

the Powerline

Sevier County Electric System's Quarterly Newsletter

Summer 2013



SEVIER COUNTY
ELECTRIC SYSTEM
The power behind our community

Improved Customer Convenience and Service. Find information on SCES billing procedures, Website Conveniences, Improvements to Phone System, and more in the summer edition of The Powerline.

SCES Improves Phone System

Several years ago, SCES implemented the Interactive Voice Response Phone System (IVR). It has increasingly become a critical tool in providing our customers with many conveniences, including automated phone payments and power outage reporting. The Power Action Line (PAL) is our automated outage reporting system, powered by IVR, which provides our customers with the fastest, most efficient way to dispatch crews to restore power. The PAL streamlines the reporting and mapping process thus reducing response time immensely. 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.

Do we have your correct phone number? Correct customer information ensures the accuracy and efficiency of the system.

**Update your phone and account information by calling (865) 453-2887 or
visiting www.sces.net and clicking on *YOUR ACCOUNT***

Electric Bill Facts and Information

Some quick reminders about your monthly power bill:

- Your bill will always be due on the same date of each month.
- Failure to receive your bill will not entitle you to an extended time for payment.
- SCES does not make payment arrangements. The final date to pay before disconnection will be listed in blue in the center of your statement.
- We recommend Levelized Billing as the preferred strategy for making bills more predictable.
- We offer several payment options:
 - Mail
 - Person
 - Night Depository
 - Automatic Bank Draft
 - Participating local banks
 - Web www.sces.net (24/7)
 - Phone (865) 453-2887 option 2 (24/7)

*Call us at (865)453-2887
with any billing questions, or visit us online 24/7 at
www.sces.net.*

Have you visited www.sces.net?

Call (865) 453-2887 to get your temporary password and discover these online conveniences:

- Access and manage your SCES customer account 24/7
- Online Bill Pay 24/7 with confirmation
- Online Account Management
- View Bills, Past Billing History, Payments
- Set up E-mail or Text Alerts and Reminders
- Go paperless with E-billing
- View Current Outage Maps
- Information on products, services, and energy programs

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.

\$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

- 300 miles of primary distribution lines 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

Ask Vegetation Management



Q: What does it mean to be a Tree Line Utility?

A: *Tree Line Utility is a program of The Arbor Day Foundation that recognizes power utilities that trim trees in a responsible manner during rights-of-way clearing activities. To be considered a Tree Line Utility, power utilities must adhere to 5 components.*

- 1) Quality Tree Care
- 2) Annual Worker Training
- 3) Community Tree Planting and Education
- 4) Tree-based Energy Conservation Program
- 5) Arbor Day Observance

SCES has been recognized as a Tree Line Utility for the past 3 years. For more information about the Tree Line Utility and other Arbor Day Foundation programs visit The Arbor Day Foundation's website at www.arborday.org

If you have a question that you would like to see answered in *The Powerline*, email trees@sces.net

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



Know what's below.
Call before you dig.