

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

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 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 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 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



Visit us online at www.sces.net for additional info on SCES products and services.