



Energy Edge

A NEWSLETTER FOR MEMPHIS LIGHT, GAS AND WATER DIVISION GENERAL POWER CUSTOMERS
FEBRUARY 2018

Mayor selects new MLGW president

After an extensive national search, Memphis Mayor Jim Strickland selected J.T. Young, Gulf Power general manager of customer service and marketing, as the 11th president of MLGW.

Young joined the Southern Company, parent of Gulf Power, in 1989. He has served as Industrial Marketing Manager, Pensacola District Manager and Southern Company's Chief Information Officer for Gulf Power. Prior to that, Young worked as a distribution and marketing engineer at Progress Energy Florida (now Duke Energy, Florida) and as a systems engineer at a TVA nuclear plant in Alabama.

Young, who was confirmed by the Memphis City Council in January, will join MLGW on 3/19/2018 to fill the post previously held by Jerry Collins Jr., who retired on 1/31/2018.

MLGW CFO Dana Jeanes will manage daily operations as Chief Utility Officer until Young arrives. Under the utility's charter, the interim president and CEO will be MLGW Board Chairman Steve Wishnia.

Memphis City Council approves MLGW 2018 budget

After a long and arduous process that began in November and included presenting eight different rate options, the Memphis City Council approved MLGW's 2018 budget on 2/6/2018.

The \$1.95 billion operating and capital budget includes much-needed increases for electric and gas service, beginning with meters read in the July revenue month. A 1.05% water rate increase was approved 1/9/2018 to fund a study of the aquifer system from which MLGW draws its water. Watch for details.

Frigid weather triggered high electricity demand across region

It takes a good mix of power generation for the Tennessee Valley Authority (TVA) to serve the Valley's energy needs on a very cold day. The peak demand on Wednesday morning, 1/17/2018, was officially 31,639 megawatts—the twelfth highest winter peak

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	\$0.036	na
G-7	\$0.045	na
G-8 / G-9	\$0.002	\$0.484
G-10 / G-12	\$0.017	na

Monthly adjustment in \$/Ccf to published natural gas rates for meters read on or after 1/31/2018.

Fuel Cost Adjustment (FCA)

TVA Rate Class	MLGW Rate Code	FCA Amount
GSA, Part 1	E-2	\$0.01987
GSA, Part 2	E-2	\$0.01986
GSA, Part 3	E-2	\$0.01962
Residential	E-1	\$0.02008
Outdoor Lighting	E-3	\$0.01946

Monthly adjustment in \$/kWh to all firm kWh, beginning with meters read on or after 1/31/2018.



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

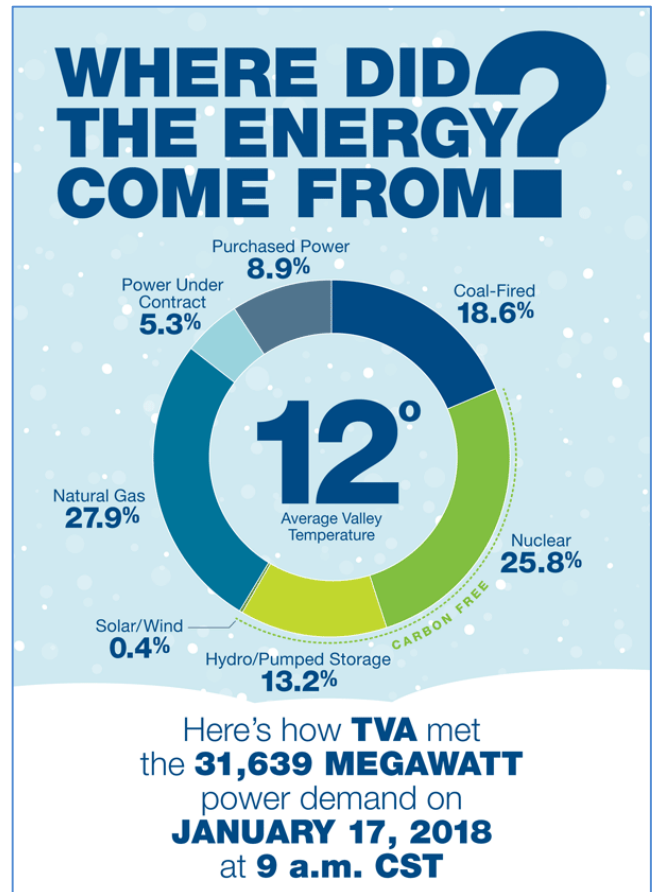
Pilot Safety: 901-820-7878

VIEW YOUR BILL ONLINE AT www.mlgw.com

on record. But Thursday, 1/18/2018, beat it out, coming in at the sixth all-time winter spot with 32,513 megawatts at its peak load. On 1/17/2018, TVA set an all-time daily record of 706 gigawatt-hours delivered, which is enough electricity to serve all of New York City for 64 days.

