

Community OUTREACH

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

January/February 2025

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Electric rate increase goes into effect on January 3, 2025

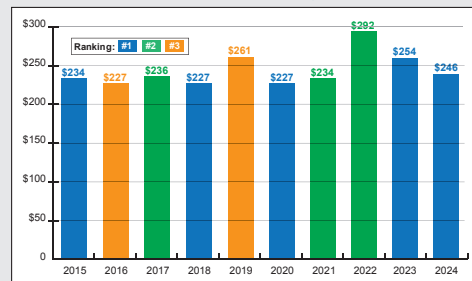
Memphis Light, Gas and Water's 2024 Budget included three annual 4% electric rate increases to fund a comprehensive plan to replace outdated infrastructure and modernize the grid with the goal of improving reliability and reducing outages.

Electric rates will increase by 4% starting with meters read on or after January 3, 2025. This is the second of three annual increases that will continue through 2026. The increase is expected to cost customers about \$5 per month.

Natural gas and water rates will remain unchanged for 2025.

Memphis: 10 years among lowest winter utility bills

Historically, Memphis customers have spent less for their winter utility bills than their counterparts in many metro areas, capturing the top ranking 20 times since 1991. The 2024 ranking includes what a homeowner would pay for 1,000 kilowatt-hours (kWh) of electricity, 200 cubic feet (CCF) of gas and 10 CCF of water. Wastewater is no longer included. Dollar amounts have been rounded.



EDGE Chairman's Award

Congratulations to MLGW President and CEO Doug McGowen for receiving the 2024 Chairman's Award from the Economic Development Growth Engine, also known as EDGE. The agency hosted the Economic Development Awards at Shelby Farms recently. Dr. Joann Massey, Vice President of Operations at EDGE, introduced President McGowen by saying, "This award recipient is one we all know, we all admire." Dr. Massey added, "To know Doug is to know a problem solver."

Space heaters safety

Always follow safety guidelines when using space heaters. Heaters should sit on flat, level surfaces where they will not be knocked over by pets or children. Keep heaters at least three feet away from curtains, books, or anything else that can catch fire. And remember, never leave a space heater running in an unattended room.



UTA President

Congratulations to Heidi Slakans, Manager of Customer Information Systems. She has been elected President of the Utility Technology Association (UTA) for the upcoming term. Equally as exciting, MLGW will serve as the host utility for the UTA Conference in Memphis next fall. The UTA conference is meant to foster innovative ideas and promote growth within the utility industry. Staying engaged with UTA and surrounding utilities and cooperatives helps ensure networking and collaboration opportunities in areas like Information Sciences, Information Technology, Disaster Recovery, Website Development and many others.



GREAT JOB!

"When you think of Customer Service, think Keynardo Mack! Mr. Mack is truly a professional that exceeds in Customer Service! While helping a family friend, who's a senior citizen, work on getting utilities restored after being off for a week, he provided all the information needed for the On Track program. We submitted her application, didn't include all that was needed, received the documents she needed and resubmitted the application. It was approved and before I could complete this email she called and stated her service was back on! Thank you, Ms. Constance Duckett is truly grateful!"



MLGW, TVA offer lighting replacement incentive for small businesses

Memphis Light, Gas and Water has partnered with TVA EnergyRight to bring energy-efficient LED lighting upgrades to small businesses in our community.



Through the TVA EnergyRight Small Business Lighting Replacement program, small businesses may be eligible to receive an incentive covering up to 70% of the cost to upgrade to energy efficient LED lights. Upgraded LED lighting can help small businesses save money on energy costs, create a more appealing environment for customers, and increase the productivity of employees.

To see if your small business qualifies to participate in the program and receive your potential cost savings, visit tinyurl.com/MLGW-TVA to set up a free lighting assessment. MLGW partners with TVA EnergyRight to offer additional programs to support small businesses, including:

- **Energy efficiency incentives** that help businesses replace inefficient equipment, like HVAC and refrigeration, to save money on energy costs.
- **Business energy savings training**, a free on-demand video series, that helps businesses better manage energy use to reduce their energy costs and meet sustainability goals. For more information about how MLGW can help your small business save, please contact Sherita Goodman at (901) 528-4469 or email econdev@mlgw.org.

