



Meter Intelligence Service Agreement

Memphis Light, Gas and Water Division (MLGW) offers an interactive meter data analysis service for interval-metered customers to perform load profiling. The service, Meter Intelligence, provides online access to electric and natural gas data from customer's interval meters, including the ability to view data in tabular and graph forms, from 30-minute intervals to daily, weekly, monthly and annual views. Users can print graphs and download data for further analysis. The service also includes Alert Notification to generate email alerts based on customer-specified parameters for each meter.

MLGW hereby enters into a Service Agreement to provide Meter Intelligence ("Service"), to:

Company Name: _____

Physical Address: _____

Account Number: _____

METER IDENTIFICATION

The Service will provide customer with Internet access to load data from the following, customer-selected interval meters serving the Company's facilities:

| Meter ID (to be completed by MLGW) | Interval Meter ID (to be completed by MLGW) | Meter Type * (to be completed by customer) | Description of Meter Location example: "Bldg 2 loading dock" (to be completed by customer) | Meter Alias example: "Cold Storage" (to be completed by customer) |
|---------------------------------------|--|---|--|---|
| | | Electric Gas | | |
| | | Electric Gas | | |
| | | Electric Gas | | |
| | | Electric Gas | | |
| | | Electric Gas | | |

** Electric data is available now. Gas data will be available in fourth quarter 2006. You may indicate gas meters on this form, for future implementation. You will not be charged for gas data until it is available.*

TERMS AND CONDITIONS

This Service Agreement will be in effect for one-year (12 billing cycles) from the date of signature. After the first year, the agreement is automatically renewed for subsequent one-year periods, unless customer submits written request for termination 60 days in advance of billing date. The customer will be charged a one-time set-up fee of **\$150.00** per location, plus a monthly fee of **\$18.50** per meter, billed to the above listed MLGW account, for the Service. (Companies that operate in a campus-type setting, with multiple buildings on contiguous property, will be charged one set-up fee for each "campus" or group of facilities.)

MLGW agrees to:

- Interrogate each of Company's enrolled meters on a daily basis, typically between 12:00a.m. and 5:00a.m.
- Make the previous day's interval data available through the Service no later than 10:00a.m. Central Standard Time each MLGW business day, barring failure of Customer's telephone line for data transmission.
- Provide Company secure access to interval data via the Meter Intelligence application available through www.mlgw.com (Meter Intelligence uses proven industry technology for Internet security, including Secure Socket Layer (SSL) 128-bit encryption, plus assigned User ID and password to provide access to individual meter data. Despite these procedures, MLGW cannot ensure that data is absolutely protected from access by unauthorized parties.)
- Retain up to 24 months of interval meter data per enrolled meter.

- 5. Provide up to two training sessions, lasting up to two hours, for Company's Users.
- 6. Review Company's interval data on a weekly basis for first four weeks and email Primary Contact with weekly findings, to assist Company in interpreting load profiles and identifying Alert Notification parameters.

Company agrees to:

- 1. Provide and maintain a working voice-quality analog telephone line, with standard RJ-11 jack, to the identified meter(s) for automated interrogation. (The phone line need not be dedicated, but cannot be shared with a PBX or fax machine.)
- 2. Notify MLGW immediately of any changes in telephone lines serving enrolled interval meters.
- 3. Install appropriate, free Java applets on any computer that will access Service.
- 4. Designate a Primary Contact for all Meter Intelligence communications regarding this location. (The Primary Contact should have physical access to the meters, knowledge of the telephone connections and be the primary user for Meter Intelligence.)

Primary Contact Name: _____

Primary Contact Phone: _____

Primary Contact Email: _____

- 5. Request separate User IDs and passwords for each authorized employee utilizing Service and protect such information from use by unauthorized individuals. (There is no additional cost for multiple users. Attach separate list of additional Users, if desired.)

| User's Name | User's Phone Number | User's Email | Meter Access Rights ("All enrolled" or only selected meters listed here) |
|-------------|---------------------|--------------|---|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

AGREED TO BY:

MEMPHIS LIGHT, GAS AND WATER

(Company name)

(Signature of MLGW Account Manager)

(Signature)

(Date)

(Date)

(Name of MLGW Account Manager)

(Name)

(Title of MLGW Account Manager)

(Title)

(Phone number)

(Phone number)

(Email)

(Email)

ALERT NOTIFICATION SET-UP

Instructions: You must establish separate alert for each meter of interest. Copy this page as needed.

Meter ID: _____

Interval Meter ID: _____

Reading less than: _____ for _____ consecutive periods

Reading greater than: _____ for _____ consecutive periods

Power Factor less than: _____ for _____ consecutive periods

Power Factor greater than: _____ for _____ consecutive periods

Reading is ZERO for _____ consecutive periods

Reading differs from normal by _____% for consecutive periods

Bin Size will always equal 1/2 hour for electric

Recipients' email addresses: _____

Copy MLGW Account Manager? No Yes, name of representative _____

Meter ID: _____

Interval Meter ID: _____

Reading less than: _____ for _____ consecutive periods

Reading greater than: _____ for _____ consecutive periods

Power Factor less than: _____ for _____ consecutive periods

Power Factor greater than: _____ for _____ consecutive periods

Reading is ZERO for _____ consecutive periods

Reading differs from normal by _____% for consecutive periods

Bin Size will always equal 1/2 hour for electric

Recipients' email addresses: _____

Copy MLGW Account Manager? No Yes, name of representative _____

Meter ID: _____

Interval Meter ID: _____

Reading less than: _____ for _____ consecutive periods

Reading greater than: _____ for _____ consecutive periods

Power Factor less than: _____ for _____ consecutive periods

Power Factor greater than: _____ for _____ consecutive periods

Reading is ZERO for _____ consecutive periods

Reading differs from normal by _____% for consecutive periods

Bin Size will always equal 1/2 hour for electric

Recipients' email addresses: _____

Copy MLGW Account Manager? No Yes, name of representative _____

FOR OFFICE USE ONLY

Date Agreement Submitted by Rep to Admin for Processing: _____

Submitted for Account Creation by : _____ on date: _____

Account Creation Verified by: _____ on date: _____

Enrollment/User materials sent by: _____ on date: _____

ORIGINAL

Billing Activated by: _____ on date: _____ for \$150.00 (one time), plus
_____ meters per month (at \$18.50 per meter)

Billing Activation Verified by: _____ on date: _____

UPGRADE / INCREASE # METERS

Billing Activated by: _____ on date: _____ for \$150.00 (one time), plus
_____ meters per month (at \$18.50 per meter)

Billing Activation Verified by: _____ on date: _____

NOTES:

Date of First Training Session: _____ Conducted by: _____

Date of Second Training Session: _____ Conducted by: _____

First MLGW rep review conducted by: _____ on date: _____

Rep contacted customer with findings by email on date: _____

Alert Notification Parameters Submitted by: _____ on date: _____

Alert Notification Established by: _____ on date: _____

NOTES: