



Energy Edge

A NEWSLETTER FOR MEMPHIS LIGHT, GAS AND WATER DIVISION GENERAL POWER CUSTOMERS
DECEMBER 2013

CRIME ALERT

Telephone scammers pose as MLGW representatives, steal funds

Thieves continue to target local businesses, calling to instruct customers that MLGW will disconnect their utilities unless a payment is made using Green Dot money cards. The scam surfaced in late October and persists, resulting in a Better Business Bureau notice as well as MLGW alerts.

The scammer spoofs an MLGW phone number, making it appear on Caller ID that the call has been initiated by MLGW's Commercial Resource Center, with the phone number 901-528-4270 displayed.

While Green Dot pay cards are legitimate products, anyone possessing the 14-digit number on the back of the card can drain the funds, without ever having possession of the card.

As a precaution, customers should be mindful of the following scam attempts and contact local authorities immediately:

- MLGW customer service representatives do not personally call a customer to request a payment, though MLGW does mail cut-off notices to customers and uses auto-dialers alerting them that a payment needs to be made by a certain date to avoid cut-off.
- MLGW does not accept payments by Green Dot money cards or any form of payments by phone except at MLGW's pay by phone number at 1-866-315-0277.
- MLGW's Commercial Resource Center is open Monday through Friday, 7:30 a.m.-5 p.m. and is closed on the weekends.
- A customer will never receive a call from 901-528-4270. This line only accepts incoming phone calls.

Customers who believe they have been targeted or victimized with this or any other scam should immediately contact the Memphis Police Department at 901-545-2677. Read the BBB's alert for more variations of this scam:
<http://memphis.bbb.org/article/beware-of-scams-using-green-dot-moneypak-cards-44482>

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	(\$0.026)	na
G-7	\$0.026	na
G-8 / G-9	\$0.007	\$0.418
G-10 / G-12	\$0.000	na

Monthly adjustment in \$/Ccf to published natural gas rates for meters read on or after 12/2/2013.

Fuel Cost Adjustment (FCA)

TVA Rate Class	MLGW Rate Code	FCA Amount
GSA, Part 1	E-2	\$0.02079
GSA, Part 2	E-2	\$0.02079
GSA, Part 3	E-2	\$0.02054
Residential	E-1	\$0.02101
Outdoor Lighting	E-3	\$0.02104

Monthly adjustment in \$/kWh to all firm kWh, beginning with meters read on or after 12/2/2013.



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

City Ordinance transfers streetlight ownership to MLGW, triggering new fee for customers in City of Memphis

Memphis City Council just approved an amended schedule of fees for street lighting service for Memphis. The fees become effective in the first billing cycle of January 2014.

Though MLGW already performs all maintenance and repair for streetlights in Shelby County, the City of Memphis recently transferred full responsibility of its streetlights to MLGW through Ordinance 5515, approved in June 2013. This represents an additional \$13 million in operational costs, which will be recouped through monthly fees on the MLGW bills of Memphis residents and businesses. The utility also is now responsible for approving streetlight requests in Memphis.

The schedule of fees is \$6.48 per month for small commercial customers (electric demand of 50 kW or less); and \$19.07 per month for large commercial customers (electric demand greater than 50 kW). Apartment residents will be charged \$1.08 per month, while other residential customers will pay \$4.32 per month. Customers outside of Memphis city limits are not affected, as surrounding municipalities continue to fund their streetlight systems.

There are approximately 82,700 streetlights in Memphis.

Customers should contact MLGW to report streetlight failures for faster repair. You'll need to provide the location of streetlight, type of problem and your contact information. (Tip: most streetlight poles have a thin metal plate containing a serial number. Include that information if you can get it.) To report, call MLGW at 901-820-7878 or enter information at: https://service.mlgw.org/streetlightoutage/streetlight_outage_report.php. In addition, you can check the status of a previously reported problem at: https://service.mlgw.org/streetlightoutage/streetlight_outage_inquiry.php, using the confirmation number from your initial report.

Energy-saving tips help control energy costs over the holidays

Many companies close their operations for Christmas and New Year's Day, 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 holidays

- 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.

Tips for facilities OPEN LONGER for the holidays

- Make sure your interior and exterior lighting systems are adjusted to reflect longer operating hours, including cleaning and stocking time, but remember to cut back 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.

