



# Energy Edge

A NEWSLETTER FOR MEMPHIS LIGHT, GAS AND WATER DIVISION GENERAL POWER CUSTOMERS  
AUGUST 2020

## MLGW extends moratorium on service disconnections until August 24

MLGW announced a three-week extension before resuming service disconnections due to non-payment. Originally scheduled to resume on August 3, MLGW postponed the disconnection date until August 24. MLGW encourages customers with outstanding account balances to pay as much as you can now and make payment arrangements before August 24 to avoid service interruption. If your businesses or organizations fell behind on utility payments during the pandemic, you may call MLGW’s Business Solutions Center at 901-528-4270 (weekdays, 8 a.m.-4:30 p.m. Central) or email [MLGWbsc@mlgw.org](mailto:MLGWbsc@mlgw.org) to discuss options.

“Many of our customers are facing major financial challenges during this pandemic and, while we must still run the business, we want to give our customers additional time to make payment arrangements and seek bill payment assistance if needed,” said MLGW President and CEO J.T. Young.

Late fees for outstanding balances, which have been waived as a courtesy to customers since early April, will resume on August 24 as well.

Access [MLGW’s COVID Resource Center](#) to find assistance options for your business/organization, as well as residential assistance options for which your employees may qualify. Other business resources include: [Greater Memphis Chamber’s COVID Business Resource Center](#) and TVA’s [EnergyRight COVID Center](#).

### POWER SUPPLY UPDATE

## IRP final report published, on agenda for August 19 Board meeting

With publication of the final 418-page [Integrated Resource Plan \(IRP\) report](#), MLGW now moves into the recommendation stage. MLGW plans to hold a public Listening Session with the Board on August 17 and then present the report during the August 19 regularly scheduled Board meeting.

Customers are encouraged to read the 29-page Executive Summary, at a minimum, to understand the situation and the impact the decision will have on all customers for the next 20-25

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MLGW and TVA offer fun, educational materials to download for kids, including coloring sheets and activities. **Register your kids for the free August 18 virtual workshop** too, so they can help save energy at home!



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

years. MLGW also has posted a brief video overview of the IRP process on its [webpage](#), as well as the MISO Membership Assessment, Power Supply Advisory Team (PSAT) materials and more.

A virtual Listening Session is slated for August 17, 2-5 p.m, where previously registered customers can make public comments to the MLGW Board. To join the meeting from a computer, tablet or smartphone, visit: <https://mlgw.zoom.us/j/93483273440>. This listening session is designed only for the MLGW Board to hear comments and concerns from the public. The Board will not answer questions during the meeting.

A video or audio recording of the meeting will be available within 48 hours after the meeting at [www.mlgw.com/powersupplyinfo](http://www.mlgw.com/powersupplyinfo). The meeting will only be available via Zoom and digital archive.

MLGW President JT Young will present the report to the Board of Commissioners at its regular meeting on August 19, beginning at 8:30 a.m.

## SCAM ALERT

### Thieves targeting MLGW customers with cut-off threats

MLGW reminds customers to be on alert for scams where callers threaten to disconnect utility service unless immediate payment is made. Thieves use a technology called “spoofing,” which makes it appear that calls are coming from MLGW—but they are not.

Persistent criminals call during peak business hours and portray a sense of urgency that can alarm and confuse employees. Remind your staff that MLGW operators never personally call customers threatening disconnection, nor ask customers to pay with Bitcoin, purchase a pre-paid debit card or call back with payment. Valid MLGW payment options are listed on our [website](#).

Customers who are unsure of their balance can login to MLGW’s My Account website at [www.mlgw.com](http://www.mlgw.com) any time to check on current bills and confirm receipt of previous payments, whether made online or received through external channels. Businesses and organizations also can speak to a representative in MLGW’s Business Solutions Center by calling 901-528-4270, weekdays, 8 a.m.-4:30 p.m. Central.

### MLGW offers tips to minimize cooling costs this Summer

Summer’s sweltering temperatures and high humidity trigger increased demand for air conditioning. Whether your facility is back to near-normal, or you have employees working from home, or your operations are still limited, there are plenty of ways to minimize cooling waste and help control your utility expenses.

- Adjust your thermostat settings to limit run times as much as feasible. This means raising temperatures a couple degrees during operating hours and several more degrees once your business closes. If your building is zoned with separate thermostats, you may need to operate each section differently for optimal savings. An operations checklist is quick and easy for manual adjustments, while a programmable thermostat or [building automation system](#) can automate these adjustments.
- Have your HVAC unit serviced professionally to ensure it is in top working order.
- Limit lighting in seldom-used spaces, such as conference rooms, break rooms and rest rooms. Light fixtures produce heat, which adds to your cooling needs. [Occupancy sensors](#) can automate the task.
- Close blinds on the east and west sides of the building during morning and afternoon hours, respectively, to minimize heat gain. Make sure blinds are closed in unoccupied areas, including conference rooms, break rooms and workspaces vacated by telecommuters.

