

# the Powerline

Sevier County Electric System's Quarterly Newsletter

Fall 2013



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

**Conveniences, Reminders, and Quick Tips.** Find these and more inside the fall edition of The Powerline.

## Phone Improvements and Conveniences

Several years ago, SCES implemented the Interactive Voice Response Phone System (IVR).

What can **IVR** do for you?

- Secure Automated phone payments 24/7
- Automated power outage reporting 24/7
- Streamlined reporting and mapping of outages
- Reduced response time

How do I make an automated payment?

- Call (865)453-2887, choose option 2

How do I report a power outage?

- Call the Power Action Line (865)774-6300

How do I update my phone information?

- Call (865)453-2887
- Visit [www.sces.net](http://www.sces.net) and click on **YOUR ACCOUNT**

Since our customer base has grown and customers are more frequently using our IVR conveniences, SCES just *doubled* its internal phone capacity in the spring of 2013. The additional lines increase our ability to answer calls, process payments, and better handle large scale outages. As always, you have the option to speak to a customer service representative.

## Create a Warm Focal Point for you Home

Cool weather is on the way. Stop by SCES and see our wide variety of Dimplex all-electric fireplaces. The patented 3D effect gives the fire its depth, dancing flames, and operates independently from the heater. We have several models on display throughout our lobby. Discover the warmth of a fireplace with the ease of electric.

## Online Conveniences

SCES encourages you to take full advantage of our convenient 24/7 online services.

What can **[www.sces.net](http://www.sces.net)** do for you?

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

*Call (865) 453-2887 today to get your temporary online password*

## Project Round Up

***A little change makes a lot of difference***

Project Round Up is a convenient way to help your neighbors with electric bills during times of hardship. SCES customers can participate by voluntarily choosing to round each month's electric bill up to the next whole dollar. The donated funds are dedicated to help customers needing emergency energy assistance.

Individual contributions never amount to more than 99¢ each month, so the total never exceeds \$12 per year. By combining our small change, we can make a huge difference in our community. It also makes balancing your checkbook a breeze!

*To enroll, call (865)453-2887  
or visit [www.sces.net](http://www.sces.net)→your account*

**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.

# Managing energy costs

SCES *strongly* encourages our customers to take advantage of our energy tips, energy programs, and billing services. All of these are designed to help you conserve, manage, and plan for your energy bills. We want to help you take control of your energy consumption.

For more information on energy savings, visit [www.sces.net/energy-links](http://www.sces.net/energy-links).

## How will *your* HVAC system perform this winter?



**This fall**, have a maintenance and diagnostic exam performed on your heating and cooling system. Annual maintenance helps to improve efficiency, cost savings, and increase the life of your system. It could also help prevent an extremely high bill and give you peace of mind that your HVAC system is ready for the heating season.

We can provide a list of QCN contractors to assist you.

## Small Fall Projects Big Winter Savings

- Caulk / weather strip around windows and doors
- Add insulation to attic / crawlspace
- Seal gaps in floors and walls around pipes and wiring
- Install foam gaskets behind outlets and switch plate covers
- Perform your own home energy audit at [www.energyright.com](http://www.energyright.com)



## CFLs: A Bright Way to Reduce Energy Costs

Looking for an easy way to save on your energy bill and help the environment? Switch from incandescent bulbs to CFLs. Each CFL bulb can save \$40 or more in electricity costs over its lifetime. The average household has approximately 30 light fixtures! But you can start small by changing just the most frequently used fixtures. CFLs provide the most savings in the fixtures that are used 2 hours or more daily.

Quick facts about CFLs:

- Use 75% less energy for the same amount of light
- Last up to 10 times longer
- Produce 75% less heat
- Come in a variety of shades, including warmer colors
- 2 free CFLs available in our energy conservation kit!

Visit [www.sces.net/energy-links](http://www.sces.net/energy-links) or [energystar.gov](http://energystar.gov) for more information about CFL lighting and the energy conservation kit.

## Want Predictable Electric Bills?

**Prepare for winter bills now.** SCES recommends *Levelized Billing* as the preferred strategy for making your electric bill predictable even in unpredictable times.

Your Levelized monthly electric bill is a rolling average of your electric usage for the past 12 months, plus 1/12 of any difference between leveled bills and actual bills.

Since *Levelized Billing* uses a rolling average, your monthly bill will vary only slightly each month. And since changes in usage are averaged in over a 12-month period, you never have that shocking summer or winter billing swing.

The only time you have to reconcile is when you decide to leave SCES or no longer want to participate.