SAFETY WARNING

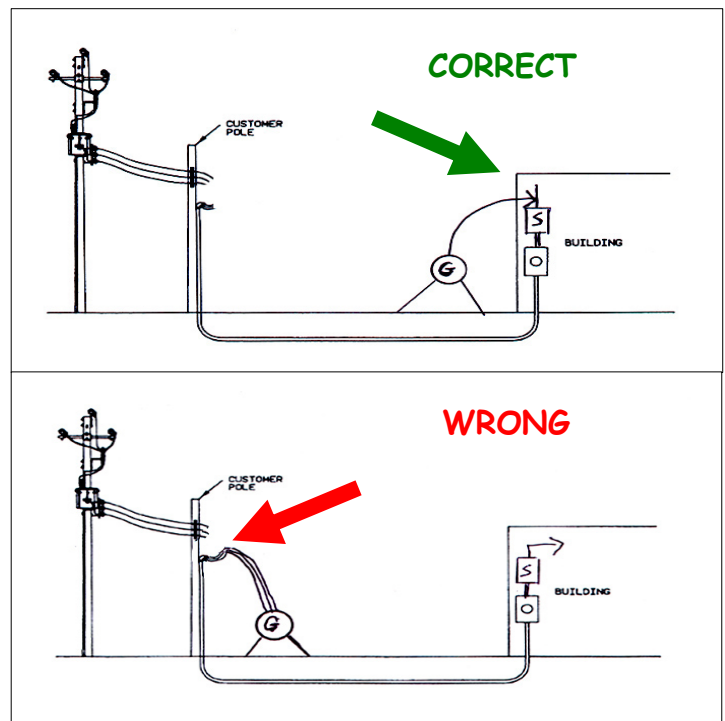
Use caution when connecting and operating back-up generators

The early December ice storm prompted the use of back-up generators at numerous homes and businesses affected by power outages. While useful for powering small loads, generators can be extremely hazardous without careful use. MLGW shares these reminders about the safe connection and use of generators.

There are two basic types of generators: permanent and portable. Permanent installations include an automatic transfer switch that disconnects the facility's electric load from the grid when the generator begins operation. Portable generators do not typically include this feature, which means proper installation is vital to prevent backfeeding electric current onto the grid, which could injure crews working to restore power in the area.

Proper Installation

- In a proper installation, a portable generator is installed on the load (customer) side of meter with the breaker open, eliminating risk of backfeeding onto the grid. Electricians also can request to have jacks opened, to further protect from backfeeding, but that step is not required since the generator is on secondary side.



Improper Installation

- In an unsafe installation, the generator is installed improperly on line (supply) side of meter, backfeeding onto the grid and putting utility crews at risk. To do this safely, MLGW would need to drop the service line before the generator was installed, then reconnect after the generator was removed—activities that would be a low priority while crews were busy restoring power.

Safe Operating Tips

- Never use a generator indoors or in an enclosed area such as a garage. Generators emit toxic carbon monoxide from the engine exhaust. A generator should only be operated in a well-ventilated and dry area, away from air intakes to the home. It should be protected from direct exposure to rain and snow, preferably under a canopy, open shed or carport.
- Do not attempt to restore power to your entire facility by plugging the generator into a wall outlet. The electricity produced by a generator cannot ruin your home's wiring and start a fire, plus it can also feed back into the utility system and energize a line thought to be without power possibly killing utility

workers trying to restore power. It can also cause damage to the generator when electric service is restored.

- Handle fuel carefully. Turn the generator off prior to refueling. Gasoline, kerosene and other flammable liquids should be stored outside of living areas in properly labeled safety containers.
- Turn off or disconnect all appliances and equipment prior to operating a portable generator. Once the generator is running, devices powered by the generator can be turned on one at a time.

Always consult your owner's manual. Learn more about generator safety at:

<http://www.usfa.fema.gov/citizens/co/generator.shtm> , and

<http://www.nfpa.org/~media/Files/Safety%20information/Safety%20tip%20sheets/generatorsafety.pdf> (The second link is a handy one-page flyer, designed for sharing with employees.)

Memphis City Council approves MLGW 2014 operating budget

The Memphis City Council approved MLGW's 2014 budget in November. The \$1.8 billion budget includes no proposed layoffs, no wage increase and a modest water rate increase.

