



Energy Edge

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

New tool enables customers to make payment arrangements online

MLGW customers facing cut-off but unable to pay their bills can now make payment arrangements via the website, as well as by phone and in-person. The new web feature applies to all MLGW customer segments, including businesses and organizations. With a payment arrangement, the payment date will be extended beyond the current due date.

Complete the web request form at www.mlgw.com/payarrange by entering your 16-digit MLGW account number, six-digit My Account Access Code (from blue column, page 1 of bill) and a valid e-mail address in order to make payment arrangements online. To qualify, accounts must have received a cut-off notice in the past 10 days. If services have already been disconnected, the customer is required to pay the cut-off amount in full and is not eligible for a payment arrangement.

For MLGW's online payment arrangements, the same stipulations apply for customers requesting payment arrangements via MLGW's automated phone system:

- Customers requesting extensions must pay 25% of the balance within four days after the due date of the disconnect notice.
- The balance of the bill is extended up to eight days past the due date of disconnect notice.

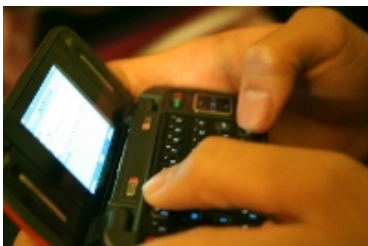
Mobile Alerts service provides text reminders about MLGW account

As adoption of wireless technology grows, MLGW has developed a new service that provides text message reminders about utility account payment status.

To register for free text message reminders, visit

www.mlgw.com/mobilealerts.

You will need to enter your 16-digit MLGW account number and six-digit My Account Access Code (found on page 1 of your MLGW bill) to subscribe.



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	(\$0.117)	na
G-7	(\$0.138)	na
G-8 / G-9	(\$0.190)	\$0.340
G-10 / G-12	(\$0.083)	na

Monthly adjustment in \$/Ccf to published natural gas rates for meters read on or after 10/29/09.

Fuel Cost Adjustment (FCA)

TVA Rate Class	MLGW Rate Code	FCA Amount
GSA, Part 1	E-2	(\$0.00322)
GSA, Part 2	E-2	(\$0.00322)
GSA, Part 3	E-2	(\$0.00318)
Residential	E-1	(\$0.00326)
Outdoor Lighting	E-3	(\$0.00326)

Monthly adjustment in \$/kWh to all firm kWh, beginning with meters read on or after 10/29/09.



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

Participants in the Mobile Alerts Program will receive a notification approximately three business days prior to their billing due date and/or scheduled cut-off date—but only if there is an amount due.

Please note the following requirements for participation in MLGW's Mobile Alerts Program:

- Customer will be responsible for paying any fees charged by their carrier for text messages.
- Do not depend on the text message as your primary means for notification. Failure to receive a text message will not relieve you of your obligation to pay your MLGW bill in a timely manner.
- If you would like to opt out of the program, return to www.mlgw.com/mobilealerts and select the opt-out option.
- We respect your privacy. All information will only be used in the manner herein described. MLGW will not sell a user's personal information to third parties for any purpose. MLGW may aggregate information on our entire customer base for analysis purposes, but a user's individual personal information will never be sold or provided to any party.

Please share this information with your Accounts Payable staff so they can take advantage of this new service. Users of MLGW's My Account web service can obtain similar payment reminders via email by checking the appropriate boxes in the My User Profile section of My Account.

MLGW initiates changes in check processing to boost efficiency

MLGW has modified its check processing procedures to improve efficiency. Highlights include:

- Checks that are accepted at MLGW's five Community Offices will be debited from customers' bank accounts the same day, or the next day at the latest. Previously, it took an average of 3-4 days for a check to clear.
- Customers paying more than 10 utility bills at once need to do so at the Kenneth O. Cole Downtown Credit Office by noon on business days, or send them via regular mail.
- Customers with returned checks are no longer able to pick up the check from MLGW Community Offices. Since MLGW transmits electronic images of the physical check to the bank, we no longer have the physical check to return to the customer. Customers can obtain the check image from their bank.

New beverage vending machines to use less electricity, DOE rules

What sits in your building, is always on but sporadically used, and collectively accounts for more than 7 billion kilowatt-hours (kWh) of electric use in the United States alone, yet has never had an energy efficiency standard? The common beverage vending machine—a refrigeration device that silently chills and not-so-silently dispenses drinks while contributing to your facility's utility bill and raising your cooling load from its continuous waste heat.

Well, no more. In August 2009, the Department of Energy (DOE) released its first set of energy standards for beverage vending machine manufacturers. The new standards apply to both glass-front and solid-front beverage vending machines that are commonly found in office buildings, schools, colleges, retail sites and manufacturing facilities. Effective in 2012 through 2042, the new manufacturing standards will result in estimated collective energy savings of \$38 million to \$52 million annually. From an environmental perspective, the new standards will reduce carbon dioxide emissions by up to 9.6 million metric tons from 2012 through 2042—roughly equivalent to removing over 2 million automobiles from the road for a year.

Want to increase the efficiency of your existing vending machines?

See the "Vending Machine Energy Savings" report under Energy Saving Tools > Business Energy Advisor > Purchasing Advisor at www.mlgw.com for advice.

Phone numbers change for reporting maintenance requests for streetlights and Leased Outdoor Lighting fixtures

MLGW has launched a new, improved process for customers to report outages of street lights and MLGW Leased Outdoor Lights. These maintenance requests can now be submitted by calling **901-820-7878**, where a Customer Service Representative will take your information and initiate the request. Calls to two existing phone numbers (901-320-1497 and 901-320-1498), which frequently resulted in voicemail, are being rerouted to the new phone number. The old phone numbers will be eliminated soon, so please update your records to reflect the new number: 901-820-7878.

MLGW's North Community Office closed temporarily

The North Community Office at 2424 Summer Avenue closed for renovations in October, to re-open in January 2010. Customers should visit MLGW's other community offices at 245 South Main Street, 2935 Lamar Avenue, 1111 East Shelby Drive and in Millington at 5131 Navy Road.

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