



# Energy Edge

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

## Download 2008 utility billing history with new My Account web feature

### Login to access 13+ months of usage and cost detail

Just in time for annual energy reviews, MLGW has added billing history download capabilities to the MLGW My Account web service. Rather than sifting through stacks of old bills, you can now obtain more than 13 months of itemized monthly billing history for each MLGW account, anytime you need it, with just a few key strokes!

To use the new service, you must have created a UserID and password to access the secured My Account section of MLGW's website. (If you require assistance in registering, contact MLGW's Commercial Resource Center at 528-4270 or email [crc@mlgw.org](mailto:crc@mlgw.org).)

Once you login, you'll land on the My Bills tab, where bills for each account are shown. You can view, pay and now—analyze—those bills. Click the *Analyze* button to the right of the account number of interest. This will open a screen containing billing history for the selected account, going back to late 2007.

A few quick notes:

- Bills are listed in decending order, with most recent first.
- If an account has more than one meter per electric service, gas service or water service, a dropdown box will appear in the column heading, defaulting to "total." You can use the dropdown box to select specific individual meters for on-screen analysis or leave it at the default setting.
- The graph link in the column headings enables users to graph the tabular data into bar graphs.
- To export data, look in the upper right of the screen. Clicking "this account" will export only the data for the one account shown on the screen. Clicking "all accounts" will export data for every account associated with the UserID. After you check the appropriate option, click *Download*. (Depending on the number of accounts, this process could take a few minutes—but most downloads are completed in less than 30 seconds.)
- Once the download begins, a window will popup asking whether you wish to *Open* or *Save* the data. Select *Open*, and the comma separated value (CSV) file will automatically open into Excel.

## 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	\$0.046	na
G-7	\$0.040	na
G-8 / G-9	(\$0.030)	\$0.567
G-10 / G-12	\$0.005	na

Adjustment in \$/Ccf to published natural gas rates for meters read on or after 12/31/2008.

### Fuel Cost Adjustment (FCA)

TVA Rate Class	MLGW Rate Code	FCA Amount
GSA, Part 1	E-2	\$0.01384
GSA, Part 2	E-2	\$0.01384
GSA, Part 3	E-2	\$0.01369
Residential	E-1	\$0.01400
Outdoor Lighting	E-3	\$0.01402

Adjustment in \$/kWh to all firm kWh, beginning with meters read on 12/31/2008 and lasting for three consecutive billing periods.



### 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)

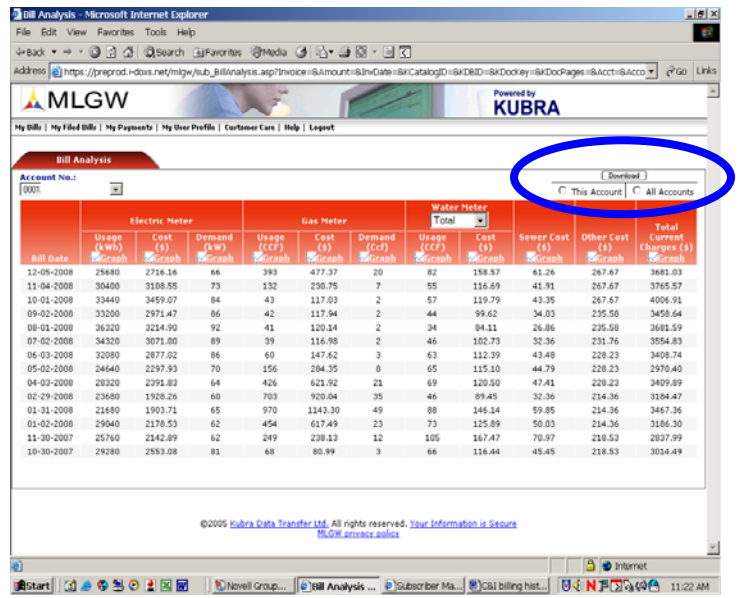
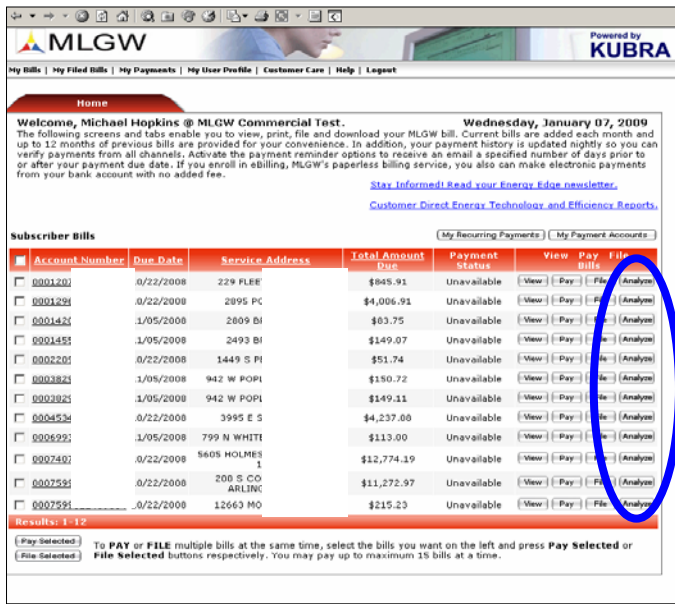
Emergency: 901-528-4465

