

Community OUTREACH

News to the Neighborhoods from Memphis Light, Gas and Water Division July/August 2024

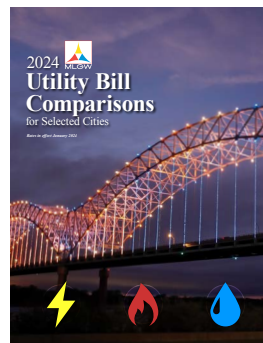
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MLGW rates remain among the lowest in the country

Memphis Light, Gas and Water recently completed its annual Comparative Rates Survey comparing Memphis' combined electric, gas, and water utility rates with the ones from other cities around the United States. MLGW's combined rates continue to be among the lowest in the country. For several years, Memphis has proven its value to Memphis and Shelby County residents by delivering electricity, natural gas, and water services at rates lower than most other municipalities. In 2023, MLGW customers paid \$0.116 per kWh, compared to the U.S. average of \$0.160 per kWh; that means running a dishwasher for an hour (an estimated 1,800 watts) would cost about \$0.209 in Memphis compared to \$0.288 on average elsewhere in the country.

“We want to earn our customers' business every day by providing great value,” says MLGW President and CEO Doug McGowen. “Reliability and the best possible rates are what we strive to deliver to our customers.”

The Division surveyed 39 cities to complete the 2024 report. All costs covered in the survey are based on rates published and effective as of January 2024. This year's ranking includes what a homeowner would pay for 1,000 kWh of electricity, 200 cubic feet (ccf) of gas, and 10 ccf of water. The 2024 report is available at mlgw.com/ratessurvey.



MLGW customers help weatherize more than 1,000 homes

Memphis Light, Gas and Water wants to thank customers for supporting the Share the Pennies Home Weatherization Program. Thanks in large part to customer contributions, MLGW's Energy Services team has completed weatherization of more than 1,080 homes through the program.

Share the Pennies HOME WEATHERIZATION PROGRAM



“The Share the Pennies Home Weatherization Program is really neighbors helping neighbors,” says Margie Borrum-Smith, Manager of Energy Services at MLGW. “If it wasn't for the generosity of our customers, we would not be able to do this.”

Share the Pennies is a voluntary, bill round-up program. Participating customers have their utility bills rounded up to the next whole dollar. The maximum contribution per customer is 99-cents a month, or \$11.88 a year. These relatively small contributions from each customer make a big difference

in our community. Funding for the Share the Pennies program is used to create weatherization and energy-efficiency grants for income-qualified homeowners, many of whom are elderly and/or disabled.

All funds stay in Memphis and Shelby County; all participating homes are in Memphis and Shelby County, and MLGW only works with local contractors to make repairs and improvements. The Share the Pennies program helps create sustainable neighborhoods by improving existing homes. Some of the improvements that can be made through the program include repairing or replacing HVAC systems, windows, attic insulation and weatherstripping. Weatherizing a home can reduce a customer's utility costs and improves the building's “envelope,” which directly impacts a person's physical health and overall quality of life.

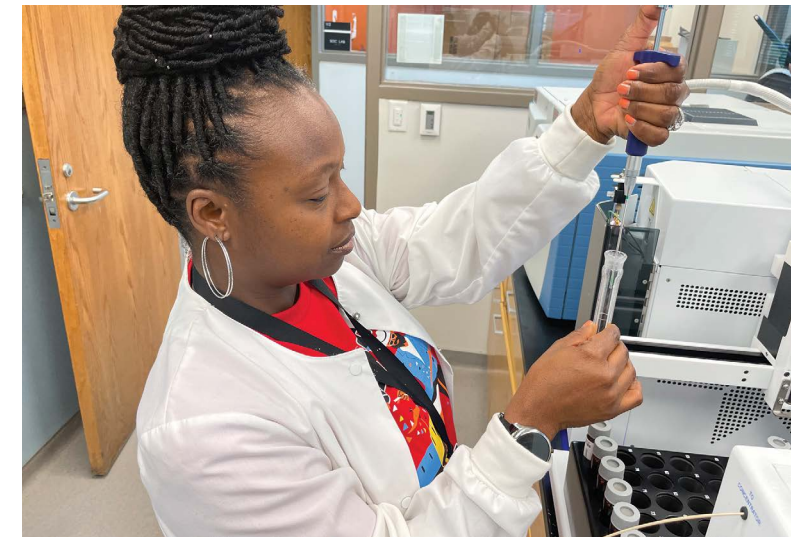
MLGW, on behalf of all the Share the Pennies Home Weatherization Program recipients and their families, wants to thank all participating customers who contribute to the program. Because of those customers, MLGW has been able to make a positive impact in the community. We appreciate it!

