

Community OUTREACH

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

March/April 2025

Community Outreach is now only available electronically

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Looking forward to the opportunities of 2025

Because of the Division employees' collective efforts, 2024 stands out as a year of significant progress and improvement that ensures MLGW is reliable today and ready for the future. As we flip through the Division's monthly metrics report, we get a good idea of our progress. MLGW met or exceeded goals for improvements to our electric, gas, and water systems.



Our electric grid is more resilient and reliable because we have replaced outdated infrastructure like substation transformers, substation breakers, and wood poles. We are also near our goal for replacing underground electric cable and have far exceeded our goal for vegetation management over the last 14 months, by completing more than 18 months worth of tree trimming in that time.

MLGW's Gas department met or exceeded its goals for installing regulator stations, replacing steel taps and the cast iron retrofit. The team also started a huge project. This year, Gas will install an extra high-pressure distribution line ensuring uninterrupted service to our customers in South Memphis. Pipes for the project are already being staged at our Weaver Road facility.

Employees in MLGW's Water department are leading the way when it comes to replacing lead service lines. MLGW submitted its EPA-mandated lead service line inventory early and will soon launch a program to pay for private-side service line replacement for income and age qualified homeowners. The department has also installed fifteen production wells.

Metrics for MLGW's customer service area are on or near target, and all metrics show improvements over the last two years. I am happy to report that the number of delayed bills has dropped significantly. In August 2023, there were more than 96,000 delayed bills. As of February 2025, the number was down to 1,792.

I am thankful to our Board of Commissioners and the Memphis City Council for approving the 2025 budget. It fully funds preventative maintenance so we can continue the critical updates we are making to our systems, and it supports the expansion of MLGW's electric capacity. We will be able to hire more than thirty full-time employees with the 2025 budget.

I am excited about what the future holds, and I hope our customers are too. Undoubtedly there will be challenges, but I could not ask for a better team.

Doug McGowen

President and CEO
Memphis Light, Gas and Water Division

MLGW/TVA uses drones for infrastructure inspections



Memphis Light, Gas and Water is working with the Tennessee Valley Authority (TVA) to complete inspections of utility poles, and utility pole equipment in the Orange Mound neighborhood. Inspections began in January and are expected to last through the summer.

Inspectors will use drones to fly over utility poles and check for maintenance issues not visible from the ground. Issues they will look for include damaged poles, fuses, transformers and other equipment. They will also report any vegetation overgrowth that could interfere with electric infrastructure. Inspectors from TVA will inspect roughly 9,000 poles in the Orange Mound area. Data collected will be used to prioritize maintenance and assign work orders.

Drone inspections take place Monday through Friday during business hours. Customers with concerns can call MLGW at 901-544-6549 to verify if an inspector is in their neighborhood.

MLGW begins \$30 million natural gas pipeline modernization project

Memphis Light, Gas and Water Division is beginning a \$30 million modernization project to improve the pipeline distribution of natural gas in South Memphis. Construction starts in April; the new pipeline will be in service by October. The new 24" high-pressure distribution line will replace two 18" extra high pressure gas transmission lines that have been in operation since 1929 and 1940 respectively. The 5.4-mile project will begin on Gill Road in Barton Heights, where the 18" pipe valves are located, and then follow the MLGW right-of-way south to the Weaver Gate Station on Weaver Road.

The project will impact several streets and be near several neighborhoods; however, it will not disrupt gas service to those homes or businesses. MLGW will keep residents apprised of the project process. Community meetings are being planned to discuss the traffic and other concerns in those areas.



Additionally, impacted customers will receive a direct mail piece to their homes before construction begins. We will share more information on official MLGW platforms as this project develops.

When severe weather strikes, remember these safety tips

- Never approach or touch downed power lines. If a power line falls on your car, remain inside the vehicle, call for help, and do not get out until help arrives.

- Know how to turn off your gas, electricity and water in case the lines are damaged.
- If you smell gas, do not turn on lights or electrical appliances or use any phone, or any source of flame or spark. It could cause an explosion.
- If you smell gas after damage from severe weather, leave



the building immediately. Go to a safe place and call MLGW. Do not go back into your home until an MLGW representative says it is safe to do so.

- If you use a portable generator, do not operate it inside your home due to carbon monoxide danger. Also, do not plug it into a wall outlet to power your home; that represents a fire hazard.
- Should you have downed wires, gas leaks or a broken water main, call MLGW's 24-hour, emergency-only hotline at 901-528-4465.

Generator safety tips

- Never use a generator indoors or in an enclosed area such as a garage. Generators emit toxic carbon monoxide from the engine exhaust.
- A generator should only be operated in a well-ventilated and dry area, away from air intakes to the home. It should be protected from direct exposure to rain and snow, preferably under a canopy, open shed or carport.
- Do not attempt to restore power to your entire house by plugging the generator into a wall outlet. (The electricity produced by a generator cannot only ruin your home's wiring and start a fire, it can also feed back into the utility system. It can energize a line thought to be without power possibly killing utility workers trying to restore power.) It can also cause damage to the generator when electric service is restored.