Outage: 901-544-6500

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

- In the Excel file, bills are shown sorted first by account number, then by bill date. Accounts that have more than one meter for electric, gas or water service will see the bill date duplicated. In this mode, multiple meter data is automatically shown separately.
- The Other Charges column sums applicable fees for other MLGW and non-MLGW services on your bill, including Leased Outdoor Lighting, mosquito fees, stormwater fees, fire protection, late fees and all other current charges.
- The last column in the billing history mode represents Total Current Charges, which reflects services for the current billing period. If there are balances on the account, those charges are not reflected in the Total Current Charges column.

Screenshots show the Analyze button on the My Bills home tab (below left) and the download functions on the Bill Analysis screen (below right). If you require more detailed instructions on using the C&I Billing history function, contact MLGW's Commercial Resource Center to request the PDF.



## New Year brings more energy programs, services and incentives to control energy costs at your facilities

2009 promises to be a great year for MLGW's business customers seeking account information, bill analysis, energy improvement incentives and other assistance. In addition to existing services and federal tax credits, several other programs are being developed and tested in early 2009, with plans to launch fully by year's end. Here's a brief summary of existing services, expansion plans and new programs on the horizon:

### MLGW My Account web service

- Currently available: My Account enables customers to view utility bills online and track payments. Users who also enroll in eBilling may pay electronically from a bank account with no added fee or transaction limit.
- First quarter: Commercial My Account users can now download billing history from My Account into a CSV file, suitable for opening in Excel and other software.
- Third quarter: MLGW will implement bill analysis, energy auditing and other tools for commercial My Account users. These expanded tools target small- to mid-size customers, with electric demand up to 500 kW and facilities up to 100,000 square feet.
- You can register online or, if you have more than 25 accounts, contact MLGW's Commercial Resource Center for registration assistance.

## Federal Tax Incentives

- Currently available: Congress extended the commercial buildings tax deduction to the end of 2013. Businesses and organizations that make qualified improvements to HVAC, water heating and lighting systems can claim tax deductions of up to \$1.80 per square foot. For details, see: <http://www.energytaxincentives.org/>

## Solar Power Generation

- Currently available: TVA has extended the enrollment deadline for its Generation Partners demonstration program, which provides \$0.15 to \$0.20 per kilowatt-hour of solar power produced over the 10-year term of the agreement. All solar generation is consumed on-site; none is sent to the electric grid. In addition, Congress extended the 30% tax credit for both residential and commercial solar installations through 2016. There is no maximum cap, which improves the financial justification for photovoltaic (PV) installations.
- Third quarter: TVA expects to have its revamped Generation Partners program available by 7/1/2009. While TVA has not released details, they are *considering* allowing excess generation (for system capacity up to 150% of the facility's load) and a variable incentive rate that would fluctuate with rate increases over the 10-year term of the program. Watch future issues of *Energy Edge* for updates as the revamped program is released. You can also email your information request to [greenpowerswitch@mlgw.org](mailto:greenpowerswitch@mlgw.org) to be added to the distribution list when details are available.

These activities mean 2009 could be the year that energy improvements are cost-justified at your facility. MLGW encourages you to take the first step now by conducting a basic energy audit to uncover potential opportunities. Contact MLGW's Commercial Resource Center to request our 13-page audit guide, *Saving Energy Dollars: No Cost/Low Cost Solutions for the Small Business*.

## Millington sewer rate increases for businesses and households

Sewer rates for businesses and households in the City of Millington increased on 1/7/2009, per Ordinance 2008-9 as passed by Millington's Board of Mayor and Alderman late last year. Fees are now \$6.60 for the first 2,000 gallons of metered water use and \$2.20 for each 1,000 gallons thereafter.

*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)