Ensuring sufficient power supply to meet high demand required a mix of generation resources and demand response. For example:

- TVA called EnerNOC Demand Response events on 1/17/2018 and 1/18/2018, from 5am to 10am Central. Participating businesses in Shelby County and across the region were notified to reduce energy use according to their demand response plans. (Although the EnerNOC Demand Response program is more commonly deployed to offset Summer peaks, TVA called half of the program's annual 40-hour maximum in January.)
- TVA issued Electric Load Curtailment alerts, asking all customers to minimize electricity use, especially during peak hours. Due to the high penetration of electric heating across the region, TVA's Winter peaks occur in the morning (typically between 5am and 10am Central). Although roughly 80% of Shelby County households have natural gas heating, which does not have the same impact on TVA's Winter peak, every customer can assist by reducing non-essential power use.
- TVA activated natural gas combined cycle plants, which provide fast-starting power to supplement TVA's baseload generation. These plants can be operational in 12 minutes and delivering maximum output in less than 20 minutes, making them good resources for extremely cold and extremely hot weather. Read about one peaker plant's involvement at: <https://www.tva.gov/Energy/On-in-a-Hot-Minute>
- TVA was able to utilize minor amounts of solar and wind generation, as the peak hours occurred in the pre-dawn and morning hours, when renewable generation was at its minimum.



Four nominees confirmed to TVA board by U.S. Senate

The U.S. Senate confirmed the nominations of four individuals to fill open seats on the nine-member TVA board of directors. Each was nominated 9/21/2017 by President Donald J. Trump. The individuals were sworn in at ceremonies in mid-January. The new board members join current board members Rod Walter (Memphis), Virginia Lodge and Eric Satz (both from Nashville) and Richard Howorth (Oxford, MS).

The four new TVA board members are:

- Kenneth E. Allen of White Plains, Kentucky. Allen was most recently executive vice president of Operations and chief operating officer at Armstrong Coal Company, Inc. Previously, he was vice president of Operations.

- A.D. Frazier of Mineral Bluff, Georgia. Frazier has been an executive manager in the for-profit, not-for-profit and government sectors during his entire 35-year career. His executive leadership roles include chief operating officer and second-in-command of the Atlanta Committee for the Olympic Games, president and CEO of INVESCO, Inc., chairman and CEO of Danka Business Systems, chairman of the board of Gold Kist, Inc., president and COO of Caremark Rx, Inc. and chairman of the board and CEO of the Chicago Stock Exchange.
- Jeff W. Smith of Knoxville, Tennessee. Smith is the executive vice president for Operations for UT-Battelle, LLC, and deputy for Operations at Oak Ridge National Laboratory. While at ORNL, Mr. Smith has led a \$400 million modernization effort that has given rise to more new construction at the Laboratory at any time since the Manhattan Project.
- Mr. James R. “Skip” Thompson, III of Decatur, Alabama. Thompson currently is president and CEO of Corporate Billing LLC in Decatur, Alabama, a subsidiary of National Bank of Commerce, Birmingham. Previously, Thompson served as president and CEO of First American Bank in Decatur, and was president and CEO of First Commercial Bank in Huntsville, Alabama.

The terms for Allen and Thompson will expire in 2021. Smith and Frazier, whose terms will expire in 2022, replace outgoing TVA board members V. Lynn Evans, owner of a Memphis certified public accounting firm and former MLGW board member, and Marilyn Brown, a professor at Georgia Institute of Technology.

Walter is president and general manager of WREG-TV and a former Vice President of a Customer Relations and Assistant to the President at MLGW. His TVA Board term expires in 2019.

TVA is MLGW’s sole wholesale provider for electricity.

MLGW department sets goals for 2018 business customer service

In MLGW’s Commercial and Industrial Customer Care department, we believe the number one contributor to customer satisfaction is responsiveness. In fact, it is our primary performance measure. From answering your call in the Business Solutions Center to receiving information about energy programs, responsiveness is our highest priority. In an effort to better measure our responsiveness, we have created a unique email address for our customers to use to share your positive or negative feedback about our responsiveness to your customer requests. Send your email to responsiveness@mlgw.org. Please use this email address for this purpose only.

re•spon•sive•ness
 /rəˈspɑːnsɪvənəs/
 noun
 used for talking about how quickly and well a person or organization reacts to something

Here are our responsiveness goals:

Business Solutions Center 528-4270	Answer 90% of the calls within 100 seconds
Key Accounts 528-4488	Respond within 24 hours
Leased Outdoor Lighting 528-4548	Respond within 24 hours
Energy Services and Marketing 528-4748 / 528-4177	Respond within 24 hours

MLGW IN THE COMMUNITY



Although most people are accustomed to seeing MLGW employees in white pickup trucks or larger crew trucks around Memphis and Shelby County, employees are out-and-about at many events each quarter. Whether as volunteers or on company time, MLGW staff share their expertise and enthusiasm with countless residents, students and community groups.



MLGW employees and retirees raised over **\$612,323.31** for the **United Way** campaign. MLGW employees who served as the campaign's key personnel for their departments and United Way officials celebrated the success.



MLGW employees staffed a booth at the **Home Show of the Mid-South** on 2/9/2018-2/11/2018 at the Agricenter. Attendees learned about MLGW programs and ways to save. Players who spun and wheel and landed on 68°—the recommended thermostat setting during the heating season—won trinkets to remind them to save energy at home



Back in town for a game against the Memphis Grizzlies, former Grizzly Zach Randolph kept up his tradition of donating \$20,000 to **MIFA** and **MLGW's Plus-1 utility assistance program** to help local families in need. Randolph poses with MLGW and MIFA representatives at a news conference on 1/20/2018 to not only announce the Plus-1 donation, but also to announce the new Zach4Families program. For more info, go to www.mifa.org.



MLGW IT expert Darren Sharp talked to four classes of students at Delano Optional School on 2/23/2018 about **careers in technology** and how technology helps MLGW provide services to our 420,000 customers.