

## Utility and line worker boot camp

MLGW recently launched its inaugural Utility and Line Worker Boot Camp exclusively for high school students. This immersive program has attracted over 20 enthusiastic juniors and seniors from Whitehaven High School, providing them with a unique opportunity to delve into the world of utilities and linework. The Boot Camp combines classroom instruction with hands-on learning experiences, equipping the students with practical skills and knowledge.

Designed to bridge the transition from high school to a prospective career at MLGW, this comprehensive training program commenced on June 5 and spanned three weeks. Throughout this period, participants gained invaluable insights and real-world exposure, setting them on a path toward a rewarding future within the utility industry.



## Back to School



August 7 was the first day of school for Memphis-Shelby County Schools students. A big "thank you" to all the volunteers who welcomed kids back to class at Craigmont Middle School (MLGW's adopted school).

In the previous month, the Division provided a buffet-style lunch for the teachers and staff at Craigmont Middle. Principal Haywood thanked us and said everything was delicious! Thank you to everyone who made it happen.

## MLGW and the Community

**Sept. 1-10** – Delta Fair and Music Festival, Agricenter International, various times

**Sept. 10** – Radio Ambiente Fiestas Patrias at the Delta Fair, Agricenter International, noon – 8 p.m.

**Sept. 7** – A Taste of Memphis, Memphis Sports & Events Center, 995 Early Maxwell, 5 – 10 p.m.

**Sept. 12** – McWherter Senior Center, 1355 Estate Drive: 10:30 – 11 a.m.

**Sept. 16** – St. Andrews AME Church, 1492 Mississippi Blvd., 10 a.m. – 1 p.m.

**Sept. 21** – MIFA Our City, Our Story, Memphis Hilton, 939 Ridge Lake Boulevard, noon

**Sept. 23** – Latin Fest 901-2023, Overton Square, 2092 Trimble Place, 12 – 6 p.m.

**Sept. 26** – Cooper-Young Community Association General Meeting, 2298 Young Ave., 6 – 7:30 p.m.

**Sept. 28** – Collierville Public Library, 501 Poplar View Parkway, 4 – 6 p.m.

**Oct. 4** – Latin Fest 901-2023, Overton Square, 2092 Trimble Place, 12 – 6 p.m.

**Oct. 13** – University of Memphis Safety Palooza, University of Memphis, 720 Alumni Avenue, 9:30 a.m. – 1:30 p.m.

**Oct. 14** – Jerusalem M.B. Church Community & Family Health Fair, 1761 West Shelby Dr., 9 a.m. – 1 p.m.

**Nov. 2** – Germantown Senior Advisory Commission Senior Expo, Great Hall & Conference Center, 9 a.m. – 1 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](https://mlgw.com/speaker).**

# Community OUTREACH

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

September/October 2023

## Community Outreach is now only available electronically

Community Outreach is now only available online or by email. You can visit [mlgw.com/communityoutreach](https://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).

## 5-Year Reliability and Resilience Work Plan

Memphis Light, Gas and Water is on its way to making our electrical system more reliable and resilient. How? It is a three-step approach says MLGW President CEO Doug McGowen.

• Step 1 – A baseline assessment to figure out what's out there and what's broken. In the last 18 months, MLGW has responded to 800,000 customer outages. To put that into perspective, that is the same number of outages as there were in the 10 years between 2012 and 2022. A baseline assessment will let us find everything that has been broken in those 18 months so we can fix it.

• Step 2 – Putting in a 5-Year Reliability and Resilience Work Plan which includes improvements listed in the 2020 MLGW Way Forward plan: old poles, transformers and switches are being replaced; MLGW has contracted three tree-trimming crews to get us back on a three-year tree-trimming cycle;

and MLGW is upgrading all its substations and putting more modern construction standards into place.

• Step 3 – Moving to a smart grid. A smart, "self-healing" grid will automatically detect outages and re-route power to customers who can receive it, drastically reducing the amount of time for damage assessment and helping crews respond quicker.

We are already on our way to meeting these goals. Infrastructure improvements are underway, and completion of the 5-year Reliability and Resilience Work Plan will help set us up for future success with MLGW 2045.



We are committed to making electric system better by:

- Trimming Trees
- Replacing Outdated Infrastructure
- Modernizing the Distribution Grid

## Memphis: U.S. city with cleanest drinking water



- The city of Memphis came in first place when it comes to the cleanest drinking water closely followed by Savannah, GA in second place and Provo, UT in third.
- The top ten cities for the cleanest drinking water have been revealed after H<sub>2</sub>O was tested across the country.
- Research by [waterfilterguru.com](https://waterfilterguru.com) analyzed the quality of samples from 70 cities in the nation to determine which had the least contaminated water.
- The research examined the pH level of water across the U.S. using data from the Environmental Working Group and SimpleLab.
- The city of Memphis, a city of 630,000 people, came top of the chart closely followed by Savannah in second place, home to 150,000 residents.



