



Energy Edge

A NEWSLETTER FOR MEMPHIS LIGHT, GAS AND WATER DIVISION GENERAL POWER CUSTOMERS
AUGUST 2010

Incentive programs help customers offset retrofit costs for existing facilities

As you budget for 2011 capital improvements or face system replacement in 2010 due to malfunction, don't forget about TVA incentive programs available to MLGW customers making improvements that lower peak electric demand.

Commercial Efficiency Advice & Incentives

Launched in January, Commercial Efficiency Advice & Incentives (CEAI) targets customers with electric demand of 51 to 4,999 kilowatts (kW). CEAI offers assistance for customers seeking advice about HVAC and interior lighting improvements, as well as incentives for retrofit projects that reduce the facility's electric demand by at least 5 kW. Advice begins with the Initial Energy Assessment. Depending on the potential kW reduction, additional levels of advice are available. If you already have a project plan, you can skip the advice stage and jump straight to the incentive process.

More than \$750,000 in incentives have been paid or approved for projects that will reduce peak demand across TVA's territory by more than 3,774 kW. This includes one MLGW customer who received a \$30,000 incentive payment for lighting upgrades that also will reduce their annual utility cost by about \$70,000. Several other local customers are in early stages of advice and project development, part of another 10,000 kW of projects in the TVA program pipeline expected to finish this quarter.

Learn more about CEAI here:

http://www.mlgw.com/SubView.php?key=comm_adviceincentives

Fast Cash for Small Business

The newest program targets customers with electric demand of 50 kW and lower, who do not pay electric demand charges. The fast track process skips the advice stage and provides standard incentive amounts based on the most common types of existing and replacement lighting and HVAC equipment.

Watch for details about Fast Cash for Small Business in the September issue of *Energy Edge*. Brief facts are available here:

http://www.tva.com/commercial/measurement/fast_cash.pdf

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	(\$0.160)	na
G-7	(\$0.234)	na
G-8 / G-9	(\$0.352)	\$0.178
G-10 / G-12	(\$0.319)	na

Monthly adjustment in \$/Ccf to published natural gas rates for meters read on or after 8/2/2010.

Fuel Cost Adjustment (FCA)

TVA Rate Class	MLGW Rate Code	FCA Amount
GSA, Part 1	E-2	\$0.00530
GSA, Part 2	E-2	\$0.00530
GSA, Part 3	E-2	\$0.00523
Residential	E-1	\$0.00535
Outdoor Lighting	E-3	\$0.00536

Monthly adjustment in \$/kWh to all firm kWh, beginning with meters read on or after 8/2/2010.



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

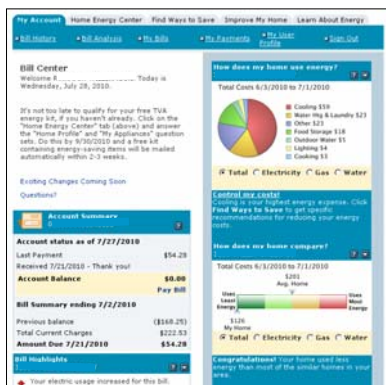
VIEW YOUR BILL ONLINE AT www.mlgw.com

NEW WEB RESOURCE

MLGW adds My Account component with bill history download for large businesses and organizations

Looking to obtain your utility billing history without having to locate old bills? MLGW just added capabilities for large commercial and small industrial customers to access this information online with the introduction of a new component in My Account.

MLGW's residential customers have been able to access billing history, bill analysis and inter-related energy audit tools (pictured, top) since My Account launched in late 2007, and small- to mid-size commercial accounts gained similar features in late 2009 (pictured, middle). As of last week, now 90% of large businesses and organizations have the opportunity to retrieve billing history electronically, reducing data entry requirements when performing detailed analysis of electricity, natural gas and water consumption, demand and cost.



Examples of My Account dashboard screens for residential customers (top), small- to mid-size commercial customers (middle) and large commercial and small industrial customers (bottom). Each provides unique features, but all offer billing history download.

My Account's Large Commercial Dashboard (pictured, bottom) includes:

- **Account Summary:** This feature serves as a bill-at-a-glance. It includes three distinct components which are updated at different intervals:
 - Account Status as of <date> provides a snapshot of the customer's account information as of the previous business day. It will reflect recent payments after they post.
 - Account Balance, shown in the white box, will change to \$0.00 during nightly uploading, after payment is posted.
 - Bill Summary ending <bill date> provides a snapshot as of the most recent bill date. Nothing in this section changes until the next bill is produced.
- **Reduce Future Bills:** Provides link to MLGW's Business Energy Advisor content, to encourage users to save by identifying and implementing energy improvements.
- **How Does My Usage Compare?:** Provides a current bill vs previous bill graph of account's applicable electric, natural gas and water consumption. The text below the graph includes a link to bill history screens.
- **Bill History**, where customers can access up to 24 months of bill history—for graphing and downloading. If there are too many columns to display in the frame, a horizontal scroll bar will appear just below the data table. Data is presented in numerous views:
 - Account Summary, showing the account overview with consumption and dollars.
 - Basic Summary, showing detail at the meter level, including any electric or gas demand values.
 - Usage Detail, showing detail at the meter level, including days of service and read type, plus average temperature, Heating Degree Day and Cooling Degree Day data for your billing cycle.
 - Cost Detail, showing detail at the meter level, including average cost per day.
- **Promotional Panels:** Information about MLGW programs and services is shown in the lower right area of the dashboard screen. Click on the panels to navigate to the webpage containing information.

- **Additional Links:** The red header bar contains navigation to My Bills, My Payments and My User Profile features. My Bills shows the current utility bill only. Customers who participate in paperless eBilling can use the Prior Bills link from My Bills page to see up to 12 previous bills, whereas customers who continue to receive printed bills only have access to the current bill online.

