



Energy Edge

A NEWSLETTER FOR MEMPHIS LIGHT, GAS AND WATER GENERAL POWER CUSTOMERS
MAY 12, 2020

MLGW implements Pandemic Plan, temporarily halts non-payment disconnects

On 3/13/2020, MLGW implemented its Pandemic Plan, which included many steps to ensure safe, reliable utility services while also adhering to evolving government guidance to control the spread of COVID-19. Measures implemented then or in the subsequent weeks included:

- Temporarily suspending service disconnections for non-payment for all residential and business customers. Accounts are billed for services consumed and payment is still due but, should you be unable to pay the bill in full, you are not at risk of service disconnection during this period. Customers are encouraged to pay as much as possible to avoid creating a large balance once this period ends.
- Suspending all non-essential work inside homes and businesses.
- Increasing frequent cleaning and disinfecting of commons areas and offices.
- Closing Community Offices to walk-in traffic, while staffing drive-through windows at three locations and expanding drop box service to all five Community Offices.
- Enabling eligible employees to telecommute.
- Suspending large meetings, business travel and public gatherings, including transitioning Board meetings to online streaming events.
- Posting energy and water conservation tips for businesses either closed or operating at reduced capacity.
- Waiving late fees on outstanding balances, as of 4/3/2020 bills.

Find details and more information at www.mlgw.com/covid-19

Criminals once again target MLGW customers with scams

MLGW reminds customers to be on alert for criminals posing as essential services employees who either want access to your property or who call and demand money to avoid a cut-off.

- In person: MLGW employees conducting utility business will always have identification with them. Customers should never allow someone without proper ID into their home or business. Business customers also can call 901-528-4270 to verify that

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Important Contact Information

Business Solutions Center:

Monday-Friday

8:00am-4:30pm Central

Phone: 901-528-4270

Fax: 901-528-4547

E-mail: mlgwbcs@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

MLGW is performing work that would impact the customer's address.

- By phone: Scammers often use a technology called “spoofing” to disguise their number to make it look like the call is coming from a legitimate business. MLGW employees will never personally call demanding money and threatening disconnection. Scammers often make these calls during busy periods, hoping to frighten your staff into making a quick—but, ultimately, very bad—decision. If you are unsure of an outstanding balance, login to My Account at www.mlgw.com to check for details or call MLGW's Business Solutions Center at 901-528-4270 for account balance. Remember: MLGW will never ask customers to call a toll-free number or buy a pre-paid debit card to avoid service disconnection.

Utility scams are a common problem across the country, not just in Shelby County. If you have operations in other areas, be sure to share these precautions to minimize the chance of becoming a victim.

EnergyRight publishes guidance for small businesses re-opening, seeking funding assistance



Small businesses that are re-opening after temporary closure are encouraged to access the EnergyRight guide titled *Safe, Efficient Restart Recommendations for Businesses*. This document, accessible at <https://energyright.com/business-industry/covid-19/>, includes advice on health, safety and sanitizing practices, as well as energy conservation and energy efficiency advice categorized by equipment and operations.

The website also contains a directory, titled *COVID-19 Funding Resources for Small Businesses*, listing potential funding assistance summaries, geographic restrictions and links.

EnergyRight is a program of TVA, MLGW and other local power companies in the Tennessee Valley. For more information, visit www.energyright.com

Flush water lines before re-opening to clear sediment

If all or sections of your facility has been unoccupied during the Safer at Home period, MLGW and CDC advise flushing your water lines to clear naturally-occurring sediment that built up while the water was stagnant. First, clear cold water lines by turning every tap to “cold” and running for several minutes. Then, clear the hot water lines by turning every tap to “hot” and running for several minutes. If your facility has an ice maker, dump the old ice and run the equipment through several cycles to clear those water lines and ensure fresh ice. Follow manufacturer's instructions for any additional cleaning of the ice maker. If you have a refrigerated water dispenser tied to the water lines (not a bottled water dispenser), run to empty the stored water.

