

When you hear “How can we help you today?” say “pilot light inspection.” You can then choose the date and time of day for your appointment.

Remember, there is no cost for pilot light inspections in September. Beginning October 1 there is a \$55 fee which includes three heating appliances. There is a \$16 fee for each additional heating appliance.



## Utility Assistance One Stop

On Saturday, August 21, from 10 a.m. until 2 p.m., MLGW's Corporate Social Responsibility department held a Utility Assistance One Stop event in the parking lot of Gethsemane Garden Church of God in Christ at 1740 Vollintine Ave. As a result, car lines wrapped around multiple blocks near the church for hours. The event offered utility assistance of up to \$650 to those customers who qualified; free gift cards for the first 200 completed applications; free weatherization kits; and free boxes with a two-week supply of food. Dozens of MLGW volunteers and others dedicated their Saturday to serve our customers to honor our motto, “Serving You Is What We Do.”

## Changes in Customer Care

Memphis Light, Gas and Water is launching a new way to get Customer feedback. Starting in September, customers who dial the Customer Care number, (901) 544-MLGW (6549), may be asked to complete a short survey at the end of the call. Customer input will be sent to the management team.

## EmPOWERING Sustainable Neighborhoods

MLGW's annual Neighborhood Leaders Conference is going virtual through a series of quarterly training sessions for community leaders. Our theme for the year is “EmPOWERING Sustainable Neighborhoods” and will feature sessions to serve as a catalyst for creating places where people want to live now and in the future.

Each Zoom meeting will be held from 4-5 p.m. Be sure to mark your calendar for the next session:

- October 28 – Creating Sustainable Neighborhoods - Sustainable neighborhoods are communities that are socially, environmentally, and economically healthy. Hear what a few Memphis neighborhood groups are doing to achieve that goal.

Participation for the sessions is free but requires registration. To register for upcoming sessions or to review past sessions, visit [mlgw.com/community/publiceducationprogram](http://mlgw.com/community/publiceducationprogram).

## Gift of Comfort

There was a major increase in giving to MLGW's Gift of Comfort Program thanks to the addition of online payments in 2021.

2020 Gifts Given	2021 Gifts Given
<b>\$16,548.48</b> Amount Paid	<b>\$89,881.33</b> Amount Paid
<b>72</b> Households Served	<b>447</b> Households Served

Customers can also send feedback online by filling out the form on this webpage: [mlgw.com/Contact](http://mlgw.com/Contact). Customers who want their questions answered LIVE should join MLGW for the next Power Hour community meeting on October 21. Visit [mlgw.com/PowerHour](http://mlgw.com/PowerHour) to watch the most recent meeting and to tell us what topics you want to discuss.

## Outstanding Service award from TMEPA to Dana Jeanes

MLGW Senior Vice President, Chief Financial Officer, Chief Administrative Officer and Secretary-Treasurer Dana Jeanes accepted the 2021 Outstanding Service Award from the Tennessee Municipal Electric Power Association from the association's outgoing board president Darrell Gillespie with Dickson Electric System.

The association honored Jeanes in recognition for his many years of distinguished service, leadership and excellence in the field of public power. The annual meeting held at The Peabody in Memphis was the first on-site meeting since the start of the COVID-19 pandemic in March 2020.

The group represents 60 municipal and county electric utilities in Tennessee and serves 2.4 million homes and businesses.



## MLGW has issued RFP for thermal generation

Memphis Light, Gas and Water issued a Request for Proposal (RFP) on Friday, August 6 in its search for power supply alternatives. The RFP is for Thermal Generation options. An RFP for an electrical Transmission option was released in July. An RFP for Renewable and Other alternatives will be released later this year.

Qualified vendors interested in developing, permitting, designing, constructing, commissioning, owning, operating, and maintaining the thermal generation assets will be required to submit their proposal by December 9, 2021. The company selected will be announced by December 2, 2022. Visit [mlgw.com/PowerSupplyInfo](http://mlgw.com/PowerSupplyInfo) for updates on this process.



A few future customers of MLGW had fun playing with the “wheel of temperatures” at MLGW's tent while learning how to adjust the thermostat to save energy at home.

## Africa in August

Due to the COVID-19 pandemic, the 2021 edition of the traditional Africa in April's 34th Anniversary Celebration of Cultural Awareness Festival had to be postponed to the month of August. This year's festival featured the United Republic of Botswana as the honored country. Of course, MLGW had to be present for the event as a new attempt to return to normal while volunteers maintained the proper health and wellness protocols. Festivalgoers enjoyed buying a variety of clothing and jewelry from different regions of Africa and watching the live performances of several local and international acts.

## Natural gas safety for fall and winter

Fall is pilot light-up season and time for furnace and gas appliance inspections. It's all about safety and preventing gas leaks. Natural gas leaks typically result from damaged underground pipelines or indoor gas appliances. MLGW adds the odorant mercaptan to colorless, odorless natural gas so it smells like rotten eggs or sulfur to aid in leak detection. Outdoor gas pipeline leaks sometimes offer more hints such as water bubbling near the site, dirt being blown into the air, frozen ground, or dead or dying vegetation near the pipeline. If you suspect a natural gas leak, the proper response could save your life. Follow these tips to avoid disaster:

- Don't do anything that could cause a spark. Don't use lights or electrical switches, matches, candles, etc. And don't smoke!
- Evacuate immediately! Shut off your gas meter outside if you know how.
- Don't use any phones inside. Go outside to use your cell phone or use a neighbor's phone and call MLGW at 901-528-4465 (or 911) to report the gas leak.
- For an outdoor pipeline leak, avoid anything that can create sparks, don't start vehicles, and go to a location away from the leak site to call MLGW or 911 and report the leak.

For gas appliance safety, make sure your gas appliances, furnace and water heater are properly vented and inspected annually by a licensed professional. For more information on natural gas safety, visit [mlgw.com/residential/naturalgasleak](http://mlgw.com/residential/naturalgasleak). And don't forget to call 811 before you do any digging.