



Energy Edge

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

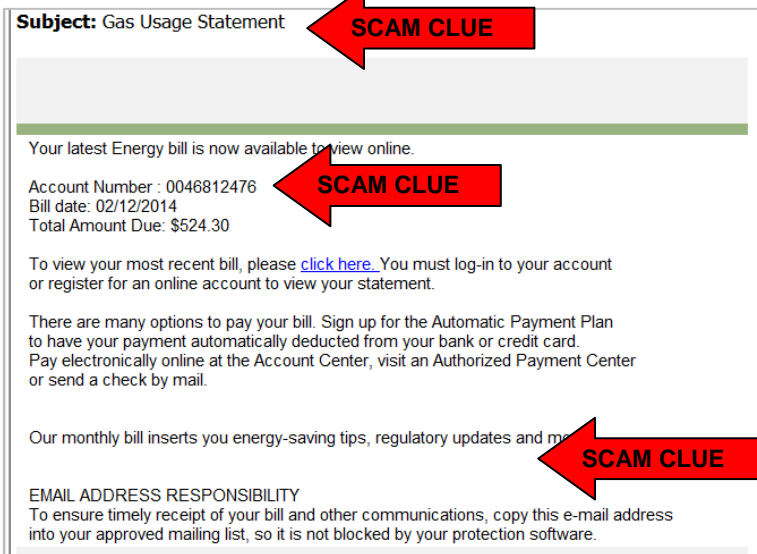
PHISHING SCAM

Criminals send bogus emails to steal information and corrupt your computers

In late February, an MLGW customer contacted us to inquire about a suspicious email, purportedly from MLGW, stating a bill amount that was different than his actual MLGW bill. Thanks to this alert customer, we now know that there's a new form of utility fraud circulating in Shelby County—called "phishing". It's not a leisurely recreational activity, but rather an attempt to infect your computer with malware when you click links or open attachments in bogus emails.

Pacific Gas & Electric, Portland General Electric and Atmos Energy customers also reported this scam. Details have been emerging since January, with reports at <http://www.snopes.com/fraud/phishing/pge.asp>

The MLGW customer who was contacted forwarded his bogus email, which is shown below.



Clues that this email is bogus:

1. "Gas Usage Statement" is an odd title for MLGW to use, given that we provide three services
2. Account Number is not MLGW's 16-digit number. (In MLGW's My Account bill notification emails, a portion of the account number is shown as asterisks, while another portion is shown as numerals.)

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	\$0.266	na
G-7	\$0.264	na
G-8 / G-9	\$0.235	\$0.276
G-10 / G-12	\$0.210	na

Monthly adjustment in \$/Ccf to published natural gas rates for meters read on or after 3/3/2014.

Fuel Cost Adjustment (FCA)

TVA Rate Class	MLGW Rate Code	FCA Amount
GSA, Part 1	E-2	\$0.02828
GSA, Part 2	E-2	\$0.02828
GSA, Part 3	E-2	\$0.02795
Residential	E-1	\$0.02858
Outdoor Lighting	E-3	\$0.02836

Monthly adjustment in \$/kWh to all firm kWh, beginning with meters read on or after 3/3/2014.



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

3. Grammatical errors are extremely common in bogus emails. (We're not saying that you'll never find an error in an official email, but the odds are low!)
4. No reference to MLGW, My Account, MLGW customer service numbers or anything utility-specific (although those details can appear in bogus emails, too).

Protect yourself and your business! If you receive such an email, delete it immediately and do not click on any links or open any attachments. The most secure way to access your MLGW information is online via MLGW's My Account service. Type the URL (www.mlgw.com) directly into your browser and then click My Account to login using the ID and password you created. You will be able to view your bill, pay your bill, analyze your bill, see bill inserts and find other account information.

Lamar office closes temporarily for remodeling

MLGW's South Community Office, located at 2935 Lamar Avenue, closed temporarily for remodeling on 2/19/2014. The office will be closed for approximately 45 days.

Customers can visit MLGW's other community offices for in-person transactions:

- Main Office, 245 South Main Street
- North Community Office, 2424 Summer Avenue
- Whitehaven Community Office, 1111 East Shelby Drive
- Millington Community Office, 5131 Navy Road

MLGW's Commercial Resource Center is available Monday through Friday, 7:30am to 5:00pm. Contact staff at 901-528-4270 (phone), CRC@mlgw.org and 901-528-4547 (fax).

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