



Energy Edge

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

JULY 2010



Test Your Business Energy-Efficiency Smarts!

Smart business means efficient business, and energy is one of the few areas where you can cut costs without sacrificing customer service or product integrity. Test your energy-efficiency knowledge by taking this short quiz, and pick up some smart energy-efficiency tips that can improve your bottom line. (Answers found on page 2.)

True or false? Regular examinations of your building's equipment, as well as operations and maintenance procedures, can save 5% to 20% annually in utility costs.

Attend solar workshop to learn about generating green power, find incentives

Sharp Manufacturing Company of America, which recently assembled its two millionth solar panel in Memphis, is hosting a solar workshop for businesses and organizations at 10:00am on 7/14/2010. The event will be held at its facility, 4050 South Mendenhall near Raines Road.

The free workshop, *Clean Energy Innovation for Tennessee Businesses*, will discuss solar energy as a renewable power source, incentives for solar power generation—including TVA's Generation Partners program available through MLGW—and financing opportunities. Attendees also can tour Sharp's solar panel factory, a rare chance to see how this green technology is manufactured. Sharp is the largest local generator of solar power, with a 50 kW ground-mounted array visible off Raines Road and larger arrays on its rooftop.

Space is limited. RSVP by 7/9/2010 by calling Sharp employees Elizabeth Wakefield at 367-5344 or Kate Collier at 367-5349.

MLGW issues Streetlight Challenge to spur reports of non-functioning lights

MLGW has issued a challenge to customers in an effort to improve nighttime safety. The Streetlight Challenge gives the utility one week to fix common streetlight outages or the utility will name the streetlight after the first customer who reports the outage.

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	\$0.0280	na
G-7	(\$0.132)	na
G-8 / G-9	(\$0.256)	\$0.127
G-10 / G-12	(\$0.225)	na

Monthly adjustment in \$/Ccf to published natural gas rates for meters read on or after 7/1/2010.

Fuel Cost Adjustment (FCA)

TVA Rate Class	MLGW Rate Code	FCA Amount
GSA, Part 1	E-2	\$0.00420
GSA, Part 2	E-2	\$0.00420
GSA, Part 3	E-2	\$0.00415
Residential	E-1	\$0.00425
Outdoor Lighting	E-3	\$0.00425

Monthly adjustment in \$/kWh to all firm kWh, beginning with meters read on or after 7/1/2010.



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

“Most of the time we do not know that a streetlight is out unless our customers let us know,” said MLGW President and CEO Jerry Collins Jr. “We need our customers’ help to keep their neighborhoods safe by ensuring street lights and leased outdoor lights are in proper working order.”



Customers can report an outage via www.mlgw.com or by calling MLGW’s Customer Care Center at **820-7878** and using the **quick code 1-2-1-4** for English or 3-2-1-4 for Spanish-speaking customers. MLGW’s Customer Care Center is staffed on weekdays, from 7:00am to 7:00pm. Customers are asked to provide all information requested, including a call back number in case the utility has questions. An accurate address and the pole number, which can be found on a metal plate about eye level on the pole, are vital to ensuring repairs are made—so please note ahead.

Problems such as a burned out bulb, malfunctioning photo cell and “day burners” will be repaired within seven days or the first customer to report the outage will receive a certificate from Collins declaring that streetlight to be named after that person. Some outages, such as those involving underground wiring or replacing a downed pole, may take longer than seven days to repair. If repairs will take longer than seven days, MLGW will contact the customer.

“We want our customers to know just how hard MLGW employees work for our community. Safety is a top priority for us and this is a way that we can guarantee that street light repairs are made quickly. It is our guarantee to customers,” Collins said.

MLGW wants to remind customers that not all streetlights come on at the same time. Customers should wait for complete nightfall to occur before determining if a street light is not working.

Test Your Business Energy-Efficiency Smarts!

True or false? Regular examinations of your building’s equipment, as well as operations and maintenance procedures, can save 5% to 20% annually in utility costs.



True. Conducting system and building tune-ups regularly, often called recommissioning, reduces the risk of early equipment failure and unscheduled downtime, and ensures that your building is operating as efficiently as possible. Find information to get started under the “Facility Efficiency Advice” and “Maintaining Equipment” sections of MLGW’s Business Energy Advisor at www.mlgw.com/BusinessEnergyAdvisor.

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