

the Powerline

Winter 2015



Take advantage of our energy tips, programs, and billing services designed to help you conserve, manage, and plan for your energy bills.

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.
- 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)

Additional Online Conveniences

- Access and manage your SCES account 24/7
- 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

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

Levelized Billing

Predictable Electric Bills

Guard against large fluctuations in your monthly electric bill with *Levelized Billing*. 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



Project Round Up

A little change makes a lot of difference

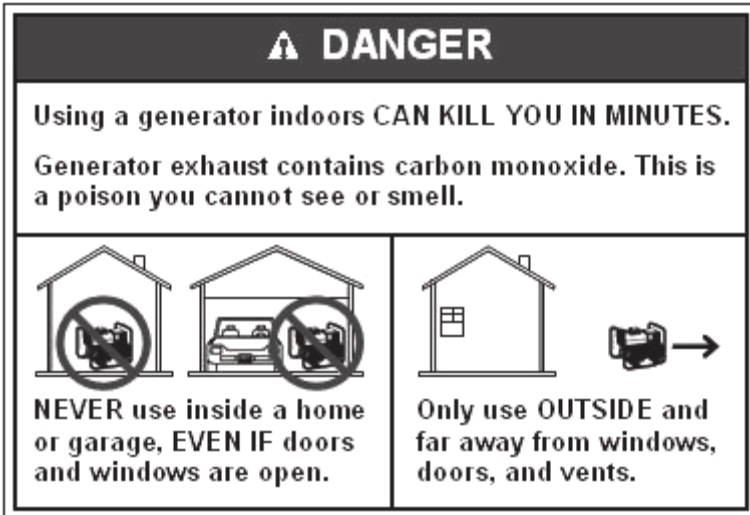
Project Round Up is a convenient way to help your neighbors with electric bills during times of hardship. SCES customers can participate by voluntarily choosing to round each month's electric bill up to the next whole dollar. The donated funds are dedicated to help customers needing emergency energy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

Call (865) 453-2887 to enroll

Generator Safety

Portable generators are useful when temporary or remote electric power is needed, but they can also be hazardous. Every year, people die in incidents related to portable generator use. The primary hazards to avoid are *Carbon Monoxide poisoning, electric shock, fire, and burns.*



For questions regarding portable generators / installation, contact our Engineering dept (865)453-2887 or visit www.cpsc.gov/info/co/generators.html

What to know:

- Always use generators outside, away from doors, windows and vents. Never use inside, even with ventilation.
- Install Carbon Monoxide alarms in your home.
- Never connect a generator directly to your home's wiring or wall outlets. A generator that is directly connected to your home's wiring can "back feed" into the power lines connected to your home. Utility transformers can then increase this lower electrical voltage to thousands of volts, causing an electrocution risk to utility linemen making outage repairs and others served by the same transformer.
- Connect appliances to the generator using heavy-duty, outdoor-rated extension cords.
- If you wish to hard-wire a generator to your home, it should be installed by a licensed electrician with an approved transfer switch that will automatically disconnect the home from the power grid when the generator is being used.
- Always dry your hands before touching a generator.
- Keep generators dry and only operate on a dry surface under an open, canopy-like structure.
- Before refueling a generator, turn it off and let it cool down. Fuel spills on hot engine parts can ignite.

Energy-saving Tips

- Set thermostat to 68 in the winter. Each degree above 68 will increase heating cost by 3%.
- For homes with heat pumps, adjust your thermostat no more than 2 degrees at a time to prevent unneeded use of backup strip heating.
- Change air filters monthly.
- Keep all vents and returns open for adequate air flow.
- Keep outside air unit clean and free of debris.
- Schedule annual maintenance for your HVAC system.
- Have your ductwork inspected and repair any leaks.
- Reduce cold-air drafts by caulking around windows and doors.
- Insulate your outlets.
- Make sure your dryer vent seals tightly when not in use.
- Turn off your water heater if you're going to be out of town for an extended period of time.
- Set water heater temperature to 120°
- Install glass doors on your fireplace and keep the damper closed when fireplace is not in use.
- Use kitchen/bath fans sparingly.
- Turn ceiling fans on clockwise to push warm air down from high ceilings in the winter.
- Keep garage doors closed and consider installing insulated doors.
- Switch to compact fluorescent light bulbs and save up to 75% over incandescent bulbs.
- Keep curtains open on the south side of the house and closed on the north side during the day to help keep warm.



For more information on energy savings, visit www.sces.net and click on *energy links*.

Comfort, Quality, & Energy Efficiency

Whether it's snowing outside or a hundred degrees in the shade, enjoying the benefits of an electric heat pump is now easier than ever thanks to the **Quality Contractor Network (QCN)**, established by Sevier County Electric System and TVA. Heat pumps are an economical way of heating or cooling your home, but to maximize their benefit, they need to be installed properly. The QCN ensures just that.

Sevier County Electric System will provide you a list of the contractors who will give you a **free estimate**. SCES also offers **low-rate financing for up to 10 years** and the payments are included on your monthly electric bill.

You will now cool for *less*. Heat for *less*. And now, take a deep breath, pay *less*.

For more information contact Lucas Harkleroad
lharkleroad@sces.net or (865)774-6264



REQUIREMENTS

- QCN contractor only
- Customer must own the property
- Customer must be approved with credit check.



Is your home energy efficient?



Visit www.energyright.com
to complete your free audit

SCES and TVA take the guesswork out of spotting energy thieves in your home with the do-it-yourself energy evaluation. This quick and easy online survey gives you immediate recommendations to start saving money now.

When you complete the DIY energy evaluation, TVA will send you a customized energy report to help you understand where your home is wasting energy – and how you can fix those expensive leaks. It addresses areas such as heating and cooling, lighting, water heating and electrical appliances. The tips are personalized based on your answers about your home and energy use.

For your participation in the self-audit, 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

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

Create a Warm Focal Point for your Home



Cold weather is here. 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

For more information
visit www.sces.net

or call Lucas Harkleroad (865)774-6264

Marathon®



\$120 Credit!

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: Strong, seamless, stainless alloy bottom element, fused upper element

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.

Financing available. (residential only)

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.