Requirements:

- 12 month service history
- Acceptable pay history
- Automatic Bank Draft
- Residential services only



Call (865) 453-2887 to enroll

Visit [www.sces.net](http://www.sces.net) to learn more about SCES products and services.

## Residential Energy Programs

### Worried about wasted energy dollars?



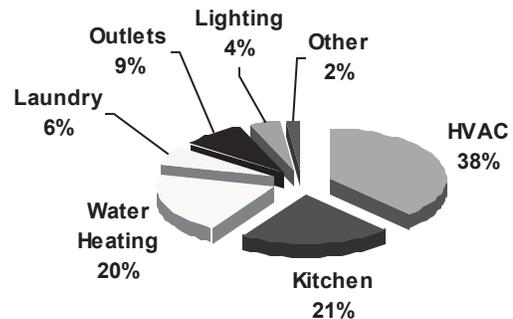
SCES and TVA take the guesswork out of spotting energy thieves in your home through two free Residential energy evaluation programs:

- Home e-evaluation
- In-Home Energy Evaluation Program (IHEE)

Take control of your energy consumption today!

Want to see noticeable changes in your energy consumption? First, you need to know where the majority of your energy dollars go, then make changes to your usage patterns through conservation or home-improvements in the areas that you can change.

### So where do those energy dollars go?



Free!



Sevier County Electric System and TVA make it easy to become energy efficient and save money in the process. With the new In-Home Energy Evaluation Program (IHEE), you can reduce your power usage *and* receive a cash incentive for installing home energy improvements. The recommended energy-related home improvements you make are eligible for reimbursement of 50% of the installation cost up to \$500.00.

Get going in a few simple steps:

- Call SCES to schedule your appointment.
- Receive a report outlining potential modifications and available cash incentive.
- Have desired modifications performed by a member of the TVA Quality Contractor Network (QCN) within 90 days.
- Have work inspected by SCES evaluator.
- Submit eligible receipts and receive your cash incentives.

For more info on the IHEE or other energy related programs, call Lucas Harkleroad (865)774-6264

### Learn, Improve, Analyze and Save with our Home e-evaluation



SCES customers are eligible for a *FREE* online energy audit. Complete the audit and receive a personalized report detailing your home's energy use and cost along with economical ways to reduce your electric bill. You will also receive this energy conservation kit.

The kit includes:

- two compact fluorescent light bulbs
- outlet and light switch gaskets
- filter whistle
- two faucet aerators
- hot water temperature gauge
- home thermometer
- "How to Save" brochure

Visit [www.energyright.com](http://www.energyright.com) to complete your audit

Limit one kit per household and allow 4-6 weeks to receive your kit.

Visit [www.energyright.com](http://www.energyright.com) to learn more about Residential Energy Programs and savings tips.

**\$120 Credit!**



## 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)*

*Call Lucas Harkleroad (865)774-6264 for more information about the Marathon Water Heater, rebates, or financing.*

### News from Vegetation Management

#### Circuit Trim Update

- 550 miles of primary completed at printing of this issue.
- Contractors clearing rights-of-way are:  
ABC Professional Tree  
Lucas Tree Service  
Townsend Tree Service  
Wolf Tree

*Questions about trimming or  
Vegetation Management?  
Call (865) 774-6274 or  
email [trees@sces.net](mailto:trees@sces.net)*

#### Ask Vegetation Management

**Q:** *Why does SCES trim trees?*



**A:** SCES trims trees and other vegetation near high voltage lines for 2 main reasons, safety and reliability.

**Safety**—High voltage power lines, if not properly maintained, can be hazardous. When vegetation comes in contact with high voltage power lines, electrocution and fires can occur. SCES trims near these lines for the safety of people, pets, and property. By maintaining a ten foot (10') minimum clearance buffer, trees and other vegetation are safe, and the right-of-way is more readily accessible for SCES personnel for maintenance and emergency power restoration needs.

**Reliability**—Contact with trees and other vegetation is the primary cause of power interruptions and outages. SCES trims near high voltage power lines for reliable power service to our customers. Through proper vegetation management within and adjacent to rights-of-way, interruptions and outages are minimized, ensuring longer hours of reliable electric service to our customers.



**Know what's below.  
Call before you dig.**

#### Call before you dig. It's free and it's the law.

Don't let this season's home improvement turn into a disaster. If you're beginning a home improvement project that requires digging or adjusting the grade of your property, you need to call Tennessee One-Call at least 72 hours in advance.

**Call 811 or 1-800-351-1111**