



Energy Edge

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

JANUARY/FEBRUARY 2012

MLGW's Commercial Resource Center phone system incorporates automated options for 24/7 self-service

MLGW is pleased to offer businesses and organizations new, 24/7 access to self-service options. These new features enable customers to conduct the most common transactions before, during and after the Commercial Resource Center's (CRC) office hours. For times when you need to speak to a representative, helpful CRC employees are available 7:30am to 5:00pm, Monday through Friday.

The changes were effective 1/12/2012, when the CRC telephone number, (901) 528-4270, was routed to MLGW's Interactive Voice Response (IVR) unit, commonly referred to as an automated phone system. This upgrade enables businesses and organizations to perform account/billing/payment inquiries, determine eligibility and make payment arrangements, hear payment methods and locations, and request duplicate billing statements through our automated phone system.

We encourage customers to listen closely to each spoken option and then select the option that most closely represents your need. By pressing 9, the system will repeat the menu options.

Remember that you also can submit account inquiries by emailing CRC@mlgw.org. Other popular transaction options include using My Account at www.mlgw.com to access bills, account status and make electronic payments; and submitting requests to stop, start or transfer service using online forms available at: http://www.mlgw.com/SubView.php?key=comm_reqservice

State announces new Clean Tennessee Energy Grant

The State of Tennessee recently announced several energy-related projects, including availability of a new Clean Tennessee Energy Grant program.

The Clean Tennessee Energy Grant Program will provide financial assistance to state and local governments, utility districts and private businesses/organizations in Tennessee for a variety of projects using innovative technology to reduce energy

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	(\$0.403)	na
G-7	(\$0.406)	na
G-8 / G-9	(\$0.501)	\$0.513
G-10 / G-12	(\$0.513)	na

Monthly adjustment in \$/Ccf to published natural gas rates for meters read on or after 2/1/2012.

Fuel Cost Adjustment (FCA)

TVA Rate Class	MLGW Rate Code	FCA Amount
GSA, Part 1	E-2	\$0.02081
GSA, Part 2	E-2	\$0.02081
GSA, Part 3	E-2	\$0.02056
Residential	E-1	\$0.02103
Outdoor Lighting	E-3	\$0.02106

Monthly adjustment in \$/kWh to all firm kWh, beginning with meters read on or after 2/1/2012.



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

consumption and emissions. Eligible categories include:

- **Cleaner Alternative Energy:** biomass, geothermal, solar, wind
- **Energy Conservation:** lighting, HVAC improvements, improved fuel efficiency, insulation, idling minimization
- **Air Quality Improvement:** reduction in greenhouse gases, sulfur dioxide, volatile organic compounds, oxides of nitrogen, hazardous air pollutants

A total of \$2.25 million will be available in the first year of grants. The maximum grant amount per project is \$250,000. Matching funds of at least 20% are required and projects must not begin before notification of award.

Grant applications are available on TDEC's website at www.tn.gov/environment/energygrants and will be accepted until March 30, 2012. Recipients will be announced by mid-May.

Remember, your project also could be eligible for additional incentives—making now a great time to pursue energy-related projects. Check out these resources:

- TVA's Energy Right Solutions for Business, www.mlgw.com/businessenergyincentives
- Federal tax incentives, www.energytaxincentives.org
- Pathway Lending's low-interest Energy Loan program, www.pathwaylending.org
- TVA's Generation Partners program, www.mlgw.com/greenpower

Need funding for an energy project? The Clean Tennessee Energy Grant could provide the project ROI you require—and other incentives also may be available.

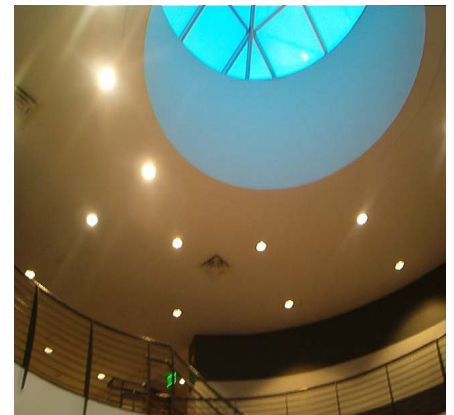
The initiatives are designed to both increase cost savings and decrease emissions. Funding comes from an April 2011 Clean Air Act settlement with the Tennessee Valley Authority. Under the Consent Decree, Tennessee will receive \$26.4 million over five years to fund clean air programs in the state—at approximately \$5.25 million per year. In the first year, \$2.25 million will go to fund the Clean Tennessee Energy Grant program. The remaining \$3 million will fund energy efficiency projects in state government. See details on the state government projects at: <http://news.tn.gov/node/8284>

MLGW harvests daylight through wireless occupancy sensors

Like each of our customers, MLGW faces energy management and operating cost challenges. This article, written by MLGW Energy Use Engineer Marguerite Epps, P.E., C.E.M., addresses a recent daylighting project. Epps will provide occasional articles discussing MLGW's efforts to reduce operating costs through facility improvements.

Ten years ago, MLGW acquired a 94,000-square-foot office building off I-40 to house Customer Care, Dispatch, Information Services/Technology and Crisis Management functions that required system redundancy. While the facility is fairly new, MLGW has implemented several measures to improve efficiency, lower operating costs and minimize maintenance.

Recently, wireless occupancy and daylight sensors were installed to control the recessed lamps serving the first and second floor lobbies. The wireless system consists of receivers, power pack, wireless daylight and occupancy sensors. The recessed lamps remain off during periods of daylight and vacancy. Daylight is harvested through the 15'x15' skylight to provide free



Sensors control illumination in the two-story lobby of this MLGW building to supplement natural (and free) daylighting.

lighting to the lobby areas. However, at night or on cloudy days, the lamps provide necessary supplemental illumination.

The new control system will save MLGW about \$4,495 and 166,956 lbs CO₂e per year, equivalent to the pollution emitted by 14 passenger vehicles.

Additionally, the following energy management measures have been implemented in the building since its acquisition:

- A building automation system (BAS) was installed to control the HVAC equipment.
- Optimal start/stop, night time, weekend and holiday schedules were programmed into the BAS to reduce the electric demand during periods of vacancy.
- The facility currently participates in the TVA-EnerNOC Demand Response program. To date, the building has reduced its demand by 414 kW.
- Occupancy sensors were installed in the conference and rest rooms.
- Security personnel turn on/off lighting and Corporate televisions at the end of each work day.
- Energy conservation signs were posted throughout the facility in order to direct employees to turn off lights, keep doors closed and conserve resources.
- A photo sensor system was installed to control the parking lot lighting. The system replaced a timer which needed to be reset manually after a power failure or at the start/end of Daylight Saving Time.

Similar energy management efforts—some of which have little to no cost—can be implemented in most buildings. If you are considering opportunities and need assistance, read about advice and incentives available through TVA's Energy Right Solutions for Business program at www.mlgw.com/businessenergyincentives

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