

the Powerline

Sevier County Electric System's Quarterly Newsletter

Fall 2015



SEVIER COUNTY
ELECTRIC SYSTEM
The power behind our community

Find important reminders and energy savings information inside.

Phone Conveniences

SCES utilizes an 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 and click on **YOUR ACCOUNT**

As our customer base grows and customers more frequently use our IVR conveniences, SCES continues to evaluate and improve our phone capacity. Our goal is to provide customer service in the most efficient and user-friendly manner possible. As always, you have the option to speak to a customer service representative.

Online Conveniences

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

What can **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

Billing Facts and Information

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.

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. Each is 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.

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.2escore.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 savings kit!

Visit www.sces.net/energy-links or energystar.gov for more information about CFL lighting.

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.

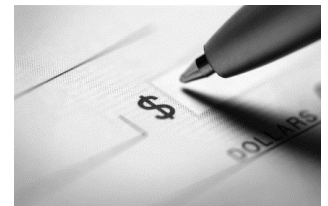
Your Levelized monthly electric bill is a rolling average of your electric usage for the past 12 months, plus 1/12 of any difference between leveled bills and actual bills.

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 to learn more about SCES products and services.

Create a Warm Focal Point for your Home



Cold weather is near. 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.

A Dimplex electric fireplace combines traditional fireside comfort and warmth with convenience and savings. SCES offers all-electric fireplaces that give you the beauty of the real thing without the mess, danger, or expense of wood-burning fireplaces. In addition, the electric fireplace is available in a variety of styles, plugs into any standard 120-volt wall outlet, and costs just pennies a day to operate.

Discover the warmth of a fireplace with the ease of electric.

Visit our office to see the wide variety of styles we offer, or visit www.dimplex.com to learn more about these quality heaters.

Financing Available!

Residential Only

Marathon[®]



Rheem Marathon Series lifetime electric water heaters feature a high-efficiency design with a lightweight tank that won't corrode. It is the most durable electric water heater ever made. The unique award winning construction of the seamless plastic tank makes a stronger, higher quality, and longer lasting product. Titanium lower and copper upper elements resist lime buildup and operate more efficiently. These features, along with the BEST warranty, mean the BEST value for an electric water heater in the industry! The tank has a limited LIFETIME warranty, and the parts have a six year warranty.

Plus, SCES and TVA will give you a \$120 credit on your next electric bill.

Financing available. (residential only)

For more information visit www.sces.net or call Lucas Harkleroad (865)774-6264



Keep your family
comfortable.

Whatever the weather brings, you'll be ready. Make your home the best it can be. Visit 2eScore.com to find out how energy efficient your home is and what you can do to improve it. With a high eScore you can afford to live comfortably.



SCES and TVA are pleased to announce eScore, an exciting new energy savings program.

eScore is a residential energy efficiency program that provides homeowners with a clear path to make their home a 10—its highest level of efficiency. The program also increases home comfort and saves you money.

eScore allows homeowners to work toward a score of 10 for their home at their own pace, earning **rebates** on qualified energy efficiency upgrades and re-engaging with the program as many times as needed to achieve their home's best possible energy performance.

Start Now at www.2escore.com

Here's How It Works:

Step 1—Homeowner registers online or over the phone.

Simply visit www.2eScore.com or call 1-855-2eScore (1-855-237-2673) to get started.

Step 2—Homeowner contacts a Quality Contractor Network (QCN) member to get started on the work the homeowner wants done.

Local QCN members can be found at www.2eScore.com or by phone at 1-855-237-2673. A QCN contractor can discuss options, rebates, and program details with the homeowner.

Step 3—Get a FREE eScore evaluation of the home AND a quality assurance inspection on the work performed by the QCN member.

A certified energy advisor will visit and evaluate the home to provide an eScore and a customized list of upgrades and rebates available and install instant savings measures.



See how
easy it can
be to **live**
comfortably