Drinking Water Week

Sunday, May 5 through Saturday, May 11 was this year's Drinking Water Week and the perfect time to highlight the excellence of MLGW's Water Department employees. The 2024 Drinking Water Week marks the 50-year anniversary of the Safe Drinking Water Act, which sets current national standards for tap water quality.

The MLGW Water Department is made up of several teams that work diligently – oftentimes in extreme conditions. Water Meter Shop employees test and calibrate meters. They make repairs at the shop and in the field. Water Operations teams oversee wells and pumping stations.

Recently, a Water Operations team started the taxing task of reinstalling hundreds of feet of well casing and components after a pump had to be repaired. Specialists at the Water Lab test tens of thousands of samples yearly to ensure our drinking water is safe, and teams from Water Distribution ensure water service is delivered to customers. For example, crew



3980 from Water Distribution South bored a path underneath Mt. Moriah to connect water service to a new business. We appreciate our water professionals.

Division updates

Here are a few of the updates presented recently to MLGW's Board of Commissioners:

Substation repairs

President McGowen recognized the teams that helped bring Substation 27 back online. Lightning from an April 7 storm caused a fire and burned up the Substation 27 relay. The teams that responded will be recognized at a future meeting. President McGowen told the Board, “This is a Herculean effort to bring an entire substation back online.” And they did it two weeks ahead of schedule!

Delayed bills

There are two big developments in the battle against delayed bills. First, MLGW received a shipment of 15,000 meter registers. Once the registers pass quality tests technicians will install them in the field. Second, a billing solution in development will ensure MLGW customers receive a bill every month, even if one of their services is in “exception” status. For example, if there is an issue with a customer's water meter, MLGW will send a bill for the rest of the customer's services with a note stating the service at issue is “under review.”

Tree trimming

MLGW passed a milestone May 9 when crews surpassed 1,000 miles of tree trimming putting the Division ahead of schedule to complete the goal of 1,400 miles this year.



Diamond designation for reliability

MLGW has been designated as an RP3, or Reliable Public Power Provider by the American Public Power Association. This is the eighth time MLGW has earned the designation, and the fourth time the Division has reached Diamond designation which is APPA's highest RP3 award level. MLGW earned the designation by adopting best practices in four disciplines: reliability, safety, workforce development and system improvement. Utilities keep the RP3 designation for three years.



MLGW STEM students visit the U.S. Space & Rocket Center

The MLGW STEM Educational Support Program is wrapping up its year with a memorable event for scholars.

On Saturday, April 20, 2024, Coordinators Capricious Westbrook and Ericka Hughes, from MLGW Human Performance, accompanied 32 MLGW STEM ESP scholars from John P. Freeman Optional School, Binghampton Christian Academy, Raleigh-Bartlett Meadows Elementary and Cummings Optional School.

They were also accompanied by MLGW volunteers, parents and teachers on a trip to Huntsville, AL, to visit the U.S. Space & Rocket Center. This full-day excursion included facility tours, a hands-on lab session about rocket fuel and a viewing of “Our Space, Our World” in the Planetarium, among other engaging activities.

The scholars thoroughly enjoyed the experience and are eagerly anticipating their next adventure! The MLGW STEM ESP concluded on Saturday, May 11, with an End of Year Celebration.

Finding lead service lines

Every water system in the U.S. must submit an inventory of its lead water service lines (LSL) to the Environmental Protection Agency (EPA) by October 2024. The inventory is mandated under the Lead and Copper Rule Revisions. The EPA is still developing the Lead and Copper Rule Improvements. The EPA's main goal is for U.S.'s water systems to achieve 100% lead service line replacement on both sides of the meter (the utility's side and the customer's side) within 10 years.

MLGW is on it! Our inventory is underway and MLGW teams began replacing lead service lines in 2012. "This inventory is going to help us prioritize and develop the plan so we can get those replaced," President and CEO Doug McGowen told MLGW's Board of Commissioners. "It is top of mind. It is a priority for us."

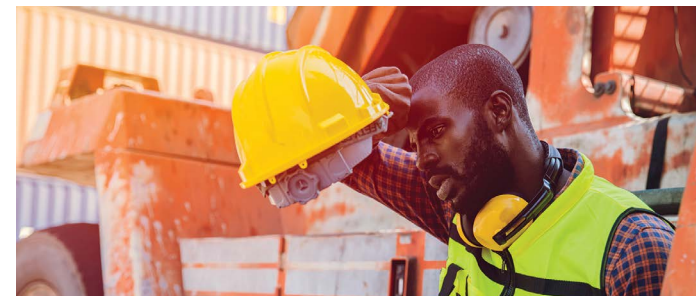
There are a few things to keep in mind and to help customers understand these changes. Roughly 24,000, or a little more than 5% of customer homes, have lead service lines. Older homes in parts of the city are most



likely to have lead lines. MLGW stopped using LSL in the 1950s. The entire water production and distribution system does not have lead in it. Let's make this clear: MLGW's production and distribution mains are made of cast iron or ductile iron pipe, which is not made of lead.

