



Energy Edge

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

BBB ALERT:

Scammers posing as MLGW employees threaten to cut off utilities

The Better Business Bureau (BBB) and MLGW are warning consumers and business owners that the unpaid utility scam is once again targeting people in the Memphis area. In this ruse, scammers call and threaten to cut off your utilities if you don't give them immediate payment over the phone.

BBB received two reports of this scam in the last few days. Both victims were businesses.

An automotive shop in Cordova received one of the scam calls. The caller told the shop owner that her utilities were going to be cut off immediately if she didn't pay her past due bill. The caller also said that the shop should have received notification by mail that her bank drafts could not be processed because MLGW was "going green" and the system would not be working properly during that time. The shop owner protested, telling the caller that all her payments had already cleared the bank. She even went to the MLGW website to see if she owed anything. It showed nothing past due. A "supervisor" took over the call at that point, telling her there was only one way he could stop the cut-off.

"All I had to do was take \$1,900 in cash to a specific location and then I would not be cut off," the woman told BBB. The "supervisor" told her that they would investigate her account, and if she didn't owe the money, she would receive a refund by certified funds. "I realized it was a scam when they told me I would have to go to a specific location to pay—not just any MLGW office," the woman said. The caller hung up on her after hearing her tell her husband she thought it was a scam.

James Knaus, owner of The Tinder Box in Collierville, told BBB that his store received a similar call saying that their MLGW payment was overdue. The caller, who said his name was Tim, told Knaus that the store's service would be cut off if the amount due was not paid immediately. This time the caller specified payment in the form of gift cards in the amount of \$1,202. He directed Knaus to buy the cards, then call and give him the numbers on the back of the cards. If he didn't pay, an MLGW tech would show up within the hour to cut off power to the store.

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	\$0.072	na
G-7	\$0.024	na
G-8 / G-9	(\$0.069)	\$0.083
G-10 / G-12	(\$0.063)	na

Monthly adjustment in \$/Ccf to published natural gas rates for meters read on or after 5/3/2017.

Fuel Cost Adjustment (FCA)

TVA Rate Class	MLGW Rate Code	FCA Amount
GSA, Part 1	E-2	\$0.02220
GSA, Part 2	E-2	\$0.02223
GSA, Part 3	E-2	\$0.02197
Residential	E-1	\$0.02241
Outdoor Lighting	E-3	\$0.02124

Monthly adjustment in \$/kWh to all firm kWh, beginning with meters read on or after 5/3/2017.



Important Contact Information

Business Solutions Center:

Monday-Friday

8:00am-4:30pm Central

Phone: 901-528-4270

Fax: 901-528-4547

E-mail: mlgwbsc@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

“Well, I bit,” Knaus told BBB. “I got the cards and phoned them in. Then they said they had made a mistake and they needed another \$1,200 to satisfy the account.” At that point, Knaus called MLGW and found that his accounts were up to date and this was a scam. “I didn’t bite the second time,” Knaus said, “once was enough.”

The past due utility scam often targets business owners at the peak of their day. The crooks are hoping to catch businesses off guard and convince them that they’ll have no power to operate if they don’t pay up fast. Similar scam calls have targeted residential customers as well.

BBB, MLGW offer tips to avoid getting scammed

- Be suspicious of callers who demand immediate payment for any reason.
- Login to My Account at www.mlgw.com to verify your payment history, if you have doubt.
- Remember that anyone who has the number on a prepaid card has access to the funds on the card.
- Never give out personal or financial information or wire money to an unsolicited caller.
- If you get a similar call, hang up and contact your local law enforcement agency.
- MLGW will never direct customers to make payments through a specific method. The utility may advise commercial and industrial customers of pending service disconnection via mail, automated phone calls, text alerts (if enrolled) and sometimes a courtesy call to the business.

“At MLGW, we never demand payment or threaten to cut off services over the telephone. We certainly never tell any customers to buy prepaid debit cards or gift cards,” said MLGW President and CEO Jerry Collins Jr. “We always mail cut-off notices to customers. We also use auto-dialers that alert you in advance when a payment is due to avoid cut-off. If you get such a call, hang up the phone. It is not MLGW.”

