



Energy Edge

A NEWSLETTER FOR MEMPHIS LIGHT, GAS AND WATER DIVISION GENERAL POWER CUSTOMERS
FEBRUARY 2016

MLGW and Memphis Police warn public of utility scam to swindle businesses

In January, the co-owner of a new restaurant in Cordova momentarily panicked. Someone claiming to be from MLGW threatened to turn off his electricity if he didn't pay his utility bill within 30 minutes.

"It was scary," said Giampaolo Ongaro, co-owner of the new Crazy Italians Restaurant in Cordova. "Once they knew I wasn't going to fall for their trap, they hung up."

MLGW and the Memphis Police Department are urging everyone not to fall for the scam, which pops up repeatedly in cities across the country. The culprits often use phone "spoofing" technology, which makes your caller ID display what appears to be MLGW's number.

It's also possible that the scammers may know personal information. They knew exactly how much Ongaro's bill was for November. In a slightly different scheme, a woman recently bought a pre-paid card for \$458 on the pretext the caller was going to help her pay her utilities at a discount.

MLGW never calls residential or commercial customers threatening to cut off utilities unless we receive an immediate payment. MLGW does not discount utilities either.

Scammers have targeted mostly small businesses or customers whose second language is English. The call is often from either a toll-free number or from phones that are untraceable.

The bogus caller directs the business owner to go to a certain location, like a Dollar General or Ace Cash Express, and get a pre-paid or reloadable debit card, such as Express Pay or Green Dot MoneyPak.

After a card is purchased, the victim gets a second "spoofed" call which appears to be from MLGW's call center. The victim is instructed to provide the bogus representative with the 14-digit serial number from the card. Once they get the card's information, the amount can be pulled remotely and anonymously from anywhere in the world—and you've been scammed.

Nationally, the Better Business Bureau reported 73 separate cases

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	(\$0.094)	na
G-7	(\$0.094)	na
G-8 / G-9	(\$0.149)	\$0.418
G-10 / G-12	(\$0.145)	na

Monthly adjustment in \$/Ccf to published natural gas rates for meters read on or after 2/2/2016.

Fuel Cost Adjustment (FCA)

TVA Rate Class	MLGW Rate Code	FCA Amount
GSA, Part 1	E-2	\$0.01739
GSA, Part 2	E-2	\$0.01740
GSA, Part 3	E-2	\$0.01718
Residential	E-1	\$0.01762
Outdoor Lighting	E-3	\$0.01768

Monthly adjustment in \$/kWh to all firm kWh, beginning with meters read on or after 2/2/2016.



Important Contact Information

Business Solutions Center:

Monday-Friday

8:00am-4:30pm Central (new hours)

Phone: 901-528-4270

Fax: 901-528-4547

E-mail:

BusinessSolutionsCenter@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

of utility imposter scams in North America for 2015. No one is immune. Scammers targeted customers from rural electric co-operatives, municipal utilities and privately-held companies. In November, the Tennessee Department of Commerce and Insurance's Consumer Affairs Division alerted Middle Tennessee customers of the scam. Thieves there were claiming to be with Nashville Electric Service.

If you get such a call, MLGW and the Memphis Police urge you to do the following:

- Hang up the phone.
- Never give out personal financial information over the phone.
- Call the MLGW Business Solutions Center at 901-528-4270 if you have any concerns. (If thieves are calling about a residential accounts, contact MLGW's Customer Care Center at 544-6549.)
- Report it to your local police station if you have been scammed.
- Go to any of the five MLGW community business offices and speak with a credit counselor if you have problems paying your utility bill.

Text alerts provide handy reminder of due dates, impending cut offs

Customers interested in receiving text reminders of bill due dates and impending cut offs are encouraged to sign up for MLGW's text alert service. You'll receive a text message three business days before your bill due date, provided there is a balance due on the account. To register, gather copies of bills for each account, as you'll need to enter the 16-digit account number and 6-digit My Account Access Code, then visit:

<https://service.mlgw.org/mobilealerts/index.php>

TVA to release Electric Truck Refrigeration RFP in early February

TVA will release a request for proposal (RFP) for a new Electric Truck Refrigeration Unit (eTRU) project on 2/16/2016. Part of the EPA Non-Road Transportation Electrification and Infrastructure initiative, the goal of this project is to reduce carbon emissions by reducing diesel fuel consumption while parked at docks through the installation of eTRUs or hybrids and dock power station equipment.

Interested bidders and local power company representatives are invited to a webinar at 1:00 p.m. (CT) on 2/8/2016, to learn more about this project and RFP. Please click this link to register for the webinar:

<https://attendeegotowebinar.com/register/497223718147153153>

This solicitation is open to any company that can provide turnkey installation eTRU equipment or eTRU charging equipment to businesses that receive electric service directly from TVA or through a TVA local power company—such as MLGW.

The project will award \$500,000 to one or more qualifying responses. Program funds may be used for either or both of the following technologies:

- eTRU or Hybrid Conversions – promoting the turnkey installation of eTRUs or hybrid units on refrigerated trucks currently equipped with diesel-powered truck refrigeration units (dTRU).
- Dock Power Station Installations – promoting the installation of equipment that facilitates the powering of eTRUs or hybrids while they are parked at loading docks located within the TVA service area.

For inquiries, please contact Brad Wagner, brwagner0@tva.gov Proposals are due 3/21/2016.

MLGW, City of Memphis and FedEx donate bottled water to Flint, MI

MLGW, government and local businesses teamed to deliver 500 cases of pure Memphis water to residents of Flint, Michigan who are unable to use their city's water supply due to lead contamination. The bottled water will be delivered to the Food Bank of Eastern Michigan, one of the designated collection sites.

A simple phone call for a local business to city officials spurred the support.

“When Bernal Smith of the Tri-State Defender called the city to ask if there was something we could do, this seemed like the most logical step,” said Memphis Mayor Jim Strickland. “I’m grateful to MLGW President Jerry Collins Jr. and FedEx for responding so quickly, and I hope it will encourage others to act.”

Collins added, “We are fortunate to have clean drinking water in our city, and we believe that Flint residents will be able to recover as long as cities like ours continue to help.”

FedEx is playing a key role as well. “FedEx is committed to helping the citizens of Flint, Mich. who are affected by the water crisis,” said Neil Gibson, FedEx Services vice president of corporate communications. “Working together with The Water Source and MLGW, we are mobilizing our transportation network to deliver 12,000 bottles of water to those in critical need.”

Tri-State's president and publisher Smith is glad that Memphis is helping the distressed community. “I would hope that if Memphis was suffering like Flint, other cities would reach out to us as well,” he said.

Flint's water crisis started in April 2014 when the financially strapped city of switched its source of water to the Flint River. Previously, the city bought its water from nearby Detroit. The Flint River water was so highly corrosive that it damaged the lead pipes that the water flowed through.

MLGW customers need not fear such a crisis here—as we enjoy some of the best tasting, purest water in the world. Although the Mighty Mississippi flows swiftly at our border, our drinking water comes from a collection of underground aquifers which hold rainwater that filtered through layers of rock and sand.

Specialists in MLGW's water laboratory perform more than 100 water tests per day, year-round, to monitor components of Memphis' water. Ongoing test results reveal our water is well within the designated limits, and it meets or exceeds all water-quality standards set by the EPA.

Learn more about the quality of Memphis water:

- Annual Water Quality Reports: www.mlgw.com/waterquality
- Quick video on our local water system: <http://www.memphischamber.com/Economic-Development/Site-Selection/Utilities.aspx>
- Water conservation tips: <http://www.mlgw.com/residential/watertips>

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