



# Energy Edge

A NEWSLETTER FOR MEMPHIS LIGHT, GAS AND WATER DIVISION GENERAL POWER CUSTOMERS  
NOVEMBER/DECEMBER 2011

## MLGW to expand Web Chat service to businesses and organizations

MLGW will expand its residential Web Chat feature to businesses and organizations, effective 12/1/2011. Web Chat, the latest interactive customer service option, will be accessible via MLGW's homepage, [www.mlgw.com](http://www.mlgw.com)

For customers who find it more convenient to type than talk, MLGW Web Chat provides a full range of service options, including payment arrangements. Web Chat hours for non-residential customers are Monday through Friday, 7:30 am to 5:00pm. Staff from MLGW's Commercial Resource Center handles Web Chat so customers can interact with the same knowledgeable employees via chat or phone, fax and email.

However, outage reporting should still be reported at 544-6500 and emergency calls for situations such as gas leaks and downed power lines should still be reported at 528-4465.

MLGW Web Chat is the utility's latest customer service offering. Customers can also interact with MLGW on Twitter (@mlgw) and Facebook (mlgw1). In addition, most businesses and organizations can access detailed billing and consumption information online via My Account.

## Electric rate to move from Transition to Winter price effective December 1

The cost of electricity will change in December as the Transition period (calendar months of October and November) ends, bringing Winter rates that will be effective through March. The price difference per kilowatt-hour is in hundredths of a penny for customers on GSA/E-2 rates, so the impact will be small.

This seasonal component for electric rates was introduced with TVA's April 2011 rate restructuring. Instead of a flat base rate applicable year round, with the monthly Fuel Cost Adjustment (FCA) added, electric rates now vary by Winter, Summer and Transition seasons to reflect overall demand on TVA's electric system. (The FCA still applies.) Electric rates are lowest during the two Transition periods (10/1 through 11/30 and 4/1 through 5/31). Rates are slightly higher during Winter season (12/1

### MLGW Rates

MLGW's current and historic electric, natural gas and water rates are published at [www.mlgw.com](http://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	(\$0.220)	na
G-7	(\$0.230)	na
G-8 / G-9	(\$0.345)	\$0.410
G-10 / G-12	(\$0.334)	na

Monthly adjustment in \$/Ccf to published natural gas rates for meters read on or after 10/31/2011.

### Fuel Cost Adjustment (FCA)

TVA Rate Class	MLGW Rate Code	FCA Amount
GSA, Part 1	E-2	\$0.02376
GSA, Part 2	E-2	\$0.02376
GSA, Part 3	E-2	\$0.02347
Residential	E-1	\$0.02401
Outdoor Lighting	E-3	\$0.02405

Monthly adjustment in \$/kWh to all firm kWh, beginning with meters read on or after 10/31/2011.



### 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](mailto:crc@mlgw.org)

Emergency: 901-528-4465

Outage: 901-544-6500

VIEW YOUR BILL ONLINE AT [www.mlgw.com](http://www.mlgw.com)

through 3/31) and highest during Summer season (6/1 through 9/30).

View MLGW's electric rates online and read background on the rate restructuring in the March 2011 issue of *Energy Edge* at [www.mlgw.com/energyedge](http://www.mlgw.com/energyedge)

## **Business Energy Advisor web content cites technology advances**

MLGW's website features a handy reference section, titled Business Energy Advisor, with contents regularly updated to provide advice on facility efficiency, maintaining equipment and buying equipment. Several sections of Business Energy Advisor were recently updated, with highlights shown below. Visit soon to find answers to your energy management needs.

### **Updated Guide to Buying Walk-In Cooler Controllers**

Most walk-in coolers and freezers are good targets for saving energy—they typically use inefficient motors that run continuously, even though full airflow is only required about half the time. Why not try inexpensive controllers that are available to slow these fans when full-speed operation is unnecessary? To determine if this technology is right for your application, visit [www.mlgw.com/businessenergyadvisor](http://www.mlgw.com/businessenergyadvisor) and look under Buying Equipment, Refrigeration section.

### **Updated Guide to Buying Computer Power-Management Software**

Computers may spend a long time in full-power mode even if they're not in use. For a corporation with hundreds or thousands of computers, that wasted energy can add up fast—easily translating to tens of thousands of dollars in unnecessary electricity expenditures each year. The good news is that there are a variety of software solutions to eliminate that waste. Learn about the options at [www.mlgw.com/businessenergyadvisor](http://www.mlgw.com/businessenergyadvisor), under Buying Equipment, Office Equipment section.

### **Updated Guide to Buying Underfloor Air Systems**

Underfloor air systems, in which raised-access floors serve as plenums for distributing cooled air throughout buildings, are growing in popularity. The potential benefits include improved thermal comfort, improved indoor-air quality, reduced energy use, and improved flexibility for office moves. How can you take advantage of this efficient approach to cooling? Find out by visiting [www.mlgw.com/businessenergyadvisor](http://www.mlgw.com/businessenergyadvisor) and looking in the Ventilation & Air Handling section of Buying Equipment.

