



Energy Edge

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

APRIL 2012

Electric rates change from Winter to Transition Season

The base cost per kilowatt-hour (kWh) and kilowatt (kW) decreased beginning with meters read 3/30/2012, as MLGW's Transition season began. MLGW's seasonal rate structure was introduced in Spring 2011 when TVA restructured its wholesale electric rates.

Retail electric rates are slightly lower in Transition periods, when both generation costs and electric demand are lower. However, during the Winter and Summer periods, when both generation costs and electric demand increase, rates are slightly higher.

The monthly Fuel Cost Adjustment (right) is added to the base rate to determine the actual cost per kWh. Current and historic rates and FCA are posted at <http://www.mlgw.com/commercial/commercialrates>

MLGW introduces re-designed website

MLGW recently launched a re-designed version of its website, www.mlgw.com, which features easier navigation, improved graphics, an increased emphasis on interactivity and social media, and a mobile-friendly design.

My Account can now be accessed via the login box on the upper left corner of virtually every page. Bookmarks to individual pages on the old website may no longer be valid, but "smart navigation URLs" -- such as www.mlgw.com/energyedge and www.mlgw.com/businessenergyincentives -- still redirect to the appropriate content.

Customers also can take advantage of an enhanced search engine and quick access to a number of multi-media options such as "How To" videos and related content.

MLGW's home page has been streamlined with quick links to its most popular features such as the online outage map, bill payment, and My Account bill analysis. The site also features an increased emphasis on interaction, with customers having quick access to updates from MLGW's blog, Twitter and Facebook pages.

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	(\$0.231)	na
G-7	(\$0.317)	na
G-8 / G-9	(\$0.494)	\$0.664
G-10 / G-12	(\$0.472)	na

Monthly adjustment in \$/Ccf to published natural gas rates for meters read on or after 3/30/2012.

Fuel Cost Adjustment (FCA)

TVA Rate Class	MLGW Rate Code	FCA Amount
GSA, Part 1	E-2	\$0.02255
GSA, Part 2	E-2	\$0.02255
GSA, Part 3	E-2	\$0.02228
Residential	E-1	\$0.02279
Outdoor Lighting	E-3	\$0.02282

Monthly adjustment in \$/kWh to all firm kWh, beginning with meters read on or after 3/30/2012.



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

Maintenance,
Trouble and Gas

Pilot Safety: 901-820-7878

VIEW YOUR BILL ONLINE AT www.mlgw.com

Agricenter celebrates completion of area's first solar farm

After years of planning and months of construction, the area's first solar farm was dedicated at the Agricenter on 4/20/2012. More than 200 guests and dignitaries celebrated the debut of the 998 kW project.



Dignitaries cut the green ribbon on Agricenter's solar farm (above) while a representative from installation company Lightwave Solar discusses the tracking system (below).



The five-acre project includes more than 4,100 Sharp-manufactured solar panels as well as the state's first tracking system, which enables the panels to rotate from east to west to boost production by approximately 20%. The system is the largest project among 39 solar generation sites in Shelby County.

Solar power is imported onto MLGW's grid and sold to TVA through the Generation Partners pilot. Agricenter expects to generate about 1.6 million kWh annually—enough to supply the needs of 107 average local households. A generation credit equal to \$0.12 above the retail rate will be given for every kWh generated during a 10-year term. At anticipated generation levels, Agricenter will receive approximately \$330,000 in MLGW billing credits during the first year of operation.

Agricenter plans to host public tours of the solar farm; the organization also will have information online and in the main building to educate visiting students, homeowners and businesses. Watch for details to appear at <http://www.agricenter.org/>

TVA's Generation Partners pilot will conclude later this year, to be replaced by Green Power Providers. For information on existing program criteria and incentives, visit www.mlgw.com/greenpower and www.generationpartners.com

Office energy tips encourage staff to help avoid unnecessary costs during holidays, vacations

As Spring holidays and Summer vacations approach, it's a great idea to circulate conservation tips for work spaces and building operations. Quick reminders can encourage employees to conserve in their personal spaces, supplementing the system controls implemented by your facility management staff.

MLGW regularly emails conservation and energy efficiency tips to its employees prior to holidays. Find a catchy title—MLGW chose "Wise Use" for its corporate initiative and "Energy Saver Reminder" for its email subject lines—then add a few recommendations. Here are some ideas for basic office spaces to get you started, but be sure to add others specific to your operations:

- Turn off all task lighting located in work spaces.
- Turn off all PCs, monitors, lap tops and speakers (if possible).
- Turn off or unplug all small electronics/appliances (fans, coffee pots, radios, etc.).
- Turn off all non-essential area lighting (storage areas, closets, bathrooms, etc.).
- Turn off all copiers, scanners and printers (if possible). Consider whether your fax machine needs to remain running after hours. With the increased use of email for document exchange, you may be able to reduce the number of fax machines in your office.
- Turn off televisions, displays and other signage that's not required after hours.

