



# Energy Edge

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

NOVEMBER 2007

## MLGW launches online billing and new electronic payment options

### MLGW customers can now view utility bills online!

On 10/31/07, MLGW launched the latest phase of its 2007 website enhancement initiative, enabling customers to view utility bills online and enroll in its electronic billing service, eBilling. Customers who opt to “go paperless” by enrolling in eBilling receive an email when a bill is posted for viewing and payment. eBilling customers also have the option of paying electronically from a bank account with no added fee.

With the new service, customers can:

- Login to [www.mlgw.com](http://www.mlgw.com) using the My Account link to access your bill history. The application will feature six months of utility bill images, growing to 12 months of history over time. Bills can be viewed, printed and downloaded for longer storage.
- Create separate usernames and passwords to allow multiple users in the organization to receive email notification and access bills. (This is especially useful for companies who approve bills at the local level, before paying from a central location. Such companies often accrue late fees due to approval process delays with printed bills.)
- Register to receive an email notification when MLGW bills are available for viewing online.
- Enroll in eBilling, allowing MLGW to terminate the printed bill, saving paper and avoiding mail delays while also reducing bill production and postage costs.
- In exchange for this cost savings, MLGW offers eBilling customers the option of paying electronically from a bank account at no added fee. The transaction occurs between the customer’s bank and MLGW’s bank; no third-party bank is involved. If a company has multiple users, the bank account details are only accessible to the user who established them. For security, most of the bank account number is masked with asterisks.
- If enrolled in eBilling, you may choose to pay multiple accounts in separate transactions or make a consolidated payment for all enrolled accounts. (Individual account due dates apply.)

## MLGW Rates

MLGW’s 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	\$0.1378	na
G-7	\$0.1286	na
G-8 / G-9	\$0.1428	(\$0.0548)
G-10 / G-12	\$0.1582	na

Adjustment in \$/Ccf to published natural gas rates for meters read on or after 10/24/07.

### Fuel Cost Adjustment (FCA)

TVA Rate Class	MLGW Rate Code	FCA Amount
GSA, Part 1	E-2	\$0.00450
GSA, Part 2	E-2	\$0.00450
GSA, Part 3	E-2	\$0.00444
Residential	E-1	\$0.00456
Outdoor Lighting	E-3	\$0.00456

Adjustment in \$/kWh to all firm kWh, beginning with meters read on 9/25/07 and lasting for three consecutive billing periods.



### Important Contact Information

Commercial Resource Center:

Monday-Friday

7:30am to 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

Outage: 901-544-6500

- Track payment history, regardless of payment transaction type or payment channel. Three months of payment history are available now, growing to 12 months over time.

The web application uses standard industry security measures, including secure socket layers (SSL), 128-bit encryption, unique User ID and password, masked data, User ID specific data and automatic sign out.

To register for online access to your MLGW bills and payment history, follow these easy steps:

1. Go to [www.mlgw.com](http://www.mlgw.com) and click on the My Account link as a new user. Enter your contact information to establish a user profile and create a User ID and password.
2. Associate your MLGW account to your User ID. Enter the full 16-digit MLGW account number, along with the new 6-digit My Account Access Code, which appears in the blue shaded area on the front page of your bill. After you have logged in, you can add more accounts by clicking on the My User Profile>My Utility Accounts links. (*Customers who wish to register more than 25 accounts should create their user profile with the first account and then contact MLGW's Commercial Resource Center to discuss assistance for adding the remaining accounts.*)
3. If you wish to enroll in eBilling, check the "Yes, I want to enroll..." box on the enrollment page. Select various email reminder options. (You can access these options later on the My User Profile tab.)
4. Due to the nature of billing analytics, if you wish to view your home's utility bill online also, you must create a separate username and password so as not to mix your home and business MLGW accounts in the same user profile.



These new web services are available to virtually every MLGW customer. A few large industrial customers who receive specially-prepared bills will not have access during the initial phase, but plans are underway to integrate their billing production process into the application. Customers on MLGW's Master Billing program are also excluded from this service, unless they terminate their program enrollment. Basic graphing functions for non-residential accounts will be added in the next phase also, enabling users to graphically view consumption, demand and cost trends.

Customers who use third-party bill payment processors should alert those vendors to the availability of eBilling, as electronic billing expedites the review and accounts payable process by eliminating mail delays.

## City Council approves Collins as MLGW president

Without objection, the Memphis City Council on 11/6/07 approved Jerry Collins to be the next President and CEO of Memphis Light, Gas and Water Division. He becomes the tenth person to lead the utility.

Collins, a registered Professional Engineer, has led the City of Memphis Public Works Division for the past seven years. Public Works is responsible for roads, sewers and storm drains inside the City of Memphis. He has received numerous awards for operational excellence and efficiency in the field of wastewater management, and under his leadership the City of Memphis went 22 years without a sewer rate increase.



In addition to his duties at the City, Collins has served as the Interim Chief Utility Officer at MLGW since June, overseeing the day-to-day operations of the utility. Under his leadership at MLGW, overtime spending has been reduced and a renewed emphasis has been placed on customer service.

“I appreciate the City Council’s vote of confidence. This is an opportunity that I look forward to,” Collins said. “I am an advocate for the ratepayer, and will work to ensure that our customers have reliable power at the lowest costs.”

Collins will begin as President and CEO after the Council minutes are approved at the meeting on 11/20/07.

*Energy Edge* is published by the Economic Development 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)