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Community OUTREACH

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

May/June 2019

Going forward *Community Outreach* will only be available electronically

This is the last issue of *Community Outreach* that will be physically printed and distributed. Beginning with the next issue, July/August 2019, *Community Outreach* will only be available online or by email. You can visit mlgw.com/communityoutreach to read or print the latest issue, or receive an email link of the publication by request at: commrelations@mlgw.org.

Reaching out to the community

The President and CEO of MLGW, J.T. Young, has been working diligently to address community concerns about power outages, proposed rate increases, and the current infrastructure, most of which was installed in the 1950s. In a recent series of town hall meetings held in Cordova, Midtown, Frayser, Whitehaven, and a Facebook Live event, Young provided customers the opportunity to ask him and his executive team questions directly. He also made several television and radio appearances.



While additional revenue is needed to increase tree trimming, install automation, replace poles, cables and substation equipment, build new wells, and rehab water pumping stations, at a recent meeting, Memphis City Council voted no on electric and gas rate increases, but yes for an increase in the water rate, resulting in an average 45 cents more on water customers' bills.

Our President has also been hosting a series of monthly "Power Hour" workshops at various locations around the

city to engage our customers. The "Power Hour" workshops are similar to the town hall meetings but deal with other topics of community interest that various expert speakers from the Division present.

Some of the topics include: Infrastructure improvement plans; alternative energy providers; tree trimming; street lights; energy conservation tips and residential energy audits; customer service improvements; current neighborhood electric, gas or water projects; MLGW assistance programs; basic financial education; and utility diversion. The topics selected are based on the demographics and needs of the specific community. Find out more at mlgw.com/powerhour.

Historian Jimmy Ogle honored by MLGW

Memphis historian Jimmy Ogle (pictured second from left) was honored at a recent MLGW Board meeting. Jimmy went through boxes and boxes of MLGW historical materials and photos, organizing them for the Division and helping to preserve our history. The material was donated to the Memphis Public Library. The street sign in the picture bears the date "November 6th, 1934" representing the date MLGW began its power supply relationship with the Tennessee Valley Authority.



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:

- May 10 – NIKE, 5151 Shelby Drive, 7-9 p.m.
- May 13 – Harvest Knoll Neighborhood Association, Cornerstone Baptist Church, 7288 E Shelby Drive, 6:30 p.m.
- May 14 – Cooper-Young Community Association General Community Meeting, 2298 Young Ave, 6 p.m.
- May 14 – MLGW Power Hour, 3678 Powers, 6 p.m.
- May 15 – RISE Foundation, Inc. at the Southern College of Optometry, 1245 Madison Ave., 10 a.m.-2 p.m.

- May 20 – NIKE, 3100 New Frayser, 8-10 p.m.
- June 1 – LF Mobile LifeSaving Courses, Raleigh Community Center, 3678 Powers Road, 11 a.m.-4 p.m.
- June 7 – Tennessee Department of Human Services Supervisor's Meeting, 2003 Corporate Avenue, 9 a.m.
- June 20 – MLGW Power Hour, MLGW Administration Building, 220 S. Main, 6 p.m.
- June 20 – Veterans Administration Memphis Safety Fair, 1030 Jefferson Avenue, 9 a.m.-2 p.m.

If you would like MLGW to be an exhibitor or speaker at your event, please call 528-4820 or request online 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 feel free to call (901) 528-4820 or (901) 528-4557.

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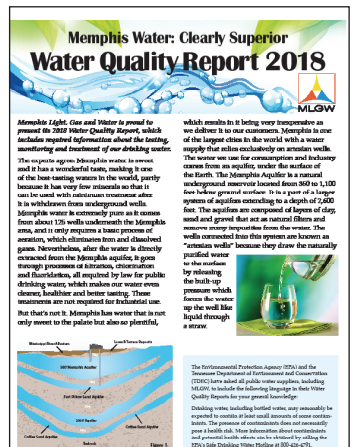
MLGW's 2018 Water Quality Report available online

The experts agree: Memphis water is sweet and it has a wonderful taste, making it one of the best-tasting waters in the world. Memphis water is not only sweet to the palate but also so plentiful, which results in it being very inexpensive as we deliver it to our customers. In short, the sweetness, the great taste, the low cost, and the abundance of Memphis water makes for water that is ... clearly superior.

The 2018 test results reveal our water meets or exceeds all water quality standards set by the EPA. All community water systems are required to prepare and distribute an

annual water quality report. Customers can readily view the report online at mlgw.com/waterquality, as well as request a paper copy of the report by calling 320-3950 or emailing corpcomm@mlgw.org.

The report is available in English and Spanish.



Art contest

For 2018, there was a twist in the traditional MLGW contest and we requested students to help us create a specific character, the Blue Flame Superhero, to learn about gas safety and conservation while promoting the theme of “a blue flame being a safe flame.”

All students enrolled in grades K-12 attending ANY school within Shelby County or being home-schooled within Shelby County were eligible to enter the contest in four categories: Kindergarten-2nd Grade, 3rd-5th Grade, 6th-8th Grade and 9th-12th Grade.

Judging was conducted by a panel of three highly experienced jurists from outside MLGW, and based on creativity, originality and adherence to the contest rules. All four winning students and their teachers received a \$125 art gift certificate each.



