

# the Powerline

Sevier County Electric System's Quarterly Newsletter

Fall 2012



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

**Reliability, Safety, Energy Savings.** Find information about these topics and more inside the fall edition of The Powerline.

## Safety and Reliability—Our Mission

At SCES, we understand that our customers take electricity for granted, and any interruption can be inconvenient. Here are a few facts concerning power outages, restoration process, and safety.

- The Average Service Availability Index (SAI) is the industry standard of measuring the total time that electric power is available on demand to customers. For the calendar year 2012, our SAI is 99.9537%, which means SCES provides reliable electric service and responds quickly to outages. This number also includes major events.
- Trees, animals, and inclement weather are the largest causes of power interruption. We can't control weather, but SCES has implemented a vegetation management which includes trim cycles designed to enhance safety and improve reliable service.
- SCES uses an automated outage reporting system, the Power Action Line (PAL). PAL answers multiple phone calls simultaneously and uses the information to map the outage instantly, resulting in quicker response time. The PAL also calls each customer back when power is restored to make sure things are working properly. **865-774-6300**

- SCES uses the industry standard process of prioritizing restoration of power. Hospitals, police stations, and other public health and safety organizations take first priority. Beyond that, SCES does not give preferential treatment. Following is the 3-step Priority process we use:
  1. Main Distribution lines and Substations
  2. Circuits and taps serving neighborhoods
  3. Individual homes
- In the event you see an SCES truck that passes your home without stopping, do not think you have been overlooked. We send individual trucks out to look for causes of an outage, and many times they report a problem that may require a larger crew which will then be dispatched accordingly.
- SCES would like to remind you that any line could be live. Never go near downed lines. Always warn children about the potential dangers of electrical hazards.
- SCES now offers online outage maps, detailing all current outages.

Visit **[www.sces.net](http://www.sces.net)** for more information on Outages, the PAL, Vegetation Management, and much more.

## Have you visited **[www.sces.net](http://www.sces.net)**?

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

- Online Bill Pay 24/7 with confirmation
- Online Account Management
- View Bills, Past Billing History, and Payments
- E-notification Alerts and Reminders, including Paperless 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.*

## 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 Lineman Earl walk you through a typical power outage. This animated video explains the basic 3-step process SCES uses to restore your electricity.

**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](http://www.sces.net) and click on *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 [energyright.com](http://energyright.com) 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?



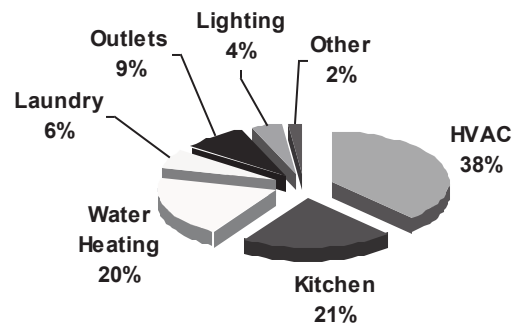
SCES and TVA take the guesswork out of spotting energy thieves in your home through two free Residential energy evaluation programs:

- 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.



## 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

- 397.67 of 635 miles of primary completed at printing of this issue.
- Contractors clearing rights-of-way are:  
ABC Professional Tree  
Lucas Tree Service  
Nelson Tree Service, Inc.  
Wolf Tree

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

#### Ask Vegetation Management



**Q:** Why doesn't SCES "top" trees anymore?

**A:** The practice of indiscriminately stubbing the entire crown of a tree ("rounding over" or "topping") is now highly discredited in arboriculture. This practice severely damages trees and encourages rapid re-growth. Many species sprout heavily after being topped and the rapid new growth often goes right back into the area of the electric conductors. This practice also depletes food stores, structurally weakens the tree and increases susceptibility to insects and disease.

SCES trims trees utilizing the directional pruning method. This method prunes trees back to a lateral branch or parent stem that is growing away from the electric conductors. SCES's objectives in the utilization of directional pruning are to secure safe clearance and to control the direction and amount of re-growth from the pruned tree. Implementing this method has shown to be an effective clearance management procedure while minimizing damage of our valuable trees.

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