If you or your business has been targeted by this scam, share as many details as possible with local law enforcement and then alert the BBB at www.bbb.org/scamtracker

MLGW to begin installing commercial-size smart meters for businesses

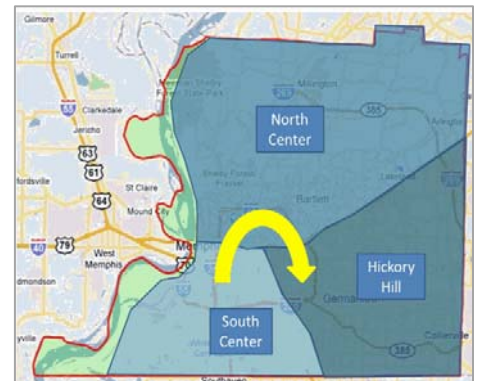
MLGW will start installing smart electric, gas and water meters for facilities with larger commercial loads in May. To maximize routing efficiency and telecommunications coverage, installations will begin in the South Center region and move to the North Center, before ending in the Hickory Hill Center area (see map). Meter installations will continue through 2020.

Separate MLGW crews will handle work for electric, gas and water services so installations likely will occur on different days.

Letters will be mailed in mid-May to businesses and organizations in the South Center area. MLGW will then issue work orders for individual addresses until that area is complete. Once letters are received, customers who have property access issues or other special needs can call the individual metering departments listed to schedule appointments.

Newer commercial-size meters can be retrofitted to add the communications component, while older meters will be replaced. Since most of these meters have bypass features, MLGW will be able to change the majority of meters without disrupting service. MLGW will make advance phone calls only if changes to the metering equipment will cause service interruption, thus enabling customers to schedule appointments.

The industrial-size smart electric and gas meters require more complex MLGW programming, which has not been completed yet. Work on those meters, which number about 900 total, will begin at a later date.



MLGW crews will follow this path when installing smart electric, gas and water meters at businesses over the next 3.5 years.

Facilities with smaller loads, typically handled through less complex metering, began receiving smart meters in 2016—as did residential customers. MLGW has more than one million utility meters in service, with approximately one-third upgraded to smart meters so far.

Businesses and organizations will be able to view smart meter data online in mid-2018, as MLGW completes programming to accommodate new features in its My Account portal. Interval data will be updated daily. Watch for more details in future issues of Energy Edge and visit www.mlgw.com/smartgrid for facts about the smart meter deployment.

Peak-hour water conservation requested in Southwest Memphis

MLGW is requesting all customers in southwest Memphis to conserve water voluntarily during the peaks hours of 5:00am to 9:00am and 6:00pm to 10:00pm, as maintenance work continues at its Davis Water Treatment Plant. This conservation effort will help keep system pressures stable during periods of high usage.

The affected area is bound by Stateline Rd to the south, Airways/East Parkway to the east, North Parkway to the north, and the Mississippi River to the west.

Should conservation be necessary during additional hours, MLGW will issue news releases and other communications. The Davis Water Treatment Plant has been temporarily shut down since May 2 due to a well failure.

MLGW IN THE COMMUNITY



MLGW honored for customer savings in energy programs

TVA officials recently presented MLGW with the Top Performers Award for community achievements in TVA's Energy Right Solutions programs. MLGW's efforts to encourage customer participation in energy efficiency and renewable power programs earned the utility leadership awards in these categories:

- Top Program Savings: #1 rank, delivering 11% of overall TVA program savings, for 31 GWh saved.
- Energy Right Solutions for Business GWh Saved: #1 rank, delivering 17% of TVA program total, for 26 GWh saved among 414 participants. Learn how your business can participate at www.energyright.com
- Energy Right Solutions for Industry GWh Saved: #3 rank, delivering 7% of TVA program total, for 3 GWh saved among 13 participants. Learn how your business can participate at www.energyright.com
- eScore Residential Self-Audit: #1 rank, with 1,411 participants. Visit www.2escore.com
- Green Power Switch: #3 rank, with 11% of TVA program total, for 7,551 MWh of Green Power Switch sold. Visit www.mlgw.com/greenpower



MLGW President Jerry Collins (second from right) accepts the TVA Top Performers Award on behalf of MLGW customers who participated in various Energy Right Solutions programs.