



The Great Central U.S. ShakeOut Spotlight: *Memphis Light, Gas, & Water*

As the central United States is earthquake country, it is important for public utilities to know what to do before, during, and after an earthquake. The Great Central U.S. ShakeOut provides an opportunity for them to practice these important steps. By practicing now, they can learn how to better prepare themselves for earthquakes and other disasters, increasing their capabilities to continually provide critical and lifesaving services to the communities they serve.

Below is a ShakeOut Spotlight on Memphis Light, Gas and Water. MLGW provides utility service for more than 430,000 customers in Shelby County, Tennessee. They are also the largest three service utility provider in the nation. According to Callen Hayes, Crisis Management Coordinator with MLGW,



MLGW

“Memphis Light, Gas and Water will be participating in the Great Central U.S. ShakeOut on April 28th. Prior to the ShakeOut, mandatory safety classes reinforcing the proper steps to take during a large-magnitude earthquake have been presented to all 2700 employees of MLGW. At the time of the ShakeOut our employees will take whatever actions they have been instructed to, regardless of whether they are construction workers out in the field, or office workers behind a desk, when 10:15 CST arrives on April 28th.

For the past several years, MLGW has taken a leading role in the area of seismic retrofitting of its critical infrastructure in all three service divisions: electric, gas, and water, spending nearly \$81 million since 1990. To illustrate these seismic mitigation efforts as a company, MLGW has produced a series of videos entitled “Structurally Sound,” that highlight the utility’s efforts to brace its system against earthquake damage. These videos can be accessed at MLGW’s Youtube channel at www.youtube.com/mlqwwaystosave.

MLGW was also asked to testify before a congressional subcommittee in 2007 to illustrate our proactive steps towards preparing for a possible earthquake in the New Madrid Seismic Zone, [which can be seen here](#). Callen Hays, Crisis Management Coordinator, 2nd witness under panel # 2. ABC 24 Memphis recently [highlighted MLGW’s seismic retrofitting efforts](#) in two separate news casts on 4/11/11.

We at MLGW take the safety and health of the citizens of Memphis and Shelby County very seriously. If a large magnitude earthquake can occur in 1811-1812, then it can certainly happen again. MLGW will be as prepared as we can be to coordinate with local

The Great Central U.S. ShakeOut is a multi-state partnership to increase earthquake awareness and preparedness at all levels in the central U.S. For more information, please visit www.shakeout.org/centralus

EMA, Fire, Police and other emergency responders to bring the Memphis metropolitan area back to a stable environment as quickly as possible.”

We would like to thank MLGW for their participation in the ShakeOut and commitment to preparing themselves, their employees, and their community for disasters. For more information about MLGW, visit www.mlgw.com.

If you would like to be featured in a ShakeOut Spotlight, email shakeout@cusec.org.