



Energy Edge

A NEWSLETTER FOR MEMPHIS LIGHT, GAS AND WATER DIVISION GENERAL POWER CUSTOMERS
APRIL 2017

MLGW implements plan, fee to help ensure water system protection

Starting with the April 2017 billing month, all commercial and industrial customers will see a “Cross Connection Control Program Cost Recovery” fee of \$6.05 on their water utility bills. The monthly fee will recover costs related to the Cross Connection Control Program for the protection of MLGW's water system.

The goal of MLGW is to supply safe drinking water to each and every customer under all foreseeable circumstances. Each instance where water is used improperly—so as to create the possibility of backflow due to cross connections—threatens the health and safety of customers and increases the chances of not realizing this goal. Backflow occurs when the water in your pipes goes in the opposite direction of normal flow. MLGW must maintain a program of cross connection control to systematically and effectively prevent the contamination or pollution of the potable water system.

Access the MLGW Cross Connection Control Program and Plan at <http://www.mlgw.com/images/content/files/CCManualSigned.pdf>. This cross connection plan outlines a course of action designed to control cross connection within the area served by MLGW. The plan is intended to be a practical guide for safeguarding the quality of water distributed from becoming contaminated or polluted through backflow. By following this plan of action, MLGW will ensure that all aspects of Federal, State, Local, and MLGW Service Policy requirements for cross connection control are being followed.

Additional information, including a list of approved backflow device testing companies, is available at <http://www.mlgw.com/commercial/crossconnection>.

MLGW publishes Water Quality Report

Memphis is home to many unique treasures, but perhaps one of the most vital and coveted is its magnificent drinking water. Few cities in the world can boast water that is as pure, refreshing and tasteful as that found in our own hometown. While most of the world's drinking water originates from surface lakes, streams and rivers, MLGW customers enjoy the unique privilege of water

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	\$0.011	na
G-7	(\$0.017)	na
G-8 / G-9	(\$0.120)	\$0.566
G-10 / G-12	(\$0.106)	na

Monthly adjustment in \$/Ccf to published natural gas rates for meters read on or after 3/31/2017.

Fuel Cost Adjustment (FCA)

TVA Rate Class	MLGW Rate Code	FCA Amount
GSA, Part 1	E-2	\$0.02159
GSA, Part 2	E-2	\$0.02162
GSA, Part 3	E-2	\$0.02138
Residential	E-1	\$0.02180
Outdoor Lighting	E-3	\$0.02063

Monthly adjustment in \$/kWh to all firm kWh, beginning with meters read on or after 3/31/2017.



Important Contact Information

Business Solutions Center:

Monday-Friday

8:00am-4:30pm Central

Phone: 901-528-4270

Fax: 901-528-4547

E-mail: mlqwbsc@mlgw.org

Emergency: 901-528-4465

Outage: 901-544-6500

Maintenance,
Trouble and Gas

Pilot Safety: 901-820-7878

VIEW YOUR BILL ONLINE AT www.mlgw.com

derived from the Memphis Sands aquifer, a subterranean treasure contains more than 100 trillion gallons of rainwater that some experts believe fell more than 2000 years ago. The pristine nature of this water springs from a natural filtration system of alternating layers of clay, sand and gravel that sift out the impurities.

In 2016, as in years before, Memphis water met or exceeded Environmental Protection Agency (EPA) standards. All community water systems are required to prepare and distribute an annual water quality report. View the 2016 Water Quality Report at: <http://www.mlgw.com/images/content/files/pdf/WaterQualityReport2016.pdf>

MLGW IN THE COMMUNITY

MLGW employees dedicate their time, talents and money to our community—including these recent fundraisers and weekend events.

(Top, right) MLGW employees presented a check for \$603,592 to United Way of the Mid-South during the MLGW Board meeting on 3/22/2017. Employees donated \$573,851 through payroll deduction, retirees contributed \$18,090 and the balance was raised through a golf tournament, ice cream socials, executive parking, Music in Middy donations, cookbook sales and donation cans.



(Left) MLGW presented a workshop during the Southern Women's Show in March to demonstrate common home maintenance tasks to improve energy efficiency and lower utility costs.



(Bottom, right) MLGW employees staffed a booth at the recent Home Show of the Mid-South to educate attendees on energy-saving ideas, including efficient thermostat settings for heating (68°) and cooling (78°).

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: mlgwbsc@mlgw.org