



Energy Edge

A NEWSLETTER FOR MEMPHIS LIGHT, GAS AND WATER DIVISION GENERAL POWER CUSTOMERS
SEPTEMBER 2016

Local businesswoman almost falls for utility scam

MLGW warns of thieves threatening cut-off and demanding immediate payment by prepaid debit card

Accountant Linda Jeffries recently found herself caught in the swirling vortex of a utility scam that almost cost her business \$1,000. If it wasn't for a smart-thinking clerk at Rite Aid in Cordova, Jeffries would have fallen victim to fraud.

Jeffries is among 40 local businesses that have reported being called in the latest round of this utility imposter scam. About half of the businesses gave the scammer money via Green Dot, MoneyPak, Reloadit or similar prepaid debit cards. No one has been arrested.

At the time it was happening, Jeffries said all that ran through her mind was, "My boss is going to kill me. We have a big sale coming up this weekend." She just wanted to keep the lights on—at any cost. She couldn't see the now-obvious red flags because the scammer was so convincing when he threatened to cut off the electricity to the suburban retail clothing store she manages.

Jeffries tried in vain to argue with him. She remembers the scammer saying, "Didn't you get the letter we sent?"

"We have four (MLGW) accounts. I see all the paperwork. I never saw any cut-off notices," she said.

It was only after she pulled \$1,000 cash from the bank and drove to the Rite Aid that the scam ended—happily, before thieves had gotten her money. The clerk stopped her from buying a Green Dot card. "You're the third person in today," the clerk said. "This is a scam." She was supposed to call a second number the scammer gave her to provide the prepaid debit card information.

After it was over, Jeffries, who is married to a retired federal agent, said, "I was more mad at myself. I could have seen all those little flags, and I didn't. When I asked why can't I go to MLGW's Community Office in Millington, the guy said, 'No. That's just for new customers.' I know better than that."

MLGW wants to remind all of our customers that we never demand payment or threaten to cut-off services over the phone. If

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	(\$0.015)	na
G-7	(\$0.028)	na
G-8 / G-9	(\$0.107)	\$0.096
G-10 / G-12	(\$0.094)	na

Monthly adjustment in \$/Ccf to published natural gas rates for meters read on or after 9/1/2016.

Fuel Cost Adjustment (FCA)

TVA Rate Class	MLGW Rate Code	FCA Amount
GSA, Part 1	E-2	\$0.02395
GSA, Part 2	E-2	\$0.02395
GSA, Part 3	E-2	\$0.02367
Residential	E-1	\$0.02417
Outdoor Lighting	E-3	\$0.02300

Monthly adjustment in \$/kWh to all firm kWh, beginning with meters read on or after 9/1/2016.



Important Contact Information

Business Solutions Center:

Monday-Friday

8:00am-4:30pm Central

Phone: 901-528-4270

Fax: 901-528-4547

E-mail: mlqwbcs@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

you get a call like this, hang up. Slow down. Check out the story. Search online. Scammers want you to make decisions in a hurry. Don't do it. When in doubt, call MLGW's Business Solutions Center at 901-528-4270. (For immediate assistance, press 1, followed by four # signs.) Or login to My Account at www.mlgw.com to see your account's balance, check payment history and view your latest bill. (If you are in jeopardy of service disconnection, your most recent bill will include a cut-off message in the upper part of the blue column on page 1, just in case you didn't receive the notice in the mail.)

The Federal Trade Commission's Consumer Protection Agency offers tips on such scams. The biggest one is: Don't trust your caller ID. Scammers can make caller ID look like anyone is calling—the IRS, a business or government office (or even MLGW). If they tell you to pay money for any reason, or ask for your financial account information, hang up. If you think the caller might be legitimate, call back to a number you know is genuine—not the number the caller gave you.

If you believe you have been targeted or victimized, immediately report it to the Memphis Police Department at (901) 545-2677 or to the applicable suburban law enforcement agency. Sadly, Memphis isn't the only city where thieves attempt this scam; similar versions have been reported across the country.

MLGW issues bonds at record low interest rates

MLGW bonds once again have been recognized by the market as an excellent investment. After a process of several months to develop and approve the sale of bonds, MLGW issued \$110 million in bonds on 8/16/2016 with record low interest rates of 2.459% for each of the electric and gas divisions and 2.322 % for water.

"I haven't gone all the way back in MLGW's history," said MLGW Vice President, Chief Financial Officer and Secretary-Treasurer Dana Jeanes, "but I sincerely believe this is the lowest cost of debt we've ever had."

By MLGW's charter, each division within the utility is financially independent in regards to issuing credit. As a result, Standard & Poor's and Moody's Investors Service rating agencies assessed each credit separately.

The electric division was rated AA+ by the S&P 500 and Aa2 by Moody's. Gas received AA- and Aa1 ratings, respectively. Water was assessed by the S&P 500 as AAA credit—the agency's highest rating—and Aa1 by Moody's. Since the gas division had not issued any bonds since 1984 the rating agencies rated gas division bonds similar to a new credit. Nevertheless, the market viewed the bonds favorably, resulting in an interest rate identical to the electric division.

Funds from the bond issuance will be used in support of MLGW's capital investment budget.

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: mlgwbsc@mlgw.org