Fast and free summer utility cost cutters

- Turn your thermostat up. In the summer, set your thermostat at 78 degrees when at home. Use fans to circulate cool air.
- Close your drapes or shades. Keeping your drapes and shades closed during the day helps keep unwanted heat out of your home.
- Use appliances efficiently. Do only full loads when washing clothes and dishes and run your appliances after the sun goes down.
- Keep the outside air conditioner unit clear. If air can't circulate freely around your outside unit, you'll have higher bills.
- Don't drastically turn down the temperature on your thermostat; your house won't cool down any faster.
- Lower the temperature on your water heater to 120° F.
- Call the Energy Doctor. With this free service, an MLGW energy technician will make a "house call" to perform an energy survey. Call MLGW Energy Services at 901-528-4188 to schedule an appointment.



Prevent heat-related illnesses this summer!

Here are some useful tips to help prevent heat-related illnesses this summer:

- Drink plenty of cool fluids, especially water and avoid alcohol and caffeine.
- Wear light-weight cotton or natural, loose-fitting fabrics in light colors.
- Limit outdoor activities when temperatures are high.
- Pace yourself. Be sure you don't overdo it in the heat.
- Stay cool indoors using air conditioning or fans.
- Never leave anyone in a car, especially children or seniors.
- Be aware of heat stroke and heat exhaustion symptoms.
- Check on the elderly in times of high heat, as they are more susceptible to high temperatures.

Employee Recognition

"I just wanted to brag about the outstanding service I received from Vanessa Brown! Vanessa needs to be the kind face image of MLGW. She has helped me so many times over the past six months and has been very professional, patient, and kind!

She patiently walked me through the steps of my automatic

payment and login information. My automatic payment has been updated and I'm the happiest customer that you have today! Please give her an "at a girl" award!!!

She deserves whatever you can do for her and an Outstanding Employee Award for Excellent Service. Thank you.

– Leslie Garey, MLGW Customer

Way to go!

Customers who attended a recent On Track orientation were blown away by the service offered by MLGW's On Track team. Here is what one customer wrote: "Everyone was awesome. Great customer service and very informative. Did not know about most of those programs but will use them in the future if needed. I'm

thankful for the On Track program and after orientation feel like I can trust them to help me to do what this program said to get you back on track! I'm looking forward to working with you all!" Way to go Tanya Becton, Ken Mack and Jennifer Price, MLGW Corporate Social Responsibility.

Making Moves in Procurement: 2024 Procurement Fair

Memphis Light, Gas and Water's Supplier Diversity department hosted a Procurement Fair recently at the MLGW Joyce Blackmon Training Center, 4949 Raleigh-Lagrange Road. The Procurement Fair was free and food trucks were on onsite.

This year's theme was "Making Moves in Procurement." The fair connects the business community to valuable resources, offering networking opportunities with fellow colleagues and business owners, and an opportunity to glean from professionals in finance, the public sector and non-profit arena.

This year, the fair featured a Budget Summary Seminar, a small business expo and information about capital improvement and procurement opportunities from MLGW.



The MLGW Supplier Diversity event was held on Friday, June 7, 2024, under the theme "Making Moves in Procurement," and had very active participation of attendees.

MLGW and the Community

July 8 – Harvest Knoll Neighborhood Association Community Meeting, 7288 E Shelby Dr, 6:30-7:30 p.m.

July 13 – Wolfchase Galleria Community Fair, Wolfchase Galleria, 2760 N. Germantown Pkwy, 1-4 p.m.

July 23 – Page Robbins Adult Day Center Dementia Care Conference, Temple Israel, 8:30 a.m.-3:30 p.m.

July 20 – Whitehaven Empowerment Zone Community Block Party, 4851 Elvis Presley, 9 a.m.-2 p.m.

Aug 9 – Tennessee Harm Reduction Coalition Community Fun Day - Health, Wellness, and Resources Fair for All, Boxtown Park, 3448 Boxtown Rd, 1-4 p.m.

Aug 10 – Tennessee Harm Reduction Coalition Community Fun Day - Health, Wellness, and Resources Fair for All, Mitchell Community Center Park, 602 W Mitchell Rd, 1-4 p.m.

Aug 30 - Sept 8 – Delta Fair, Agricenter, various times

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 www.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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