



Energy Edge

A NEWSLETTER FOR MEMPHIS LIGHT, GAS AND WATER DIVISION GENERAL POWER CUSTOMERS
OCTOBER 2009

New retail electric rates published

New electric rates apply to bills for meters read beginning 9/30/2009. These rates reflect dual actions by TVA: an increase in wholesale rates and a decrease in the Fuel Cost Adjustment.

In addition, starting with meters read on 9/30/2009, TVA's Fuel Cost Adjustment switches from a quarterly to monthly structure to better reflect changes in the federal power generator's fuel and purchased power costs. The monthly format is expected to reduce wide fluctuations experienced under the previous quarterly structure. FCA amounts are posted online at www.mlgw.com and in the information box to the right.

MLGW North Community Office to close through year-end for facility renovations

As a reminder, MLGW's North Community Office, located at 2424 Summer Avenue, will close for renovations on 10/15/2009. The North Office is scheduled to re-open in January 2010.

MLGW customers can conduct business at MLGW's other community offices, located at: 245 South Main Street, 2935 Lamar Avenue, 1111 East Shelby Drive and, in Millington, at 5131 Navy Road.

MLGW recognizes 10th anniversary of Commercial Resource Center

In 1999, MLGW took a unique position among utilities and created the Commercial Resource Center (CRC), a dedicated staff of specially trained employees to handle inquiries from businesses and organizations. By routing calls to a separate number, the plan was to provide more comprehensive service for these complex accounts while also helping to lessen wait times in the larger, residential call center.

The CRC is staffed by 17 employees, with an average 24 years' experience at MLGW. Most employees have been with the CRC since it opened a decade ago. Each month, the CRC handles about 7,000 calls answered in real time, plus an additional 2,000 voicemails, 130 faxed requests, 300 emails and 14 web requests.

MLGW Rates

MLGW's current and historic electric, natural gas and water rates are published at www.mlgw.com, along with updated Purchased Gas Adjustment and Fuel Cost Adjustment rates.

Purchased Gas Adjustment (PGA)

MLGW Rate	Consumption	Demand
G-1 residential	(\$0.225)	na
G-7	(\$0.243)	na
G-8 / G-9	(\$0.326)	\$0.121
G-10 / G-12	(\$0.206)	na

Monthly adjustment in \$/Ccf to published natural gas rates for meters read on or after 9/30/2009.

Fuel Cost Adjustment (FCA)

TVA Rate Class	MLGW Rate Code	FCA Amount
GSA, Part 1	E-2	(\$0.00219)
GSA, Part 2	E-2	(\$0.00219)
GSA, Part 3	E-2	(\$0.00216)
Residential	E-1	(\$0.00221)
Outdoor Lighting	E-3	(\$0.00222)

Monthly adjustment in \$/kWh to all firm kWh, beginning with meters read on or after 9/30/2009.



Important Contact Information

Commercial Resource Center:

Monday-Friday

7:30am-5:00pm Central

Phone: 901-528-4270

Fax: 901-528-4547

E-mail: crc@mlgw.org

Emergency: 901-528-4465

Outage: 901-544-6500

VIEW YOUR BILL ONLINE AT www.mlgw.com

If you've ever called the CRC, you know there is no interactive voice response (IVR) menu and, if your call is not answered immediately, you have a short hold before being given the option to leave a message.

MLGW's Commercial Resource Center has become a benchmark for other utilities across the United States who seek to enhance customer service to business customers. You can contact these dedicated employees by calling 901-528-4720 or emailing CRC@mlgw.org



Employees of MLGW's Commercial Resource Center recently celebrated the organization's 10th anniversary.

MLGW collaborates with Memphis chapter of USGBC to promote commercial green buildings, reward the greenest

MLGW and the Memphis Regional Chapter of the U.S. Green Building Council (USGBC-MEM) announce the availability of incentives for qualified new construction that meets the USGBC's Leadership in Energy and Environmental Design New Construction (LEED-NC) criteria, plus additional points in the energy and water sections.

The collaboration includes a \$75,000 grant from MLGW to be administered by USGBC-MEM. Funds are available on a first certified, first awarded basis for qualified non-residential new construction projects in Shelby County. The award amount, which is based on square footage and LEED designation attained, varies from a minimum of \$5,000 to a maximum of \$25,000.



By influencing businesses and organizations to focus on energy- and water-saving measures in their new construction, MLGW and USGBC-MEM are helping reduce utility waste and improve facility operations.

“With commercial buildings accounting for more than 40% of the nation's energy use, it is essential to encourage the construction of buildings that are sustainable through energy-efficient and environmental features,” noted MLGW President and CEO Jerry Collins. “The LEED incentive extends MLGW's green building support beyond the influence of our successful residential green building program, EcoBUILD, without requiring additional MLGW staff to work with businesses and organizations to achieve green certification.”

Instead, area architects, engineers and others who have attained LEED Accredited Professional status can guide clients through the design, construction and certification process. There are more than 130 LEED Accredited Professionals in the Memphis area.

Recipients of the grants are required to provide information about the buildings' green features and make facilities available for scheduled tours, in order to transfer knowledge and share lessons learned with the community. For more information on the grant program, including application and eligibility requirements, visit the USGBC-MEM website at <http://chapters.usgbc.org/memphis/>

Energy Edge is published by the Commercial & Industrial Customer Care department of Memphis Light, Gas and Water Division. Comments and distribution list changes may be e-mailed to: CRC@mlgw.org