The water rate increase of 2.13% will increase the average city residential water customer's bill by 31 cents per month (\$3.72 per year). There is no increase in MLGW's electric and gas rates which have remained the same since 2004 and 2008, respectively. The rate adjustment is effective 1/1/ 2014.

Despite the water rate increase, MLGW President Jerry Collins Jr. said, "MLGW's outstanding quality water remains among the lowest cost in the nation."

Revised water rate tariff sheets will be posted on MLGW's website in early January. Visit:

<http://www.mlgw.com/commercial/commercialrates>

MLGW prepares for Green Power Providers 2014 application period

After a successful 2013, where program applications exceeded available capacity, TVA has announced changes to Green Power Providers for the 2014 calendar year to increase TVA's solar energy capacity while also ensuring that all green power incentive programs remain sustainable and cost effective. TVA will be adding capacity and reducing pricing incentives to reflect lower technology costs for generators and to support lower electric rates for the Tennessee Valley's nine million residents.

The Green Power Providers program is designed for local utility customers who wish to install up to 50 kW of renewable generation at their home or facility, interconnect to the grid and then sell 100% of output to TVA. Other TVA programs—Solar Solutions Initiative and Renewable Standard Offer—target projects larger than 50 kW. TVA is offering a total of 126 MW of renewable capacity in the coming year through the three programs, marking a 7% increase over 2013.

"Demand for our renewables programs is strong," said Patty West, director of TVA's Renewable Energy Programs. "We are working with our local power companies to direct capacity to the most cost-effective programs and streamlining the processes for these programs to make it easier for participants.

"The cost of renewable technologies, especially solar, is dropping dramatically," she said. "TVA is aligning its program offerings with those declining costs. That means that Valley residents will pay less for renewable energy."

Green Power Providers (GPP) Highlights

- GPP pays a premium on top of the retail rate for each kilowatt-hour (kWh) generated. For projects with Participation Agreements executed in 2014, the premium will be \$0.04, paid for each kWh generated during the first 10 years. The agreement includes a second 10-year period at retail rate. Solar costs have fallen about 40% in the last two years, leading to a decrease in the level of incentives offered to foster adoption of solar technology in the region.
- GPP’s one-time \$1,000 completion incentive will be discontinued for commercial projects, but is still available for residential projects, which generally have higher cost per kilo-watt and fewer tax incentives.
- GPP will have a 10 MW cap for calendar year 2014. Due to strong interest last year, TVA has implemented a capacity reservation request period, from 1/15/2014 through 2/17/2014. To apply, a *Green Power Providers Capacity Reservation Request* form must be submitted to MLGW for review. MLGW will begin accepting these request forms in December, for submitting to TVA on 1/15/2014.
 - If requests received by TVA total more than 10 MW, a random selection process will be used to select 10 MW of projects for the full application process. A 30% waitlist will also be activated, in case any approved projects are cancelled.
 - If requests received by TVA during this period do not meet or exceed 10 MW, then customers may continue to submit Green Power Providers Capacity Reservation Request forms to MLGW until the 10 MW plus 30% waitlist is filled.
 - In either instance, customers would be contacted by MLGW by 2/24/2014 about the status of their request.
- Of the 10 MW capacity available in 2014, 60% will be reserved for businesses and organizations, while 40% will be allocated for residential projects.
- Several program forms have been updated to reflect these changes. Please make sure you use the new, revised forms for all project submittals. Visit www.mlgw.com/greenpower, then use the “Documents and Forms” link to access the latest versions. (New documents were posted last week.)

Renewable Generation Statistics—Shelby County and TVA Total

	GREEN POWER PROVIDERS		SOLAR SOLUTIONS INITIATIVE		RENEWABLE STANDARD OFFER	
	Shelby County	TVA Total	Shelby County	TVA Total	Shelby County	TVA Total
Projects	61 operating; 5 approved	1,873 operating; 140 approved	1 operating	2 operating; 24 approved	3 operating	5 operating; 12 approved
Generation Capacity (MW)	3.3 MW operating; 0.01 MW approved	83 MW operating; 3 MW approved	0.15 MW operating	1.15 MW operating; 17.54 MW approved	0.45 MW operating	7.8 MW operating; 151 MW Approved

Note: TVA’s renewables portfolio also includes 1,500 megawatts from wind and 60 megawatts from biomass.

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