### **Updated Guide to Buying Electric-Powered Tank Water Heaters**

Thinking about purchasing a new water heater? In the right applications, electric units can offer a number of benefits over gas-powered water heaters, including lower up-front costs and easier installation. Plus, there are a number of new electric technologies that may suit your hot water needs while also lowering your energy bill. Check out our advice on purchasing this technology—it's a great place to start learning about what these water heaters have to offer and what you should consider before making a purchase. Visit [www.mlgw.com/businessenergyadvisor](http://www.mlgw.com/businessenergyadvisor) and look in the Water Heating section of Buying Equipment.

### **Updated Guide to Buying Demand-Controlled Ventilation**

Is your business or facility open long hours with occupancy levels that vary from few to full? If so, demand-controlled ventilation (DCV) may be just the technology you need to reduce your annual HVAC costs by as much as \$1.00 per square foot. DCV uses carbon dioxide sensors to determine the level of occupancy and automatically adjusts ventilation levels so you aren't unnecessarily heating or cooling empty floor space. See if your facility is a good candidate for DCV by reading the Buying Guide, Ventilation section, at [www.mlgw.com/businessenergyadvisor](http://www.mlgw.com/businessenergyadvisor)

## Updated Guide to Maintaining Compressed Air Systems

When was the last time you took a hard look at your compressed air system? If you don't know the answer, you could be leaking money throughout your facility. According to the U.S. Department of Energy, these systems account for 10% of industrial electricity consumption. Fortunately, most facilities using compressed air systems can save 15% or more through energy-efficiency measures with rapid paybacks. Along with energy savings, these measures improve the overall efficiency of the system and can lead to reduced downtime. Read through some strategies for optimizing these systems by accessing the report under Maintaining Equipment, C&I Equipment section, at [www.mlgw.com/businessenergyadvisor](http://www.mlgw.com/businessenergyadvisor).

Written by independent third-party researchers at ESource, Business Energy Advisor provides an objective view of new and evolving technologies to enhance your energy management activities.

## MLGW's underground cable retrofit program improves reliability

*Energy Edge will publish a series of articles to highlight ways MLGW works to improve electric service reliability for our customers. This article focuses on the underground electric system.*

Reliable electric service is critical to businesses and industries, providing smooth operations and helping sustain the local economy. MLGW constantly strives to improve the reliability of the service provided to more than 400,000 customers, in the face of natural, technical and man-made challenges.

Outage prevention is the keystone to reliable electric service. To prevent future outages, MLGW studies the cause of previous outages—which include vehicle accidents, severe storms, tree limbs and equipment failure. The source of the outage determines the solution, such as trimming back tree limbs to prevent contact with power lines or replacing equipment as it nears the end of its useful life.

This article examines how MLGW handles equipment failure in its underground insulated electric cable, which serves crucial parts of the distribution system. Buried cable provides excellent reliability and has many benefits, including its natural immunity to falling trees and high winds. As this cable ages, however, its insulation deteriorates and becomes prone to unexpected failures which trigger lengthy outages due to the time required to identify, access and repair the buried cable—activities that can cost \$5,000 per occurrence.



As many as 2,000 customers can be impacted by a single underground cable fault, making it a primary concern for MLGW's reliability program. In order to improve reliability, MLGW monitors the cable for signs of deterioration caused by normal aging and then retrofits as the cable reaches its end of useful life.

In the early 1980s, MLGW began tracking cable failures by recording the date and location of the failure, as well as the size, manufacturer, year of installation and insulation type. This information is used to determine when cable should be replaced, which minimizes the number of interruptions while also controlling operating and replacement costs. Aging cable is prioritized for replacement based upon predicted future performance. Each year, MLGW replaces a portion of the cable buried throughout our service area, requiring an average budget of \$2.4 million per year.

Retrofitting cable has proven quite successful in reducing outages, with the number of faults dropping 50% since the program was initiated. In 2009, fewer than 300 underground cable failures occurred.

Advancements also have been made in cable technology, as well as improvements in components used in installation, such as splices, terminations, connectors, and transformers. MLGW began specifying cable with ethylene propylene rubber (EPR) insulation in 1980. Cable is installed in raceways and feeds are looped to minimize durations when outages occur. The underground components used for both new construction and replacement form a premium system with superior reliability and performance. Customers with this type cable have had nearly flawless service in terms of underground failures.

MLGW constantly strives to improve electric reliability as reliability is the true measure of the quality of our product. The cable retrofit program is instrumental in preventing outages and in controlling operating costs. The success of MLGW's reliability program contributes to the overall success and growth of our community.

*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](mailto:CRC@mlgw.org)