- Turn off equipment that will not be needed after working hours.
- If it is not needed, turn it off.

You can extend these employee-based efforts beyond holidays and vacations by posting signs encouraging energy conservation in break rooms and common areas. Ask employees for ideas. If your organization hosts employee family gatherings, consider a poster contest. Some organizations use the “gotcha” approach and attach friendly reminders to computers and other office equipment found running after hours. Consider what approach may be most effective for your employees and add it to your current green initiatives or use this as a means to launch a green campaign at your business or organization. You may find these efforts build camaraderie while also helping lower your operating costs.

The Commercial Appeal hosts electronics recycling event April 20 for businesses, households

Businesses, organizations and households seeking an option for disposal of outdated electronics should consider the e-Cycle Event in The Commercial Appeal parking lot at 495 Union Avenue, from 9:00am to 5:00pm on Friday, 4/20/2012. The recycling company, 5Rprocessors, will accept cell phones, laptops, monitors, gaming consoles, printers, DVD players, microwave ovens, stereo equipment, televisions and more—for free. Find a complete list of items at www.5Rprocessors.com.

Memphis Publishing staff have just confirmed that businesses can drop off electronics and that there is no limit to the amount that any person or entity can bring.

Read the full article: <http://www.commercialappeal.com/news/2012/apr/05/focus-e-cycle-event-sustainable-tech/>



April showers bring May flowers—so remember to adjust your sprinkler system schedule accordingly to reduce water costs and minimize run-off.

Unless you have a separate water meter for your irrigation system, outdoor watering is part of your total water consumption, upon which your monthly sewer cost is calculated. Reducing unnecessary water use will lower both water and sewer costs, yielding a double benefit for your bottom line.

MLGW IN THE COMMUNITY



MLGW honored as Lifesaver of the Year: Lifeblood's leading donor organization since 2009

MLGW was recently honored by Lifeblood as its 2011 Lifesaver of the Year, which is presented to the organization that collects the most blood among all groups in the Memphis area. MLGW employees donated 700 units of blood in 2011, making it the top donor organization in Memphis.

Lifeblood is the Memphis region’s only full-service, nonprofit blood center, and is the area’s leading provider of blood and blood components to area hospitals, supplying more than 100,000 units for local patient transfusions

each year. Lifeblood is a member of America's Blood Centers, an alliance of community based, non-profit blood centers.

Potentially, Lifeblood could save up to 2,800 lives with these MLGW blood donations, as one unit of blood can save up to four lives. Through its neighborhood donor centers and full schedule of mobile blood drives, Lifeblood provides opportunities to donate blood throughout the year.

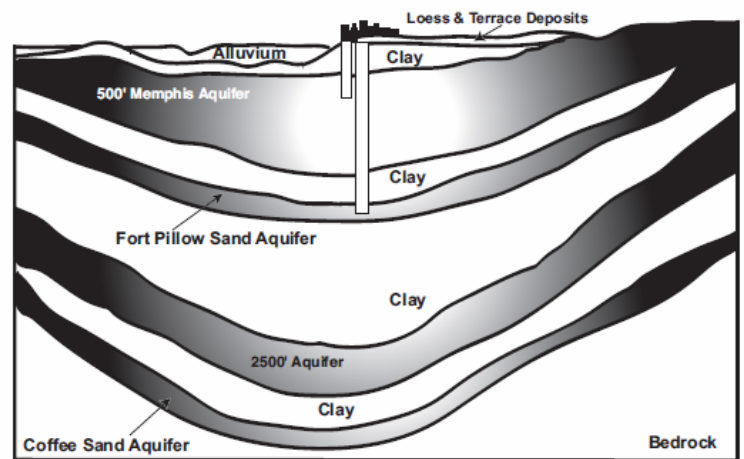
For more information or to schedule an appointment, visit www.lifeblood.org or call 1-888-LIFEBLOOD.

Water Quality Report confirms local water purity

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, Memphians enjoy the unique privilege of water derived from the Memphis Sands aquifer.

Memphis Light, Gas and Water's 2011 Water Quality Report is produced and provided as required by the Rules of the Tennessee Department of Environment and Conservation (TDEC), Division of Water Supply (1200-5-1-.35) and the Environmental Protection Agency (EPA).

Our water not only meets, but exceeds the standards set by the Environmental Protection Agency (EPA). Memphis water is obtained from underground aquifers. The water we consume in our city has undergone a slow, natural filtering process through outcropping sands. From this high-quality water source, MLGW pumps and further treats the water to obtain a product that ranks among the finest in the world.



This illustration from the 2011 Water Quality Report shows the aquifer system from which MLGW pumps water for treatment and distribution to customers.

MLGW's Water Quality Report is available online at: <http://www.mlgw.com/images/content/files/pdf/WQR2011.pdf>

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