The winning students of MLGW's 2018 "Blue Flame" Art Contest: Julian Ward, of Grizzlies Preparatory Charter School; Tiera Wren, of KIPP Memphis Academy Elementary; and Romey Walkley, of Snowden School, proudly show their winning pieces after the award ceremony at a recent MLGW Board of Commissioners meeting. The winner of the 9th-12th grade category, Jaylen Mark, of Central High School, is not pictured.

Tips to save energy in the summer

Living comfortably during a Memphis summer can be challenging, but it does not have to be costly. What are some of the easiest ways to stay cool and save? If you are looking for some easy and free ways to save energy and money this summer, follow these steps:

- Have a professional, reputable contractor clean and inspect your air conditioner. This should be done every year, whether you have window or central units.
- Check your air conditioner's filter every time you receive your utility bill. Look for a dust build-up that can restrict the airflow and place stress on the system. This added stress places wear and tear on the unit, and increases operation costs. Filters can be washable or disposable. Most hardware stores carry inexpensive, fiberglass filters that are disposable. Measure the existing filter or filter opening. You want to buy the proper fitting filter. If fitting is not correct, it will not filter the debris. It is best to keep several filters on hand.
- Always replace the filter cover. By creating a tight seal around the filter opening, you can block any uncon-



ditioned air that is being pulled into the unit. The stress of having to cool this warm air causes the efficiency to drop and a loss of effectiveness of the cooling process.

- Set the thermostat at 78° degrees or higher for the most energy efficient operation. Each degree below this setting adds six percent to your cooling costs.
- Use fans to move the air inside your home. This gives the sensation that it is five degrees cooler than the actual temperature.
- Shade windows on the sunny side of your home. Keep drapes closed or add room-darkening shades to block out the heat from the sun.
- The outside portion of a central air conditioner is the condensing unit. Keep it clear from dried mud, debris and grass clippings, because it needs to breathe. Ask the contractor for instructions on how to do it yourself. Check it periodically, especially after an intense rain. Mud can splatter onto the unit and block the air after it dries.
- Use a programmable thermostat to routinely raise the inside temperature while you are at work or routinely away from

home for four hours or longer. Pre-set the thermostat to adjust back to your normal comfort range 1/2 hour before getting home. This automatic adjustment reduces the cumulative operation of the air conditioner while you are away, and eliminates any discomfort when you arrive home.

- Use your programmable thermostat to automatically increase the temperature setting at bedtime. Sleep under lightweight bedding and use fans during sleep. You will sleep comfortably with less cooling.
- Do not place lamps near your thermostat. The thermostat senses the heat produced from the lamp and causes the air conditioner to run longer than necessary.
- Plant trees or shrubs to shade air-conditioning units but not to block the airflow. A unit operating in the shade uses as much as 10 percent less electricity than the same one operating in the sun.



- Do not set your thermostat at a colder setting than normal when you turn on your air conditioner. It will not cool your home any faster and could result in excessive cooling and, therefore, unnecessary expense.



Supplier Diversity spend impact

Launched in 1997, the supplier diversity program provides minority, women and locally-owned small businesses (MWBE/LSB) equitable opportunities to participate in a contractor or subcontractor agreement with MLGW for goods and services. The 2018 supplier diversity spend impact report showed that MLGW spent \$192 million total

on products and services. About 35 percent or \$66 million of that accounted for certified MWBE/LSB's. Renise Holliday, MLGW Supplier Diversity Coordinator, said supplier diversity remains intentional in providing opportunities for MWBE/LSB's. For the past three years, supplier diversity has maintained at least a 30 percent spend with MWBE/LSB's.

Smart eScoring!

MLGW would like to remind you about eScore, an MLGW and TVA residential energy efficiency program that gives you a customized path for making your home a "10," its most energy-efficient option. eScore provides expert recommendations to help you identify areas for improvement that reduce your energy use and costs. Instant rebates eliminate paperwork and enable you to complete energy-efficiency improvements over time as your budget allows. With eScore, any home may reach its highest possible score of 10!

Register at 2escore.com and take advantage of a special offer that can help make your home more energy smart! For a limited time, as a valued customer, you will be eligible for a FREE eScore in-home energy evaluation per-

formed by a TVA-certified Energy Advisor. No strings attached - this offer is truly FREE!



Once registered, an eScore Energy Advisor will visit your home to conduct a professional assessment of your home's energy use. You will receive a personalized list of recommended energy upgrades, prioritized in order of importance, to help you save money and make your home more comfortable. In addition, the Energy Advisor will install up to six energy-saving LED light bulbs for free. TVA and MLGW are offering this service to you for FREE because we want to help you make your home as energy smart as it can be.

Fashion show raises funds for United Way

Presented by MLGW's United Way campaign co-chairs at a recent Board meeting, the check for \$7,022 represents the proceeds from MLGW's Rip the Runway Fashion Show fundraiser going to United Way of the Mid-South as part of MLGW's 2018 United Way Campaign. In total, MGLW raised \$606,945.60 for United Way, strictly from employee donations.



Speaker requests

Memphis Light, Gas and Water's Public Education Program (PEP) allows MLGW the opportunity to educate adults and children on the utility industry through a variety of forums such as community and classroom presentations. To request a speaker from MLGW, fill out the online speaker request form at mlgw.com/speaker.

By utilizing the online request form we are also better equipped to track the number of requests we receive on a monthly basis for reporting purposes. This will help ensure that we're not missing out on any opportunities to support the community as well as promote our messaging through ads, banners, video/audio messages, etc. For more information on any of these programs, please contact MLGW's Corporate Social Responsibility department at 528-4820 or e-mail commrelations@mlgw.org.