



Energy Edge

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

MAY 2011

Flood preparations underway as MS River approaches historic levels

MLGW has been working closely with City, County and suburban leaders, Emergency Management Agency, Corps of Engineers and other entities to plan for additional flooding if the Mississippi River reaches projected depths. Residents and businesses are advised to develop disaster plans, based on potential flood threats for their locations, transportation route disruptions and other issues. The following information will assist in your disaster preparation plans:

MLGW Prepares for Effects of Flooding

- None of the MLGW electric substations are expected to be affected.
- MLGW water pumping stations are not threatened by the possible flood—they all sit above the potential flood area.
- Some wells could be affected, but in the event that happens, MLGW will simply shut them down and utilize other wells to supply our customers without interruption. Water laboratory staff will continue to test samples for water quality, a crucial part of MLGW's daily operation.
- MLGW's natural gas services are not expected to be affected by the flooding.

Critical Utility Flood Safety Tips

- If your **business or home** is experiencing flooding, call MLGW's Customer Care Center at 544-MLGW (6549) or 820-7878 so we can disconnect your utility services if necessary. You can then enter quick access codes 1-1-1 (English) or 3-1-1 (Spanish) for faster service.
- Turn off the natural gas meter and close gas valves on appliances to prevent water infiltration of the fuel line. (See detailed instructions on page 2 and video at www.youtube.com/mlgwwaystosave.)
- Stay away from anything electrical that may be in contact with water and always assume that it's energized.
- Never attempt to operate breakers or switches that are wet or under water, even if it's just to turn them off.
- Never attempt to disconnect or remove your electric meter; call MLGW to have this done.
- Shut the water off if you have a shut-off valve inside your

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	(\$0.290)	na
G-7	(\$0.364)	na
G-8 / G-9	(\$0.563)	\$0.320
G-10 / G-12	(\$0.511)	na

Monthly adjustment in \$/Ccf to published natural gas rates for meters read on or after 5/3/2011.

Fuel Cost Adjustment (FCA)

TVA Rate Class	MLGW Rate Code	FCA Amount
GSA, Part 1	E-2	\$0.02447
GSA, Part 2	E-2	\$0.02447
GSA, Part 3	E-2	\$0.02417
Residential	E-1	\$0.02473
Outdoor Lighting	E-3	\$0.02477

Monthly adjustment in \$/kWh to all firm kWh, beginning with meters read on or after 5/3/2011.



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

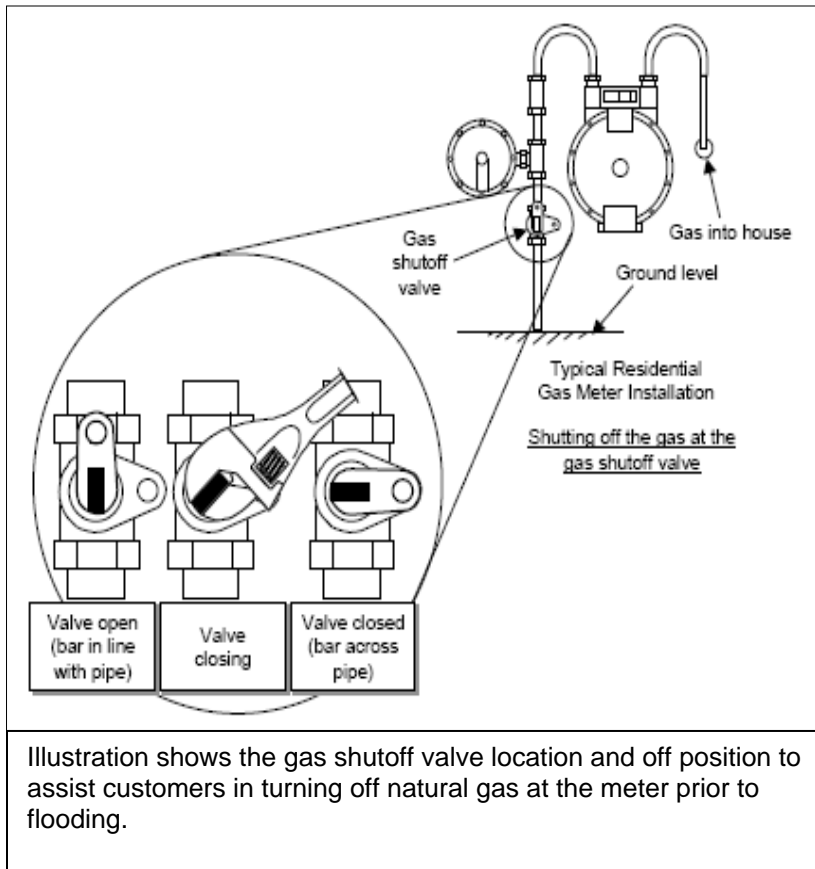
Emergency: 901-528-4465

Outage: 901-544-6500

VIEW YOUR BILL ONLINE AT www.mlgw.com

home or facility. Do not shut off the water at the street.

- If you are using a portable generator, make sure it does not come into contact with water.
- If you do experience water damage to your home's or facility's electrical system or equipment, you will need to have it inspected by a qualified, licensed professional.



Detailed Instructions to Turn Off Gas Service

"Before evacuating, customers need to turn off the gas service at the meter and then close the appliance valves once the pilot goes out," advised Brent E. Haywood, MLGW manager of Gas Engineering and Operations.

Gas service can be turned off at the main gas service shutoff valve normally located near your gas meter. Using a 12 to 15 inch adjustable pipe or crescent-type wrench or other suitable tool, give the valve a quarter turn in either direction. The valve is closed when the tang (the part you put the wrench on) is crosswise to the pipe. (See illustration at left.)