Read CDC guidance here: <https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>

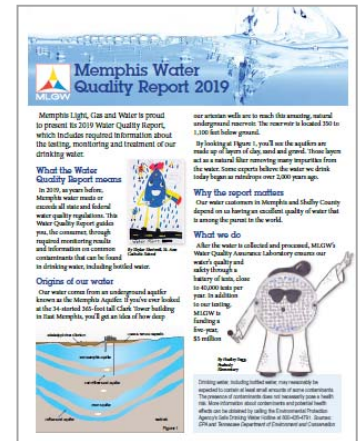
If your business remains closed temporarily, access MLGW Conservation Tips at www.mlgw.com/covid-19 for advice to minimize energy and water waste. Visit <https://mlgw.bizenergyadvisor.com/> for detailed O&M advice. And, use the Explore Usage link in My Account at www.mlgw.com to access billing history and other features.

MLGW publishes 2019 Water Quality Report

Specialists in MLGW's Water Laboratory perform numerous tests throughout the year to monitor components of Memphis' water.

To learn more about MLGW's water supply, read our just-released *2019 Water Quality Report* at www.mlgw.com/waterquality. Customers can also request a paper copy of the report by calling 901-320-3950 or emailing corpcomm@mlgw.org

This year's report features artwork from MLGW's student art poster contest, with a Water Mane superhero theme.



CDC provides guidance on how cleaning products help prevent coronavirus

Keeping your business and hands clean is always important, but it's especially crucial to avoid catching the coronavirus. Cleaning is only the first step, however; disinfecting is also important to kill any leftover germs. But what chemicals should you use, especially if the ones ordinarily used are out of stock on store shelves?

Cleaning vs sanitizing vs disinfecting. According to the Centers for Disease Control and Preventions (CDC), cleaning removes germs, sanitizing lowers the number of germs and disinfecting kills germs.



Using water, soap or detergent to clean objects and surfaces doesn't necessarily kill germs, but does lower their numbers and reduce the risk of spreading infection. Products that sanitize can reduce 99.99% of fungi, viruses, bacteria and germs, but they don't destroy them and can't prevent new bacteria from forming. To disinfect and kill, you'll need chemicals.

The CDC recommends cleaning first, then disinfecting surfaces and objects to remove germs, dirt and impurities. But it's important to use the right chemicals on the right surfaces.

Antiseptics vs disinfectants. Though they both kill microorganisms, there's a big difference between the two. Antiseptics are applied to the body, while disinfectants are applied to surfaces and objects, such as countertops and handrails. Antiseptics are sometimes referred to as "skin disinfectants," which adds to the confusion. Both contain chemical agents often called biocides — hydrogen peroxide is one — but antiseptics contain lower concentrations of biocides than disinfectants do.

Try to avoid cross-using supplies. With the shortage of certain cleaning supplies, you may be tempted to cross-use the stuff you have — like washing your hands with dish soap or wiping down the counter with glass-cleaning wipes. But experts advise against this for a few reasons: Using a product for a non-stated purpose could damage what you're trying to clean, be ineffective and therefore wasteful or even be fatal.

Before creating your own cleaning solution or using wipes for another purpose, check out the U.S. Environmental Protection Agency's list (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>) of disinfectants approved for use against COVID-19. This resource lets you know the name of disinfectants that meet the criteria for use against the coronavirus, their active ingredients, which surfaces they can be used on and more.

When in doubt, err on the side of caution. Don't use a product if you're unsure it's safe and avoid mixing different cleaning products and chemicals. For tips on how to clean and disinfect different surfaces in your facility, see the CDC's recommendations at <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>

Tips to help your employees save energy while working from home

Working from home, even on a temporary basis, can increase your energy use as you spend more time using a computer, lights and other appliances at home instead of in your workplace. MLGW knows that can make a stressful time more difficult, so we offer these reminders to improve the energy efficiency of home office equipment and save on energy costs without impacting productivity.

- Make sure computers and other office equipment are turned off when they're not in use for an extended period, as many devices continue to consume standby power even after turned off. Plug office electronics (including laptop and cellphone chargers) into a power strip with a manual off switch you can flip when done for the day, or buy an advanced smart power strip.
- Set office equipment, such as printers and scanners, to switch to sleep mode automatically when not in use for short durations. In addition to saving energy, the equipment will stay cooler, which will help to extend its useful life and minimize the heat it gives off into the room so you stay comfortable.
- Use a laptop computer instead of a desktop. Laptops use less than one-third the energy of a typical desktop computer.
- Adjust the thermostat to the unoccupied/away setting during “business hours” to avoid cooling the entire house, if you are the only person home. If others are home, use an efficient 78°F setting for your air conditioner. Keep blinds and curtain closed on the sunny side of the home to control heat gain.
- Use ceiling or portable fans, which create a breeze that makes you feel 5° cooler. On mild days, open windows for natural breezes.
- Whether you have a dedicated home office, or your dining room table or kitchen island is now your work space, remember to turn off the lights when you leave the room. Consider using task lighting to illuminate your work space instead of the entire room. (A typical light fixture above a dining table has six to eight bulbs. Kitchen lighting over an island is often high-wattage recessed lights or multiple pendant fixtures. These bulbs are usually not energy-efficient varieties; consider replacing with LEDs for long-term savings.)
- When purchasing new office equipment, make sure it's ENERGY STAR® qualified. ENERGY STAR certified products use less energy than standard models. According to the U.S. Department of Energy, if every home office product purchased in the U.S. were ENERGY STAR qualified, Americans would save an estimated \$75 million a year in energy costs.

