



12-24-22 Media Questions

Will customers receive a DISCOUNT on their bill in the coming month to accommodate these blackouts?

Customers are only charged for electricity they use. During a power outage or blackout, the meter is not receiving electricity and will not register any usage, so the customer will not be charged for any consumption during that time.

Will customers see an INCREASED bill due to these blackouts?

Meters do not register usage during a blackout because there is no power going to the meter.

The press conference came to an abrupt ending before anyone could ask questions---are there any plans for that to happen today?

No, we did not intentionally cut the feed. We apologize that we lost the feed and couldn't take questions.

Does MLGW have any plans in place to help prevent another boil advisory for happening in the future?

MLGW is mandated to order a boil water advisory anytime system pressure drops below 20 psi (50-60 is normal). We are investing more than \$50M in improvements to our water system in the next few years. We have already upgraded many of our wells and saw improved performance during this cold snap.

Are there any steps that residents can take to help prevent another boil advisory?

No. Our customers should expect reliably delivered clean water without having to boil before drinking.

MLGW is the largest three-service public power utility in the nation, serving more than 440,000 customers in Memphis and Shelby County.

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Power

Why are larger areas being blacked out?

MLGW was told to expect a 5% load reduction commencing this morning. Shortly after commencing blackouts, we were ordered to shed 10% of our load, meaning bigger areas with more customers had to have service suspended. We apologize for the inconvenience to the more than 200,000 customers who suffered an outage because of the rolling blackouts. Larger areas are being deenergized based on the system need required by TVA to preserve the overall electric system.

How did MLGW come up with the timeline of a 30-minute blackout?

We balanced the length of outage with our ability to switch power on and off. MLGW utilizes a 30-minute timeframe to ensure its Operations personnel has a reasonable timeframe to implement its plan safely and effectively.

Did the utility consider vulnerable populations when mapping out the blackout plan?

Yes.

Customers that require life-saving medical devices: what if they receive an unannounced, unforeseen blackout?

Thank you for this feedback. Customers who **are** at home on life supportive equipment can be enrolled in our life support program and are provided emergency generators sufficient to power their life sustaining equipment. MLGW accounted for critical, public safety facilities when implementing its plan. While we consider every customer to be of importance, unfortunately we could not plan to that level of detail and still curtail enough load to meet TVA's goals of preserving the electric system.

Is the projection of a 10% load decrease expected to stay the same?

The 10% load decrease is a product of a TVA requests to reduce electric load in its service area. MLGW along with other entities within the TVA service area are required to comply with this request to preserve the electric system.

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Why is it taking longer than thirty minutes for some customers?

While re-energizing customers, MLGW experienced unforeseen mechanical issues due to the extreme cold weather conditions. Our goal was 30 minutes. When we initiate rolling blackouts, we remotely deactivate a small number of the 400 circuits that make up our system. When we roll to another area, we initiate automatic restart of those same circuits. Unfortunately, since the circuit breakers are electric/mechanical/pneumatic, about 20% of the time the breaker needs to be manually reset, meaning a longer outage for some customers.

Water

How many water main breaks have occurred in the city?

11 in the county since the temperature drop. We have repaired 6 and are presently working on 5.

Where are they and how long will they take to fix ?

They are spread throughout the city and time varies by several factors. The range is 3 hours or longer.

Boil Notice

How many customers have been impacted by the boil notice?

We do not have a number.

How much longer will the boil notice last?

Once system pressure is obtained, we will need to do water testing and get approval from the Tennessee Department of Environment and Conservation to be released from the Precautionary Boil Water Advisory. We do not know until we have the water pressures stable.

Are more customers expected to be impacted?

Right now, the only customers impacted are in the areas noted under the boil notice. We do not expect for the notice to be expanded at this time. Again, we encourage customers to conserve as much as possible in the entire MLGW service area.

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Frozen Pipes

Should customers continue to drip water from their faucets?

As temperature rises reduce or eliminate dripping faucets.

In the past, the utility has said to halt this when there are lots of main breaks—is that the case now?

Yes. There are many factors in determining if you need to drip or reduce dripping. Temperatures in the home and outside, are outside faucets covered, home insulation values, where water lines are run in the home etc. Faucets on exterior walls of the home are more susceptible to freezing. As the temperature rises, reduce or eliminate dripping. The temperature increases considerably, and dripping can be reduced or eliminated during those time. MLGW's water demand continues to increase due to customer leaks and broken fire protection connections. We ask our residential and commercial customers to cut off broken pipe or make repairs in their homes and businesses.

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