



# Energy Edge

A NEWSLETTER FOR MEMPHIS LIGHT, GAS AND WATER DIVISION GENERAL POWER CUSTOMERS  
NOVEMBER 2014

## CRIME ALERT—BE WARY

### Thieves target business customers with bogus past due claims to steal funds

As the holiday season approaches, businesses again are reporting phone calls claiming their utility accounts are past due and threatening to disconnect service if payment is not made swiftly via pre-paid credit card. Scammers pretend to be MLGW employees, alerting customers to bogus pending cut-offs for past due amounts and encouraging them to purchase pre-paid credit cards to settle the matter swiftly. When a business provides the card's number, the thief has immediate access to funds without ever setting foot in the establishment.

**MLGW urges customers to be wary of unsolicited phone calls claiming to be from MLGW. Since scammers are using increasingly sophisticated methods, please ensure your employees—particularly night and weekend staff—are on the alert for these high-pressure fraud tactics.**

Some facts to share:

- MLGW uses the following methods to alert commercial and industrial customers to pending service disconnection: mailed cut-off notices, automated phone calls, text alerts (if enrolled) and, sometimes, an MLGW employee may call the business phone number associated with the account as a courtesy—but MLGW never directs customers to make payments through a specific method.
- The only pay-by-phone method offered by MLGW is for inbound customer calls. Customers wishing to use this service must call 1-866-315-0277; MLGW does not call soliciting phone payments.
- Commercial and industrial customers cannot pay MLGW bills by credit card.
- Customers can check their account status—including any past due amount—24/7 by logging into My Account at [www.mlgw.com](http://www.mlgw.com) (You may wish to have a few key employees familiar with your My Account login so they can quickly recognize false claims and cease communications.) You may also call MLGW's Commercial Resource Center at 901-528-4270, Monday through Friday, 7:30am-5:00pm.
- MLGW does not disconnect services for non-payment on weekends.
- MLGW does not use a third-party to disconnect services.

### MLGW Rates

MLGW's current and historic electric, natural gas and water rates are published at [www.mlgw.com](http://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 | \$0.108     | na      |
| G-7             | \$0.097     | na      |
| G-8 / G-9       | \$0.025     | \$0.235 |
| G-10 / G-12     | \$0.042     | na      |

Monthly adjustment in \$/Ccf to published natural gas rates for meters read on or after 10/30/14.

#### Fuel Cost Adjustment (FCA)

| TVA Rate Class   | MLGW Rate Code | FCA Amount |
|------------------|----------------|------------|
| GSA, Part 1      | E-2            | \$0.01991  |
| GSA, Part 2      | E-2            | \$0.01987  |
| GSA, Part 3      | E-2            | \$0.01959  |
| Residential      | E-1            | \$0.02014  |
| Outdoor Lighting | E-3            | \$0.02001  |

Monthly adjustment in \$/kWh to all firm kWh, beginning with meters read on or after 10/30/14.



### 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](mailto: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](http://www.mlgw.com)

If you suspect your business or organization has been targeted by scammers, gather as many details as possible and share them with law enforcement. You also are encouraged to send details to MLGW, so we can keep customers aware of fraudulent activities.

Learn more about recent utility fraud attempts in past issues of Energy Edge:

[http://www.mlgw.com/images/content/files/pdf/MLGWEnergyEdge\\_December2013.pdf](http://www.mlgw.com/images/content/files/pdf/MLGWEnergyEdge_December2013.pdf)

[http://www.mlgw.com/images/content/files/pdf/MLGWEnergyEdge\\_February2014.pdf](http://www.mlgw.com/images/content/files/pdf/MLGWEnergyEdge_February2014.pdf)

[http://www.mlgw.com/images/content/files/pdf/MLGWEnergyEdge\\_March2014.pdf](http://www.mlgw.com/images/content/files/pdf/MLGWEnergyEdge_March2014.pdf)

## Energy tips to cut operating costs this holiday season

Many companies close their operations for the Thanksgiving holiday weekend, resulting in energy-saving opportunities if you take a little time to plan ahead. Others find their operating hours extended to serve celebrating crowds. Here are some ideas to assist you in reducing energy use in the midst of autumn festivities.

### Tips for facilities CLOSED for the holiday

- Encourage employees to turn off desk lamps and power down computers, monitors, speakers, printers and copiers before they leave. Controlling these plug loads can deliver sizable savings every day, but especially during extended periods when your business is closed.
- Turn off lighting in break rooms, conference rooms and restrooms.
- Adjust heating systems to minimize operation during vacant hours and make sure personal space heaters are turned off.
- Close your window blinds to slow heat loss.
- Reduce the temperature on your water heater.
- Email tips to staff as a reminder of easy steps they can take to contribute to your organization's profitability. (Feel free to copy and paste our ideas into your message.)

### Tips for facilities OPEN LONGER for the holiday

- Make sure your interior and exterior lighting systems are adjusted to reflect longer operating hours, including cleaning and stocking time, but remember to reduce to minimum needs when the building is vacant.
- Heating and water heating systems need to operate during your extended hours, but usually don't require consistent temperatures overnight so adjust your systems' setback times or make changes manually.
- Retailers, restaurants and other businesses and organizations that extend their hours during the holiday season also are likely to have holiday décor. Consider turning off festive lights, fans for inflatable characters and other energy-consuming decorations when you close each night.

For more energy-saving ideas, visit [www.mlgw.com](http://www.mlgw.com)

## Coming Soon!

**TVA to re-launch Energy Right Solutions for Business incentive program in January. Look for details in next month's *Energy Edge*.**