



Energy Edge

A NEWSLETTER FOR MEMPHIS LIGHT, GAS AND WATER DIVISION GENERAL POWER CUSTOMERS
MAY 2015

Commercial and industrial consumer usage survey begins in May

TVA has retained a national market research firm, called TNS, to conduct its next energy usage study with commercial and industrial customers. Questionnaires will be mailed to randomly selected businesses in the region, beginning 5/8/2015.

The survey will collect information on commercial building characteristics, equipment inventories and usage patterns. The results will be used to forecast future energy needs. The most recent full survey was conducted in 2013.

Respondents will be compensated by TNS for completing the survey or may elect to donate their gift to charity. Information collected during the survey will be protected and will not be released to anyone in a form that could allow the identification of any business, individual or facility.

MLGW Board approves full-scale smart meter installation plan

Resolution awaits City Council consent before bringing technology benefits to businesses, organizations

The MLGW Board of Commissioners approved a \$240 million contract on 5/1/2015 for the purchase and installation of smart meters, telecommunications and related systems for all MLGW customers over the next five years. As with any expenditure above \$49,999, the Memphis City Council has the final decision. MLGW's resolution will be presented to the Council's MLGW Committee on 5/19/2015 and then to the full Council for a vote on 6/2/2015, before the project can move forward.

The full-scale project, dubbed phase 2, will include the installation of smart meters for commercial and residential customers, as well as the installation or smart-retrofitting of meters for large industrial customers. The project follows a successful phase 1, when smart electricity, gas and water meters were installed at approximately 24,000 homes in zones across Shelby County. Phase 1 results included: daily remote meter reading rates consistently above 98-99%, completion of a large amount of system integration programming and online customer access to residential smart meter data. MLGW also conducted a

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	\$0.096	na
G-7	\$0.058	na
G-8 / G-9	(\$0.029)	\$0.243
G-10 / G-12	(\$0.048)	na

Monthly adjustment in \$/Ccf to published natural gas rates for meters read on or after 5/4/2015.

Fuel Cost Adjustment (FCA)

TVA Rate Class	MLGW Rate Code	FCA Amount
GSA, Part 1	E-2	\$0.02527
GSA, Part 2	E-2	\$0.02529
GSA, Part 3	E-2	\$0.02504
Residential	E-1	\$0.02547
Outdoor Lighting	E-3	\$0.02429

Monthly adjustment in \$/kWh to all firm kWh, beginning with meters read on or after 5/4/2015.



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

smart electric meter pilot with residential volunteers in 2010-2012 to demonstrate the technology and calculate customer savings from energy conservation and load shifting during peak periods.

Once the phase 2 resolution is approved, the telecommunications infrastructure would be built-out across the entire county and smart meter installations would begin, potentially in fourth quarter 2015. Approximately 50,000 meters would be installed each quarter, enabling MLGW to reach full deployment—more than 1.1 million meters—in 2020. By late 2016, MLGW plans to make smart meter data available online for commercial customers looking to identify trends in electricity, gas and water use to find ways to save. In addition to MLGW operational savings, smart meters deliver the following customer service benefits: no estimated bills for property access or weather issues, water leak detection, voltage monitoring and outage alerts.

Customers who oppose smart meters would continue to have the ability to opt-out, with no fees, as their location is slated for installation. MLGW will mail announcement letters about 30 days before installing in each area. Those letters will include the benefits of smart meters, as well as information on opting out. (During phase 1, just 3.6% of customers in the installation zones chose to opt-out.)

Watch future issues of *Energy Edge* for more details about the Memphis City Council's decision. For more information about MLGW's smart meter plans, including a detailed Myths & Realities section, visit www.mlgw.com/smartgrid

MLGW earns leadership award for TVA energy efficiency programs

The Tennessee Valley Authority recently honored MLGW with its Top Performer Award in helping meet energy efficiency goals.

TVA Vice President Laura Campbell lauded MLGW for saving “enough energy to power 3,000 homes a year. In addition, the incentive dollars that we were able to pay out in Shelby County totaled \$5.5 million. So, those are dollars that flowed right back into Shelby County.”

Campbell made the remarks during the 4/15/2015 meeting of MLGW's Board of Commissioners. She noted that it marks the seventh consecutive year that TVA has met its energy efficiency goals in partnership with MLGW and the other 154 utility companies it serves.

“MLGW stands out for not only how much energy efficiency you do, but for your leadership in this area. Many of the new programs are started right here (at MLGW),” she said.

MLGW customers saved over 51 million kilowatt-hours (kWh) of electricity during TVA's fiscal year 2014, with the bulk of that coming from Shelby County businesses and industries. Together businesses and organizations saved 48.9 million kWh by making their operations more energy efficient through EnergyRight Solutions programs. (Not familiar? Find details at www.energyright.com)

Among residential customers, 1,170 participated in eScore, an onsite energy audit and rebate program, and 1,793 completed energy self-audits through My Account at www.mlgw.com to learn how to save on their utility bills.