MLGW youth programs and community engagement

MLGW's commitment to community engagement extended to the next generation through youth programs and educational initiatives. In 2023, MLGW's STEM (Science, Technology, Engineering and Math) Educational Support Program engaged 40 students from Memphis-area schools in grades 3 to 5, led by coordinators from MLGW's Human Performance Department. Held on Saturdays, this program introduces students to STEM-related activities and careers, fostering curiosity and lifelong learning.

In collaboration with Memphis-Shelby County Schools and Southwest Tennessee Community College (SWTCC), we are proud to say that we launched the first Utility & Line Worker Boot Camp, which drew the participation of over 20 eager juniors and seniors from Whitehaven High School. In another partnership with SWTCC, called the M.A.C. (MLGW, AT&T, and Comcast) Workforce Initiative, the utility joins forces with AT&T and Comcast to cultivate skilled professionals for technical careers by providing training to students enrolled at SWTCC.



Recently, MLGW hosted the inaugural STEM conference at the utility's training center. Students from eight area schools attended the conference. MLGW's own Terminator and Conservation Girl also attended alongside an inflatable Water Mane, part of the utility's Power League superheroes.

10 low-cost steps you can take this winter

1. Caulk and weatherstrip around windows and doors to stop air leaks. Seal any gaps in floors and walls around pipes and electrical wiring.
2. Change filters monthly.
3. Replace incandescent bulbs with LED bulbs.
4. Repair air leaks and seal and insulate heating system duct-work.
5. Add insulation to your attic, crawl space and any accessible exterior walls. Add pipe insulation to the first five feet of water pipe coming from your water heater. Install light switch and electrical outlet seals on exterior walls.
6. Install an ENERGY STAR® programmable thermostat appropriate for your type of heating system and set it at 68°F for heating.
7. Look for the ENERGY STAR® label when replacing large or small appliances.
8. Wrap your water heater with insulation or install an insulation blanket.
9. Install aerating, low-flow faucets and shower heads and repair leaky faucets.
10. Use power strips for home electronics and turn them off when equipment is not in use. TVs and DVD players still use power when plugged in to an outlet.



Winterize before everything freezes!

Remember to winterize your outdoor water faucets and irrigation system before a winter freeze. Water can freeze inside sprinkler housings and hoses and may burst or rupture parts. Clean and store sprinklers in a dry place. Disconnect hoses from their water source and drain them of any remaining water. Neatly coil and store hoses in a dry area. Also wrap and protect outside water faucets.



Operation Feed

MLGW employees raised over \$51,000 for the Mid-South Food Bank through our annual Operation Feed fundraiser. At a recent Board of Commissioners meeting, the utility presented officials Cathy Polk and Nicole Johnson of the Mid-South Food Bank with a big check for \$51,410.61.



United Way Day of Caring

For the 2024 United Way Day of Caring, MLGW employees volunteered for three different organizations around the city of Memphis – Girls Inc., Knowledge Quest and Room in the Inn.



At Girls Inc., the volunteers assisted with administrative duties to help them prepare for their fall break camp. They also called donors to inform them of upcoming events, put together

informational binders and made cards. At Knowledge Quest, the volunteers helped clean out their organic garden, and at the Room in the Inn, volunteers repainted several spaces.



More for United Way from MLGW

MLGW presented the United Way of the Mid-South with a check for \$44,000 during a recent Board of Commissioners meeting. Funds were raised at the 18th annual United Way Charity Golf Tournament in October 2024.

All contributions from MLGW to the United Way of the Mid-South come from employees. Special thanks to the Tennessee Valley Authority and the LGW Credit Union for their sponsorships.

MLGW and the Community

Jan 17 – MLGW Martin Luther King Day of Service in Westwood Community, EnergySmart Workshop, Mt. Vernon Baptist Church, 620 Parkrose Rd, 10-11 a.m.

Jan 31-Feb 2 – Homeshow of the Mid-South, Agricenter International, various times.

Mar 27 – Bartlett Business, Health, and Home Expo. Bartlett YMCA, 7700 Flaherty Place, 9 a.m.-4 p.m.



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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