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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## Help keep Memphis safe – connect2memphis.org



Connect Memphis is a new public safety program enabling the people of Memphis to help keep their community safe.

Your participation will greatly enhance emergency preparedness by enabling police, fire, and public safety professionals to better assess and rapidly respond to criminal activity and emergency situations. It will also enable investigators to easily gather evidence in case of an incident.

### Level 1: Register your cameras

Let's work together to fight crime! Register your security cameras with Connect Memphis today to help identify area cameras in case of an incident. An investigator from the Memphis Police Department will contact you via email if they need your assistance solving a crime near you.

Camera registration takes less than one minute via our secure online portal. Registering your cameras does not allow the Memphis Police Department access to your live video stream - it only enables investigators to know a camera is present at your location and easily request video evidence should an incident occur.

### Level 2: Integrate your cameras

Businesses and residents can take community security one step further by giving the Memphis Police Department direct access to your camera feed in case of a nearby emergency. All you need is a small CORE device that you plug into your camera system. Please complete Level 1 (camera registry) before proceeding to Level 2 (camera integration). If you have previously registered your security cameras, please go directly to Step 2 to purchase CORE devices.

## Buried gas pipelines

As a natural gas customer, you may have a natural gas line running underground from the meter to either a separate building or an outdoor gas burning appliance such as a gas grill, gas light, pool heater, etc.

Federal regulations require MLGW to make you aware that you are responsible for maintaining any underground gas piping on your property that extends beyond the meter. If not properly maintained, buried gas pipelines may be subject to corrosion (if metallic) and/or leakage. To ensure its continued safe and reliable operation, buried piping should be checked for leaks or damage.

You are advised to contact a natural gas contractor such as a private utility service, meter specialist or gas-certified plumber to locate, inspect and make any necessary repairs to your buried gas piping. MLGW cannot perform inspections or make repairs on customer-owned buried piping. If you are not the property owner, please notify the owner about this requirement.



## MLGW announces its 2023 Student Poster Art Contest

Memphis-Shelby County students, grab your paints, brushes, colored pencils, crayons, glue, glitter and even computers! It's time to enter MLGW's 2023 Student Poster Art Contest. MLGW is once again sponsoring its annual Student Poster Art Contest for Memphis-Shelby County school children in grades K-12. The theme? Electric Generation and Distribution.

The contest is designed to give all students the opportunity to think about how electricity is generated and distributed and share their artistic talents and ideas. The students' artwork will help to increase awareness about the importance of electric generation and distribution by following the advice of MLGW's Power League Superhero, "ElectRock!"

The art entries will be judged on their ability to communicate creatively and effectively the theme, "ElectRock! – The art of generating and distributing electricity."

Entries will be judged in four categories: Elementary school (grades K-2), elementary school (grades 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 15, 2023. For general rules, specific art form rules, submission process, judging and awards, please visit [mlgw.com/artcontest](http://mlgw.com/artcontest).



## Thank you!

Multiple storms hit the Mid-South over the past months. Severe weather on June 25 and July 2 caused widespread outages. More than 122,000 were impacted on June 25, and a peak of 35,000 customers were impacted the following Sunday. Thank you to all employees for their dedication and all the hard work they put into restoring power and providing support for our crews and our customers. Customers shared messages of appreciation and thanks for your work. Here are just a few.

*"Thank God we have people out there like these men and women working in these temperatures to help restore power. As frustrating as it may be to be without power it's nobody's fault that this happened. The timing of restoration I think is what's so difficult for everyone to accept. Let's continue to pray that this will be resolved soon as just as dangerous as it is to survive without power during these conditions it's as dangerous for the ones working in it."*

*"We moved back into our home this morning. So grateful to the linemen and workers, and you the customer service folks who spent long hours working through the holiday weekend. Not sure y'all will get enough credit and gratitude – sending you all of ours. Please pass it to your co-workers."—The Vanhuizen's*

*"A special shout out to @MLGW. Thank you for doing what needed to be done to restore power as fast as possible. And some of you have the patient of a saint! I witnessed some of the customers being ugly...and you still got them up and going. Happy 4<sup>th</sup>!"*

## Kudos!

One of the candidates that attended the MLGW Engineering and IT/IS Job Fair on June 24 gave the event, and the teams working the event, a nice "thank you" letter. Have a look.