In addition, MLGW added 143 more Green Power Switch customers, bringing the total to 1,576 participants. Last year, Green Power Switch customers bought 49,512 blocks of renewable power generated from sources



MLGW President Jerry Collins (left) and Board Chairman Derwin Sisnett accept the TVA Top Performer Award from Laura Campbell, TVA Vice President of Customer Delivery.

such as solar, wind and biogas. Nine additional solar installations came online at Shelby County homes and businesses during fiscal year 2014, adding 38 kW of Green Power Providers operating capacity, for a local total of 76 sites and 3,975 kW.

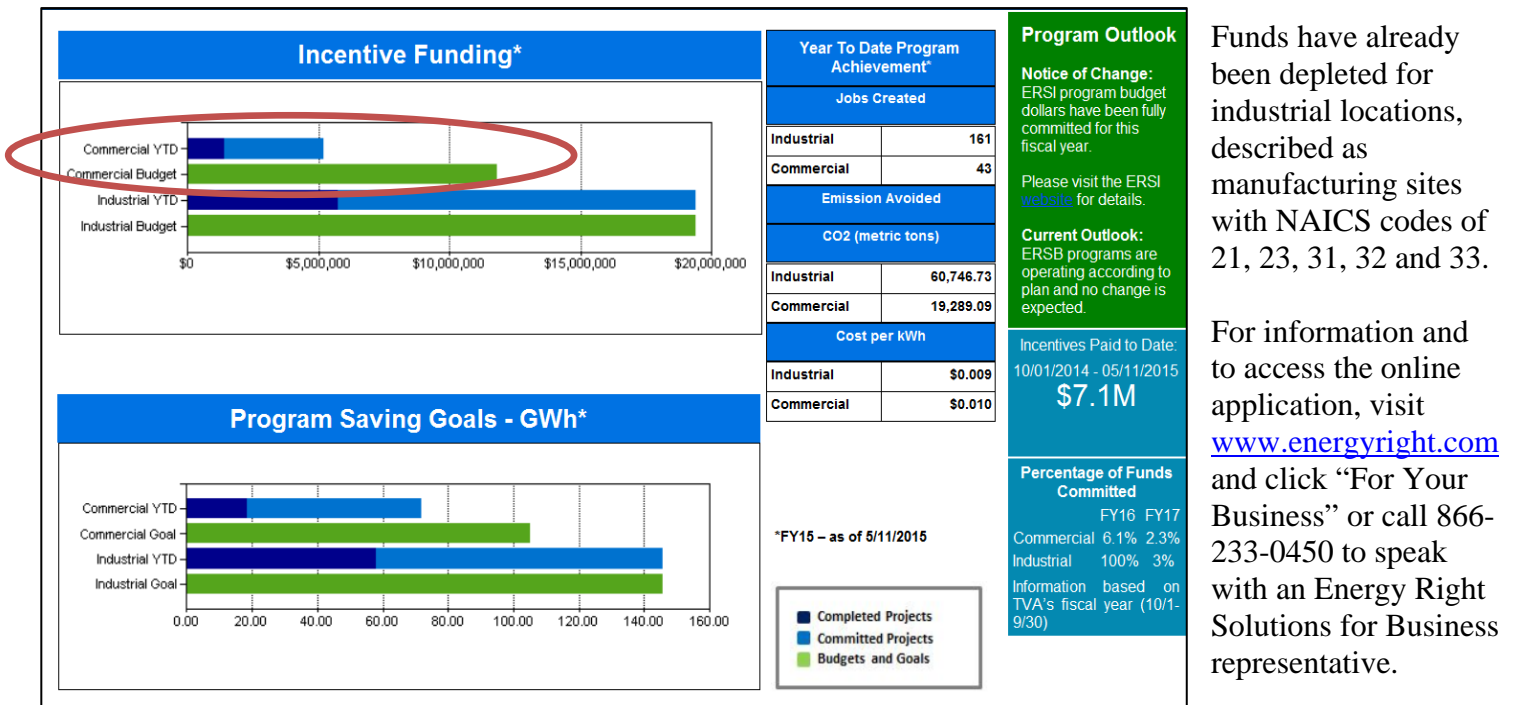
Campbell also pointed out that most businesses wouldn't encourage customers to use less of a product. By customers using electricity wisely and efficiently, she added, "It's about making Shelby County and the Valley a better place to live and to work."

MLGW President and CEO Jerry R. Collins Jr. accepted the award, noting "MLGW really enjoys the partnership with the Tennessee Valley Authority." He stressed that the utility is committed to helping customers save energy and money.

TVA recognized MLGW—its largest wholesale electrical power customer—as being a leader in several categories as a part of its 2014 Highlights Report. Read the full report at: http://energyright.com/pdf/highlights_2014.pdf

Incentives remain for Energy Right Solutions for Business applicants

Nearly half of the \$11.8 million allocated for commercial energy efficiency projects has been earmarked, leaving approximately \$6 million available. Customers interested in making facility upgrades in lighting, HVAC, refrigeration, food service and miscellaneous categories—as well as custom projects—are encouraged to apply quickly while dollars remain.



Funds have already been depleted for industrial locations, described as manufacturing sites with NAICS codes of 21, 23, 31, 32 and 33.

For information and to access the online application, visit www.energyright.com and click "For Your Business" or call 866-233-0450 to speak with an Energy Right Solutions for Business representative.

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