- Turn off unnecessary office equipment and appliances—all of which use electricity and produce heat through their operation. Don't forget centralized printers and copiers, especially if your staff is working remotely. Read Energy Star tips on [how to put your computer to sleep](#) and save.
- Repair or replace damaged weather stripping around exterior doors. Those tiny gaps enable hot air to invade your facility and cause longer run-time for your air conditioning equipment.
- Engage your employees by sharing energy tips so they can take an active role in reducing utility costs and boosting profits. EPA Energy Star has a variety of fun and informative animated videos and quizzes as part of its [Bring Your Green to Work](#) initiative. (Interactive office quiz shown at right.)
- View, download and track up to 24 months of consumption and billing history with MLGW's My Account web portal. Login at [www.mlgw.com](http://www.mlgw.com), select the account of interest (if your company has registered multiple accounts), click Explore Usage and then click the Bill History link. Small to mid-size customers (electric rates E2, E2-2 and gas rate G7) also have access to My Account's Bill Analysis tools, which itemize factors that cause bill fluctuations each month.
- Read about managing energy costs for 25 business types in MLGW's Business Energy Advisor portal: <https://mlgw.bizenergyadvisor.com>



## TVA issues demand response alerts to lower electric system peaks

Businesses and organizations participating in TVA's Peak Power Partners demand response program received three calls to help reduce the region's electric system peak in July and two already in August. The program enables participants to enroll, establish a demand response action plan and then get paid, based on how much electric demand they reduce during TVA-called events. TVA's system generally peaks between 1-7 p.m. Central in the Summer, when temperatures and collective electricity use at homes and businesses are highest across the region.

Peak Power Partners encourages participants to shed load as a lower-cost alternative to TVA operating more expensive generation plants or buying power at higher market prices—thus helping to reduce electricity costs for all customers.

The program is administered by Enel X (formerly EnerNOC). MLGW will be working with Enel X to get 2021-2023 contracts executed for existing participants through the remainder of 2020, and then to recruit additional participants in 2021.

## MLGW introduces new Green Switch renewable energy option

Businesses, organizations and households interested in supporting renewable electricity generation without investing in an onsite system have a new option: Green Switch. The program replaces TVA's retired Green Power Switch program and offers more renewables energy benefits at a lower cost.

For each \$2.00 block purchased monthly, participants can claim that 200 kWh of their consumption comes from renewable energy. Although renewable generation output varies, the prospective product content label for 2020 Green Switch is 70% solar, 20% wind and 10% biomass resources, from facilities located in Tennessee and other

southeastern states. Generation sites are considered new renewables, meaning they were constructed within the last 15 years.

Green Switch is [Green-e Energy certified](#) by the Center for Resource Solutions, a non-profit that audits utility renewable energy programs and ensures that TVA has sufficient supply to meet participant purchases. Existing Green Power Switch customers were rolled into the new program automatically, to gain the benefits of more renewables at lower cost. (The old program, Green Power Switch, cost \$4.00 per 150-kWh block.)

Green Switch is best suited for small to mid-size businesses and organizations, as well as households, as there is no agreement to sign and you can terminate or modify at any time. Businesses and organizations with sustainability goals who are interested in large volumes of renewables should call MLGW's Business Solutions Center at 901-528-4270 or email [bwilliamson@mlgw.org](mailto:bwilliamson@mlgw.org)

## MLGW 2019 annual report posted online

Read about the operations of the nation's largest three-service municipal utility in MLGW's 2019 Annual Report, now accessible [online](#).

In addition to the customary financial details, the report provides a summary of MLGW's 80-year history of service, a review of reliability improvements and new construction in the downtown area, details about the state's largest solar farm operating in Millington, current rankings in industry surveys, examples of community volunteerism and more—all packed in the first 20 pages.

## MLGW expands network of bill payment locations

Customers can pay their utility bill at over 100 additional locations in Shelby County, thanks to an expansion of authorized MLGW pay agents that now includes Dollar General® and Family Dollar® stores, starting August 3. To simplify the process, MLGW has added a new service offering, VanillaDirect Pay™, in the form of a secure and unique barcode that will appear at the bottom and back of the utility bill.

With the bill in hand, a customer can go to a Dollar General or Family Dollar store to pay their utility bill. The sales clerk scans the barcode and the customer is able to pay their bill in full or another amount. A transaction fee of \$1.50 will be assessed. Like other authorized pay agents, payments are typically posted on the customer's account within an hour.

The addition of the VanillaDirect Pay service comes at a time that MLGW is updating its list of authorized agents. Please check the list of authorized MLGW pay agents at [www.mlgwagents.com](http://www.mlgwagents.com) for current information on other locations that remain authorized. The search by zip code function on the site makes it easy to find a convenient location to pay.

For additional information about VanillaDirect Pay, visit <https://vanilladirect.com/Pay>. VanillaDirect Pay™ is provided by InComm Financial Services, Inc. which is licensed as a Money Transmitter by the New York State Department of Financial Services. NMLS ID # 912772. Terms and conditions apply.