- Handle fuel carefully. Turn the generator off prior to refueling. Gasoline, kerosene and other flammable liquids should be stored outside of living areas in properly labeled safety containers.



- Turn off or disconnect all appliances prior to operating a portable generator. Once the generator is running, appliances powered by the generator can be turned on one at a time.

- MLGW will not come out to check the generator connections. You must use an electrical contractor to ensure that the generator is isolated from the grid to eliminate back-feed.

MLGW MLK Day of Service

To start the year and celebrate MLK Day, MLGW volunteers distributed approximately 400 packets containing weatherization kits, energy conservation tools, and MLGW resources to homes in the Westwood area. Meanwhile, the Energy Services team hosted an Energy Smart workshop at Mt. Vernon Baptist Church's Family Life Center, attended by about 50 residential customers. Participants received practical energy-saving tips and free, large energy kits.

Additionally, the UT Health Science Center for Youth Advocacy

& Well-Being participated in the event, sharing valuable information with MLGW employees and workshop attendees on enhancing youth and family well-being in Shelby County. Their efforts focus on supporting and coordinating resources for youth and families, providing training and technical assistance to community organizations, and advocating for improved care across services.

For more information on the Center for Youth Advocacy and Well-Being, contact 901-448-4200 or email cyaw@uthsc.edu.



Make springtime a safe time!

With the upcoming change to nicer, warmer temperatures, we frequently get severe weather. MLGW wants you and your family to be safe and protected during severe weather outbreaks, so here are a few tips to increase safety:

- Identify the safest place in your home in case of emergency. It might be a closet or bathroom in the middle of your home, away from exterior doors and windows. Go there if you hear severe weather warnings.
- Stock that place with emergency items such as a first aid

kit, flashlights, a battery-operated radio or TV, and extra batteries.

- Store bottled water or tap water in sterile containers, enough for several days, two quarts per person per day. Store some non-spoilable food items that don't require heating, as well as a can opener.
- Include a whistle or similar device to alert emergency personnel in case of rescue efforts.
- Store a supply of necessary prescription medicines.

"Sol-Man" student art contest winners announced!

The judges have named the winners of MLGW's 2024 "Sol-Man" Art Contest! With the partnership of Memphis-Shelby County Schools and the Children's Museum of Memphis, MLGW received 89 art entries from schools within Shelby County in four categories, Kindergarten-2nd Grade, 3rd-5th Grade, 6th-8th Grade and 9th-12th Grade.

The judges had difficulty choosing the winners since most students showed great quality in their work. With judging based on creativity, originality and adherence to the contest rules, the competition produced the following winners:



K-2 Grade Category: Priyan Kapadia, 2nd Grade, Crosswind Elementary School

3-5 Grade Category: Akshara Habbu, 4th Grade, Balley Station Elementary

6-8 Grade Category: Anvi Vijendra, 6th Grade, West Collierville Middle School

9-12 Grade Category: Shinjini Ghosh, 9th Grade, Collierville High School



Awards for the winning students and teachers will be presented later during a scheduled MLGW Board of Commissioners meeting.



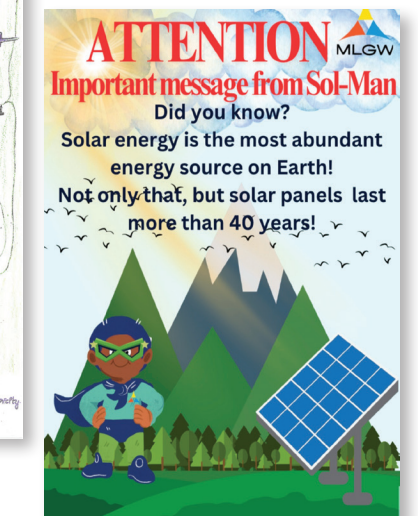
Priyan Kapadia



Akshara Habbu



Anvi Vijendra



Shinjini Ghosh

MLGW and the Community

March 1 – Temple of Deliverance Church of God in Christ Health Fair, 369 G. E. Patterson Ave, 11 a.m.-2 p.m.

March 6 – Paragon Bank/Riverview Community Center South Memphis Community Fair, 1891 Kansas St, 1 p.m.-3 p.m.

March 22 – Olivet Worship Center Community Safety Fair, 10000 Woodland Hills Dr, 9 a.m.-3 p.m.

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

March 29 – Millington Parks and Recreation Center Craft and Vendor Fair, Baker Community Center, 7942 Church St, 7 a.m.-3 p.m.

April 10 – Austin Peay Police Precinct, Austin Peay Precinct, 3430 Austin Peay Hwy, 5 p.m.-6 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.



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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