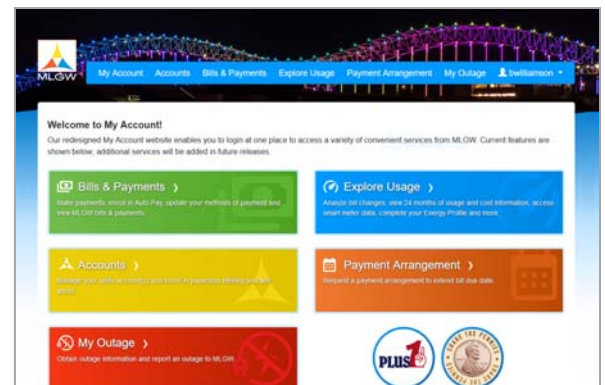


My Account enhancements make it even easier to handle utility business online, 24/7

MLGW recently made several enhancements to its popular My Account web portal, enabling customers to not only view/pay their bills and access billing history, but also to report outages, request payment arrangements and manage your Share the Pennies and Plus 1 donations.

Functions accessible from the new My Account dashboard, shown here, include:

- **Bills & Payments.** Click here to view bills, pay bills, enter payment methods and set up automatic payments.
- **Explore Usage.** Click here to access the informational dashboard that was previously your “first stop” in My Account. See Bill Highlights, access and download Bill History, view Bill Analysis to compare bills, access My Business Energy Center to conduct an energy audit and



establish an Energy Action Plan and more.

- **Accounts.** Click here to add and remove accounts from your profile, select eBilling and enroll in text alerts.
- **Payment Arrangement.** Click here to request an extension of your due date, if you have received a cut-off notice in the last 10 days.
- **My Outage.** Click here to report a power outage and see updates during the outage restoration process.
- **Plus 1.** Click here to make a one-time or monthly contribution to MIFA's Plus 1 residential utility bill assistance program.
- **Share the Pennies.** Click here to update your enrollment in the program, which rounds up your bill amount to the next whole dollar to provide grants to low-income homeowners for energy improvements.
- **My Profile.** Click on your username in the upper right corner to change your password, update contact information and setup Phone Pay information.

Registration for My Account is fast and easy. You'll need your 16-digit MLGW Account number (including the leading zeroes, but no dashes) and the 6-digit My Account Access Code (shown in the blue column on page 1 of your bill).

ENTERTAIN WHILE EDUCATING YOUR KIDS!

Meet the Energy Monsters and help your kids learn to save energy

Feeling cooped up at home with your family? Notice your electricity use is rising? The Energy Monsters can come to the rescue! EnergyRight has teamed up with MLGW to host a free, virtual workshop that will help you and your children become energy heroes. Kids ages 5-12 and their parents will have fun learning to save energy (and money) at the *Eye Spy Energy Kids' Virtual Workshop* this **Thursday, 5/14/2020**, at 10:00am Central.



During this live, one-hour workshop, a colorful cast of monster friends will talk about where energy comes from and how we use energy in our everyday lives, plus share fun and easy ways to save energy (and money) at your house!

Share this invitation with your family, coworkers and friends who have kids ages 5-12. To register, visit: <https://energyright.com/residential/energy-monsters/> (Fear not—EnergyRight has taken numerous precautions to ensure cybersafety during the workshop.)

If you are unable to attend, the webpage also has a variety of materials to download, including coloring sheets and activities.

Energy Edge is published through the Chief Customer Office of Memphis Light, Gas and Water Division. Comments and distribution list changes may be e-mailed to: mlgwbsc@mlgw.org