



Energy Edge

A NEWSLETTER FOR MEMPHIS LIGHT, GAS AND WATER DIVISION GENERAL POWER CUSTOMERS
DECEMBER 2023

MLGW’s 2024 budget includes electric rate increase to fund ongoing upgrades

MLGW’s electric rates will increase effective with meters read on and after January 4, 2024, as part of MLGW’s new budget that incorporates a 4% increase in electric revenue. This is the first of three annual increases to fund continuing infrastructure improvements which will enhance the reliability and resiliency of the local electric grid. Impacts of 4% will continue for calendar years 2025 and 2026, as approved by MLGW’s Board of Commissioners and the Memphis City Council.

MLGW natural gas and water rates remain unchanged for 2024.

New rate tariffs soon will be posted to MLGW’s website, <https://www.mlgw.com/commercial/commercialrates>.

Customers can learn about performance goals and track process on MLGW’s Monthly Metrics Meeting webpage, <https://www.mlgw.com/4M>

Operators of diesel vehicles encouraged to plan and apply for upcoming EPA Diesel Emissions Reductions Act funding

Each year, the U.S. Environmental Protection Agency (EPA) allocates Diesel Emissions Reduction Act (DERA) funds to eligible U.S. states and territories for the establishment of diesel emissions reduction programs. In partnership with the Tennessee Department of Environment and Conservation (TDEC), the East Tennessee Clean Fuels Coalition (ETCleanFuels) administers the state’s DERA funds under its established, statewide “Reducing Diesel Emissions for a Healthier Tennessee” (RDE4HT) Program. While TDEC and ETCleanFuels wait for an executed contract from EPA to finalize the early 2024 application deadline, new documents have been posted at www.rde4ht.info for your organization to start planning.

Any entity that owns and operates vehicles in Tennessee for a Tennessee-based fleet or fleet domicile site may apply. This includes contractors that provide transportation or hauling services.

Funding will be available in Tennessee to replace older, diesel vehicles that are Class 5 through 8 with A) new alternative fuel

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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: 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

vehicles (AFVs) that can run on propane, compressed natural gas (CNG), electricity, or that are hybrids, or B) new diesel vehicles.

Funding also can be requested for efforts towards replacing engines in older diesel vehicles with new alternative-fueled or diesel engines, converting OEM diesel vehicles to run on alternative fuels, and the addition of Truck Stop Electrification (TSE, and similar) equipment at Tennessee-based Travel Centers and trucking terminals.

Organizations cannot “stack” RDE4HT funding with other federal funding sources.

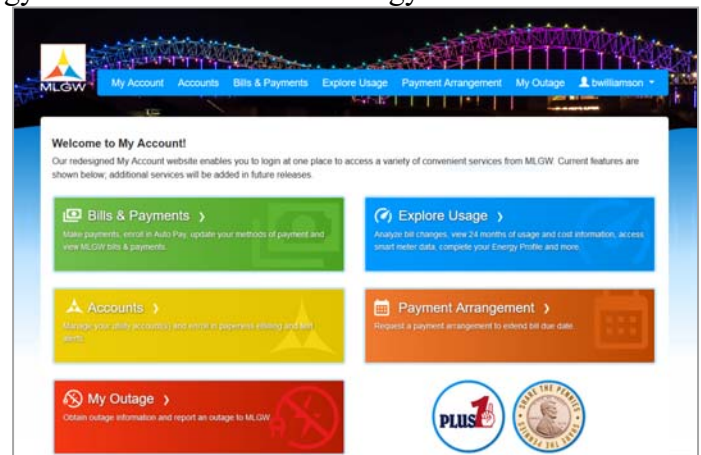
Email questions to darcy@etcleanfuels.org

My Account enables customers to handle business online, 24/7

MLGW’s popular My Account web portal enables customers to not only view/pay their bills and access billing history, but also to report outages, request residential payment arrangements and manage Share the Pennies and Plus1 donations.

Functions accessible from the MLGW 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 historically 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. Larger accounts have access to a limited list of features in Explore Usage.
- **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 residential bill’s 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.
- **Plus1.** Click here to make a one-time or monthly contribution to MIFA’s Plus1 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 password, update contact information and setup Phone Pay information.



At year end, customers may wish to download billing history by clicking Explore Usage from the dashboard above, then clicking the Bill History link. Up to 24 months of consumption and cost data is available with various view and download options to help you track information without manual data entry.

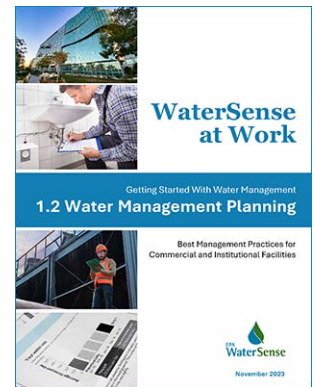
Registration for My Account is fast and easy. You’ll need your 16-digit MLGW Account number (including the leading zeroes, but no dashes) and the 6-digit My Account Access Code (shown in the blue column on page 1 of your bill). Have questions or need help enrolling? Contact your MLGW Commercial Marketing Representative.

EPA WaterSense program releases updated best practices guide for commercial and institutional facilities

To continue helping building owners and managers understand and reduce water use, the U.S. Environmental Protection Agency (EPA) has updated several sections of [WaterSense at Work: Best Management Practices for Commercial and Institutional Facilities](#). The guide contains information on the latest water-saving products, technologies, and techniques for commercial and institutional building types.

As best practices for water management, water use monitoring, and efficient outdoor water use have advanced since *WaterSense at Work* was first released in 2012, EPA has expanded and revised the following sections:

- *WaterSense at Work* Introduction
- Water Management Planning
- Education and Outreach
- Codes, Standards, and Voluntary Programs for Water Efficiency
- Water-Energy Nexus
- Metering and Submetering
- Leak Detection
- Landscaping
- Irrigation
- Commercial Pool and Spa Equipment
- Vehicle Washing



EPA will release additional revised sections, as well as new topic areas, as they become available. Each *WaterSense at Work* section is now a stand-alone document that can be shared with building owners, facility managers, and others interested in specific water-savings opportunities.

To explore other water efficiency resources for commercial and institutional facilities, please visit the WaterSense Commercial Buildings webpage, <https://www.epa.gov/watersense/commercial-buildings>

Happy Holidays!

We look forward to serving you in 2024!

Energy Edge is published by the Customer Programs & Services team at Memphis Light, Gas and Water Division. Comments and distribution list changes may be e-mailed to: mlgwbsc@mlgw.org