A note about My Account eligibility: Customers with complex billing produced separate from MLGW's main billing system cannot access any portion of My Account. Accounts with special credits—including Manufacturing Credits and Load Growth Credits—will be unable to use the new tools initially, but programming to accommodate these accounts should be completed this quarter. In addition, customers who have more than 35 MLGW accounts associated with a single UserID will continue to bypass these screens in My Account and have access only to screens to view bills, pay bills and view payments. Lastly, customers with a mix of large and small accounts will bypass these features and have access only to screens to view bills, pay bills and view payments.

You can enroll in My Account at any time. Find a recent MLGW bill for each account, as you will need to enter the 16-digit MLGW account number and 6-digit My Account Access Code (found in blue area on page 1). Go to www.mlgw.com and click in the box labeled Go to My Account. Click the “sign up” link. Create a UserID and password, enter your account information and then select and answer a hint question (which enables electronic retrieval of forgotten UserIDs and password resets). If you are not the employee responsible for receiving the MLGW bill, check with that person before selecting your billing option as the instruction provided most recently supercedes instructions from all other UserIDs.

City of Memphis raises sewer and storm water fees

Effective 8/2/2010, the City of Memphis' fees for sewer and storm water services have increased. MLGW bills for both these services as a convenience to customers and to the City agencies who received the collected monies. Please use the list of agencies and phone numbers on page 2 of your MLGW bill if you have questions about these non-MLGW charges.

Sewer fees are based on the amount of water consumed, in units of one hundred cubic feet (Ccf), which equal 748 gallons. For most non-residential customers, the new volumetric rate is \$1.6957 per Ccf, more than double the previous rate of \$0.7876 per Ccf. The minimum sewer fee is \$2.50. Now is a great time to find and repair water leaks, as doing so will reduce both water and sewer costs. MLGW water meters that are designated for irrigation only are not subject to sewer fees. If you are meeting irrigation and internal facility water needs through the same water meter, it may be cost effective to pay for a separate water meter to avoid the sewer fees. (Contact MLGW's Commercial Resource Center for information on adding an irrigation-only water meter.)

For fiscal year 2011, storm water fees for developed properties in the City of Memphis are \$4.02 per single family unit (SFU), up from \$3.64 per SFU. One SFU equals 3,147 square feet, deemed the average amount of impervious surface on an average residential lot. Information about the Storm Water Enterprise Fund ordinance, including the appeals process, is available at: http://www.cityofmemphis.org/pdf_forms/ordinance5135.pdf

TVA to halt Enhanced Growth Credit program in December, offering replacement with greater strategic focus on economic development

TVA will terminate its Enhanced Growth Credits (EGC) program on 12/1/2010, replacing it with a program that more closely matches the federal power generator's strategic objectives for economic development in the region.

Existing EGC retail customer contracts and those projects negotiated by 8/20/2010 will not be affected by the program's termination.

EGC has been a valuable load-growth and economic development incentive for the region for many years, rewarding manufacturing and all-electric customers who move to the area or expand their existing facilities. MLGW customers who participate in the EGC program will continue to receive credits on their monthly MLGW bill until their individual agreements expire.

The program's successor, the Valley Investment Initiative (VII), will become TVA's primary economic development incentive for existing businesses with electric demand of 250 kilowatts (kW) or greater planning to make qualified capital investments. VII improves in many ways upon EGC and ensures that TVA and utilities such as MLGW have a meaningful economic development incentive to offer—one that benefits the power system and improves the quality of life in the Valley by encouraging capital investment, retention and growth of good-paying jobs, energy efficiency and complementary load factors. In the 10 months that VII has been funded, 53 customers in the Valley have applied, representing \$1.9 billion in capital investments and long-term job commitments of 17,500 positions. The average VII customer anticipates paying 47% higher than the prevailing county wage, intends to improve its energy efficiency by 12%, and estimates a 65% annual load factor.

A factsheet about the Valley Investment Initiatives is available at: http://www.tvaed.com/vii/vii-factsheet_11-2009.pdf

First half of 2010 declared world's warmest on record

The first six months of 2010 were the warmest on record, according to a new analysis by the National Oceanic and Atmospheric Administration (NOAA). The agency's National Climatic Data Center (NCDC) found that the combined global land and ocean surface temperatures averaged 57.5°F for January through June, which is 1.22°F above the 20th-century average. For comparison, the second-warmest January-June on record was in 1998, when the average global temperature was 1.19°F above the 20th-century average. Temperatures on land were the second-warmest on record, falling behind 2007, while ocean surface temperatures were also the second-warmest on record, falling behind 1998. In addition, every month from March to June 2010 was the warmest on record for the globe. Read more at: http://www.noaanews.noaa.gov/stories2010/20100715_globalstats.html



MLGW includes weather data in its My Account bill analysis and bill history functions, to assist customers in seeing the impact that weather has on energy and water usage. Weather data displayed is matched to the customer's billing cycle.

Organization to host emergency preparedness conference

The Mid-South Association of Contingency Planners will host the fourth annual Emergency Preparedness and Incident Conference (EPIC) on 9/15/2010. The event will be held at the FedEx Institute of Technology on the University of Memphis campus.

This day-long event has become the largest gathering of business continuity and disaster recovery professionals in the region. The EPIC 2010 agenda is still being finalized, but will include keynote speakers on the upcoming 200th anniversary of the earthquake of 1812 and information on regional post-disaster response plans from the Department of Housing and Urban Development (HUD). There will be a vendor exhibition area in the lobby, with continental breakfast and lunch served.

The event is free to any business interested in disaster preparedness, but you must pre-register. Visit the website at www.msacp.org and watch for more details and registration information.

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