



# Energy Edge

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

**GOOD NEWS!** This issue of *Energy Edge* is filled with exciting news on energy costs, new web features and more. Please share it with your facility management and accounts payable staffs.

## Winter energy costs expected to fall

MLGW customers—households and businesses alike—may find holiday cheer in the fact that costs are likely to be lower this winter. Lower natural gas and electricity costs should mean savings for customers compared to utility costs last winter.

The impact varies by rate schedule and consumption. Taking into account the TVA rate increase on 9/30/2009 and much lower TVA Fuel Cost Adjustment as of 12/1/2009, savings scenarios between December 2008 and December 2009 bills include:

- Electric, E2: \$189.40 savings per 10,000 kWh
- Electric, E2-2: \$189.40 savings per 10,000 kWh
- Electric, E2-3: \$215.90 savings per 10,000 kWh

On the natural gas side, base rates have stayed the same since 9/26/2007 but the Purchased Gas Adjustment is much lower than December 2008, resulting in savings of \$57.90 per 100 Ccf consumed by customers on the G7 rate.

Nationally, the demand for natural gas has fallen throughout the year while supplies have increased, which led to lower costs. On the electric side, TVA has temporarily lowered its estimated Fuel Cost Adjustment for the winter months due to increased supplies of materials used to produce electricity and the shift from a quarterly FCA format to monthly.

Despite the expected lower costs this winter, customer consumption is still the key to controlling energy bills. Weather is the most influential factor on consumption, so customer bills could be higher if a colder than normal winter hits the Mid-South.

“We want our customers to know that they should see a savings this winter, but that savings could disappear if customers do not continue to make energy-smart choices. If they increase the amount of electricity and natural gas consumed, customers may see higher bills than last year—even though our costs are lower,” said MLGW President and CEO Jerry Collins Jr.

## 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	(\$0.116)	na
G-7	(\$0.179)	na
G-8 / G-9	(\$0.254)	\$0.520
G-10 / G-12	(\$0.679)	na

Monthly adjustment in \$/Ccf to published natural gas rates for meters read on or after 12/1/2009.

## Fuel Cost Adjustment (FCA)

TVA Rate Class	MLGW Rate Code	FCA Amount
GSA, Part 1	E-2	(\$0.00690)
GSA, Part 2	E-2	(\$0.00690)
GSA, Part 3	E-2	(\$0.00682)
Residential	E-1	(\$0.00697)
Outdoor Lighting	E-3	(\$0.00699)

Monthly adjustment in \$/kWh to all firm kWh, beginning with meters read on or after 12/1/2009.



## Important Contact Information

Commercial Resource Center:

Monday-Friday

7:30am-5:00pm Central

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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)

# New web features added to MLGW My Account for business users

## Small- to mid-size businesses can now analyze bill changes, conduct more refined energy audit

Commercial customers now have easier access to utility bill information and energy tools with the completion of the second phase of MLGW’s popular My Account web service. Small- and mid-size customers with accounts on the E2 and E2-2 electric rates, as well as those on the G7 gas rate, can access the new tools through secure login to My Account at [www.mlgw.com](http://www.mlgw.com). The tools are scheduled to debut on Friday, 12/11/2009.

The first phase of My Account was the introduction of electronic bill presentment and payment features, plus residential bill analysis. More than 5,500 commercial users and 130,000 residential users have registered since My Account debuted in late 2007, including 40,000 who have opted to streamline billing with electronic bills. These new web tools helped MLGW earn a top quartile ranking in the “ESource 2009 Review of North American Electric and Gas Company Web Sites.” MLGW moved from a third quartile ranking of 67 in 2007 to 23<sup>rd</sup> place in 2009, after implementing My Account, outage mapping and other customer service tools online.

A screenshot of the new My Account dashboard is shown here. Features for business customers include:

- Account Status, which is updated daily to reflect current bills, most recent payment and any previous balance. The “Account Balance” field answers you question—“what do I owe?”
- Bill Highlights with Bill Analysis, which compares your current bill to a previous bill to identify factors that triggered change, including weather, billing period, energy costs, balances, municipal service fees and other factors. Up to 24 months of billing data is stored for comparison to previous month and previous year.
- Bill History, which provides detailed information and calculations to examine electricity, natural gas and water use per day, along with temperature and heating/cooling degree day data. The degree day information is based on your actual billing cycle. All data in this component can be graphed and exported, saving time for customers who manually compile billing information.

**My Account** Business Energy Center

■ Bill History ■ Bill Analysis ■ My Bills ■ My Payments ■ My User Profile

My Account

**Account Summary**

Account status as of 12/7/2009

Last Payment	\$416.55
Received 11/9/2009 - Thank you!	
<b>Account Balance</b>	<b>\$453.98</b>

Pay Bill

**Bill Summary ending 12/1/2009** View Bill

Previous balance	\$0.00
Total current charges	\$453.98
<b>Amount Due 12/17/2009</b>	<b>\$453.98</b>

Get help to control business costs and to reduce future bills.

