

# the Powerline

Sevier County Electric System's Quarterly Newsletter

Summer 2012



**SEVIER COUNTY**  
ELECTRIC SYSTEM  
*The power behind our community*

**Summer Savings and New Customer Conveniences.** In this edition of The Powerline, find a valuable coupon, learn more about our new payment options and redesigned website, and other helpful information.

## Bill Payment Made Easy 24/7

### → Pay by Automated Phone System

You can now securely pay your bill with your debit or credit card by phone 24 hours a day, 7 days a week.

*Call (865) 453-2887 and select option 2*

### → Pay Online at [www.sces.net](http://www.sces.net)

You can now securely pay your bill online with your debit or credit card 24 hours a day, 7 days a week.

- Have your SCES account number ready
- We accept Visa, MasterCard, Discover, and American Express
- 2.45% convenience fee on all card transactions

Payments are also accepted at our office including after-hours drop box, at participating local banks, by mail, and by automatic bank draft.

## Did you ever wonder how SCES restores power?

Visit [www.sces.net](http://www.sces.net) and click on "How SCES restores power" and let Earl walk you through a typical power outage.

## Save Time Go Online

Now you can access and manage your SCES customer account 24 hours a day, 7 days a week!

[www.sces.net](http://www.sces.net) offers the online conveniences our customers have been asking for, including:

- Online Bill Pay 24/7 with confirmation
- Online Account Management
- View Bills and Past Billing History
- View Payments
- E-notification Alerts and Reminders, including E-billing
- Current Outage Maps
- Up-to-date information on products, services, and energy programs

*Call (865) 453-2887 today to get your temporary online password, and enjoy the convenience of anytime account access.*

## Go Paperless

Visit [www.sces.net](http://www.sces.net) and click on **Your Account** to sign up for E-Billing options.

Convenient for you and great for the environment!

power  
action line

**865-774-6300**

A Friendly Voice When the Lights Go Out

**In the dark? Call 865-774-6300** if you experience a power outage. Using our automated system is the most efficient way to have your power restored.



## Why you will love your Marathon:

**Lifetime Warranty:** It's the *last* water heater you will have to purchase for your home.

**High Efficiency:** Lower energy bills. Envirofoam® Insulation allows only 5°F heat loss in 24 hours!

**No Smelly Water:** Doesn't use an anode rod. Eliminates that rotten-egg smell which can result from the interaction of an anode rod with many types of hard water.

**High-Tech Construction:**

- Seamless Molded Non-metallic inner tank can't rust or corrode.
- Filament-wound Fiberglass tank has unmatched strength.
- High-tech heating elements. Fused upper element, stainless alloy bottom element.
- True bowl shaped tank bottom provides self-cleaning action.
- "Car bumper tough" polyethylene exterior.

**World Class Customer Support:** Backed by service professionals at the Eagan, Minnesota Marathon plant.

Last but not least: **\$120 credit** on your next electric bill.

And we'll even finance it for you. *(residential only)*

For more information contact Lucas Harkleroad

lharkleroad@sces.net or (865)774-6264

### Purchase of Marathon Water Heater

# 15% Off

#### SEVIER COUNTY ELECTRIC SYSTEM

315 East Main St, Sevierville Tn 37862 Tel: (865)453-2887

**\*\*Offer good for SCES Customers Only. Must Present Coupon.\*\***

Expiration Date: 07/31/2012

## Pad-Mounted Electrical Transformers

Planning to design that perfect yard this summer? Before landscaping or fencing around your pad-mounted electric transformer, remember that SCES crews need unrestricted access to our transformer during outages and for periodic maintenance. **So please keep landscaping and fences at least 6 ft away from the front and 3 ft away from the sides and the back.** If SCES crews must remove any obstructions to access our transformer, they will not be replaced.

Questions? Call our Vegetation Management line at (865)774-6274 or email [trees@sces.net](mailto:trees@sces.net)



Visit us online at [www.sces.net](http://www.sces.net) for additional info on SCES products and services.