Most gas equipment has a shutoff valve located near the unit that lets you turn off gas flow to the equipment, which will help stop water from accessing individual fuel lines.

Local agencies offer flood information, projections for planning

Additional information to assist with flood planning efforts is available through these resources:

- The **Shelby County Office of Preparedness** has posted maps with flood projections on its webpage: <http://staysafeshelby.us>, along with other advice and resources. Scroll toward the bottom of the page and select your ZIP Code to view a detailed flood projection map. (There are two sets of maps by ZIP; the color version is easiest to read.)
- The **Riverfront Development Corporation** has published a great overview of downtown landmark accessibility, water levels and projections. The photos are amazing, especially if you haven't had the opportunity to view the Mississippi River in person. Read it here: <https://app.e2ma.net/app/view:CampaignPublic/id:19485.9330226223/rid:97d00273447ccf167a2fe095388f500a>

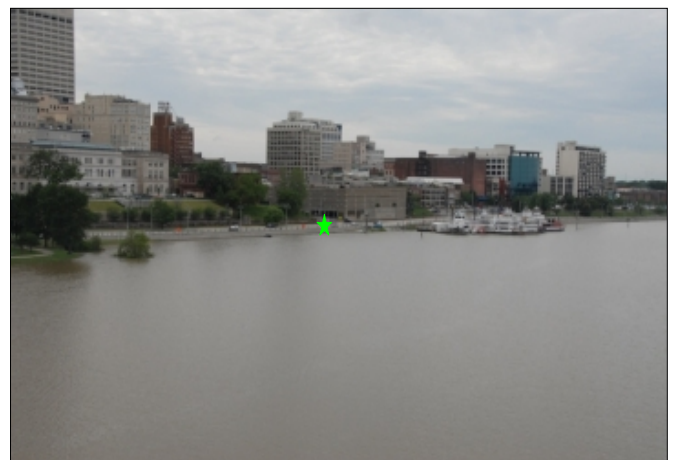
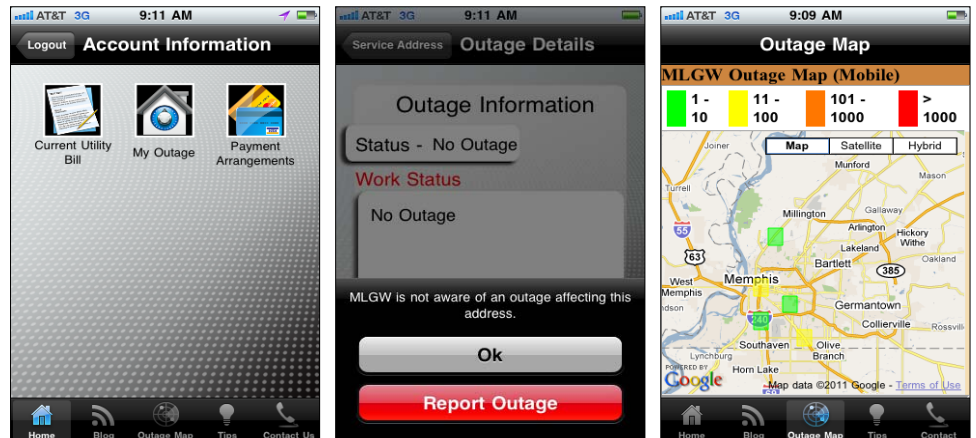


Photo from Riverfront Development Corp website, looking toward Riverside Drive from Mud Island, with cobblestones underwater and moored river boats. Star denotes intersection of Riverside and Monroe.

New iPhone app debuts, allows easy access to site-specific outage and account information

A bright spot in a mostly dreary April was the debut of the MLGW iPhone app, which enables customers to access account information—including site-specific outage status and a mobile-friendly outage map. Nearly 1,000 customers downloaded MLGW's new iPhone app in its first day of availability, 4/20/2011.

The app is available for free download in the Apple iTunes app store at www.apple.com or through iPhone, iPod, or iPad devices. One of the app's most useful features is the ability for customers to be able to check the status of an outage at their address. Customers will need the phone number associated with their MLGW account AND either the last four numbers of their social security number or their 16-digit account number. (Now is a great time to make sure key members of your facility management team have this information handy.)



MLGW's new iPhone app enables customers to not only access their account information but also report and get specific information on their power outages. The added security of login allows MLGW to post account-specific information not available on the public-access outage map at www.mlgw.com/outagemap

Other features:

- Payment arrangements
- Important numbers
- Payment locations
- Bill due date and amount

MLGW plans to develop Android and Blackberry apps in the future.

MLGW strengthens system against potential earthquake damage

The devastation brought on by the massive earthquake in Japan has increased both awareness and concern of earthquake preparedness across the globe. The subject is especially relevant to Shelby County residents, given the region's proximity to the New Madrid fault and the 200th anniversary of the New Madrid Earthquakes of 1811 and 1812. For the past several years, MLGW has taken a leading role in local earthquake preparation through its proactive seismic retrofitting efforts.

To illustrate these efforts, MLGW has produced a series of videos entitled "Structurally Sound," that highlight the utility's efforts to brace its system against earthquake damage to its electric, gas and water systems, as well as its facilities. The Structurally Sound videos can be viewed on MLGW's Youtube channel at: www.youtube.com/mlgwwaystosave. Since 1990, MLGW has spent nearly \$81 million on seismic mitigation projects.

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: arc@mlgw.org