**Bill Highlights**

- ↑ This bill covers a longer billing period.
- ↑ Your energy charges were \$ 38.21 higher for this bill.
- ↑ The weather increased your bill by \$12 - \$20.
- ↓ Your electric usage decreased for this bill.
- ↑ Your gas usage increased for this bill.
- ↓ Your electric costs per unit decreased this month.
- ↑ Your gas rate increased this month.
- ↓ Other "non-energy" charges were \$ 0.78 lower in this bill.

**Bill Analysis**  
Still have questions about this bill? Find out more about why your bill has changed.

**How does my business use energy?**

Get personalized information on how your business uses energy.

Complete a quick facility profile to get started!

**Energy use chart**  
Complete a basic business profile to get a customized graph of your energy use.

**How does my usage compare?**

Usage Comparison  
Electric Use (kWh)

October, 2009	3,373
December, 2009	3,704

Electric Gas Water

**Bill History**  
View and graph up to 24 months of information from your bills.

Save time and money by enrolling in paperless eBilling!

Learn more about technology and equipment to help your business' bottom line.  
Business Energy Advisor

Support the environment by enrolling in Green Power Switch!

Need outdoor security lighting? MLGW's Leased Outdoor Lighting service offers a convenient solution.  
Leased Outdoor Lighting

- Business Energy Center, which combines your actual billing data with your answers to equipment and operation questions to identify ways to save, benchmark your facility and develop an Energy Plan checklist. (Some customers may be familiar with this tool as the former Business eValuation, which then required manual entry of billing data.)

The last phase of the My Account project addresses energy information for large commercial accounts with rates and consumption are too complex for inclusion in existing analysis tools. Those large commercial features should be available in second quarter 2010. In the interim, most large commercial and industrial customers with accounts on E2-3 and other electric rates, as well as G9 and other gas rates, can continue to login at My Account and use the “analyze” button to access, graph and download billing history.

All commercial customers with more than 35 MLGW accounts associated with a single UserID will bypass the new features and continue to land on the My Bills page.

## **Memphis City Council approves MLGW’s 2010 budget containing no rate increases, some Smart Grid funding**

**Smart Grid initiatives will improve system operations, lower outage impact, educate customers**

The Memphis City Council approved MLGW’s 2010 operating budget at its 12/1/2009 meeting, pending approval of the meeting minutes on 12/15/2009. The \$329 million operating budget contains no MLGW rate increases for electricity, natural gas or water services.

### **Budget Fact:**

MLGW’s operating costs represent about 20% of each energy dollar you spend. The remaining 80% of each dollar covers electricity and natural gas costs paid to suppliers for your monthly consumption.

The budget includes three Smart Grid projects, one of which received funding from the Department of Energy (DOE) through the Smart Grid Investment Grant. MLGW had intended to submit a large-scale Smart Grid proposal to DOE during the second phase of the grant program, but DOE distributed the entire \$3.4 billion to first-phase projects. Instead, projects 2 and 3 below represent smaller components of the original proposal.

- Smart Grid Investment Grant (phase 1): In August, MLGW submitted a proposal for a shovel-ready project to make automation and reliability improvements to electric systems in the Downtown and Medical Center areas. In late October, MLGW was notified it would receive approximately \$5 million for this project, with MLGW funding the remaining \$5 million in the 2010 budget. This project will enable MLGW to monitor circuits and transformers to identify problems immediately and, in many cases, provide data that will streamline preventive maintenance.
- Distribution Automation, budgeted at \$1.5 million, will add 40 automated switches to help reduce the number of customers affected by a particular outage. The switches will allow power to be redirected remotely in order to minimize the number of customers impacted by an outage. MLGW is targeting circuits that have had the longest average restoration times for installation of these automated switches.
- Smart Meter demonstration, budgeted at \$1 million, is a 1,000-meter demonstration to showcase the customer service benefits and energy-saving potential of more detailed information about energy use. Electric meters would be installed for 1,000 households selected from volunteers located in a small number of neighborhoods. Small businesses in these neighborhoods also may be eligible. (It is important to concentrate participants in geographic areas to minimize the cost of the communications infrastructure needed.) Participants would receive data through a mix of expanded My Account web features, in-home displays and other information channels that provide feedback on usage and costs. While these 1,000 meters would be read electronically, no MLGW Meter Readers would be affected as a result of this

demonstration project. In addition, due to the smart meter features, these 1,000 customers would not need to report power outages as the system would recognize them automatically.

For updates on MLGW's Smart Grid initiatives, visit [www.mlgw.com/smartgrid](http://www.mlgw.com/smartgrid).

## MLGW IN THE COMMUNITY



### United Way kicks off area campaign with Collins at helm

Utility's "Generate the Generosity" campaign targets \$782,750 in employee contributions

MLGW President and CEO Jerry Collins recently launched United Way's 2009 fundraising season as General Campaign Chairman. The campaign runs from September through February, amassing donations to assist nearly 100 non-profit agencies throughout the Mid-South.

"It is a great honor and responsibility to be the General Campaign Chairman for United Way this year," Collins said. "There are many who think that when it comes to fundraising, we have to focus on the economy. I'm not sure about that—no one ever gave more because they watched an economics forecast, but many have answered the call when a neighbor, friend or family member has asked for help."

MLGW is among the top five business contributors in the 1,000 to 5,000-employee category. All funds are donated by employees; as a municipal utility, MLGW makes no corporate gift.

**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)