

the Powerline

Sevier County Electric System's Quarterly Newsletter

Spring 2015



SEVIER COUNTY
ELECTRIC SYSTEM
The power behind our community



What Is Green Power Switch?

Green Power Switch is a simple way for you to increase regional renewable energy and protect the local environment for generations to come. Each \$4 block of Green Power Switch you buy ensures 150 kwh is generated by a renewable resource such as **wind, solar, or biomass**. Purchase as many blocks as you like to be added to your monthly bill. It's your power bill, so make it green.

How Much of a Difference Can I Make?

More than you might imagine! Each block of Green Power Switch is the equivalent of avoiding the CO2 emissions of over 11 gallons of gasoline. Two blocks equals the environmental benefit of not driving a car for 6 months.

How Do I Make the Switch?

Visit www.greenpowerswitch.com or call SCES at (865)453-2887.

As of December 2014,
Green Power Switch Customers have helped prevent more than:
687,586 tons of Co2 Emissions
The equivalent of 131,319 Cars off the road for a year

Thank you

Green Power Switch Commercial & Industrial Customers

Alamo Steakhouse Gatlinburg
Alamo Steakhouse Pigeon Forge
Anna Porter Library
Appliance Discount Center
Bennett's BBQ Gatlinburg
Bennett's BBQ Pigeon Forge
Bruce Johnson
Citizens National Bank
City of Gatlinburg
City of Pigeon Forge
City of Sevierville
Clarion Inn
Comfort Inn at Apple Valley
Cross Creek Properties
Dr. Craig Ratcliff
Everything Natural
Forbidden Caverns
Gatlin Country Leather & Gallery
Gatlinburlier Tobacconist

Gatlinburg Chamber Of Commerce
Great Smoky Mountain Nat'l Park
Hatcher's Cleaners
Jackson Mountain Homes
Kelco Ltd.
King's Road Inc
Meadowbrook Apartments
Natural History Association
Jim Gray Galleries
John Steven Morton DDS
McCarter Auction
Mountain Press
Pancake Pantry
The Park Grill LLC
Riversong Homeowners
Riverside Motel
Riverside Towers
Riverwalk Properties
Sevier County Bank

Sevier County Courthouse
Smart Bank
Smoky Mountain Jelly House
Smoky Mountain Convention & Visitors Bureau
Staples Inc
Steaks Sophisticated
Sweet Fanny Adams Theatre
T & D Investments
Tennessee State Bank
Timbertops Cabin Rentals
T L C Mountain Rentals
Town of Pittman Center
Trotter & Associates Architects
Gary R Wade
Geoffrey Wolpert
Whole Earth Grocery
Zipo Inc. Ramada Limited



Green Power Switch®

By Switching to Green Power, you are paving the way to a cleaner environment for the Great Smoky Mountains and the entire Tennessee Valley. It really does make a difference.

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 (ASAI) is the industry standard of measuring the total time that electric power is available on demand to customers. For the calendar year 2014, our ASAI is 99.948%, 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** for more information on Outages, the PAL, Vegetation Management, and much more.



Did you ever wonder how SCES restores power?

Visit 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.



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

Call before you dig!

Did you know there are over one hundred billion feet of buried utilities in the United States? Buried utilities could exist just about anywhere you dig! Don't let this spring's home improvement project turn into a disaster. Call Tennessee 811 at least 3 days in advance of any outside digging job. It's free, and it's the law.

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**

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

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

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)

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

News from Vegetation Management

Circuit Trim Update

- 590 miles of distribution power line rights of way to be cleared in 2015
- 2015 marks Year 2 of Trim Cycle 2 in our VM program.
- Contractors clearing rights-of-way are:
Townsend Tree Service
Wolf Tree

Questions about
trimming or Vegetation
Management?

Call (865) 774-6274 or
email trees@sces.net

Ask Vegetation Management

- Q:** Does SCES trim trees growing around the power lines going to my house or security lights (service wires)?
- A:** SCES does not trim trees around service wires. Property owners are responsible for tree trimming or tree removals that may affect these wires. SCES can assist by disconnecting the service wire at no charge to the customer upon request. SCES only removes fallen trees and limbs due to storm events from service wires.

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

Tips to plant the right tree in the right place:

- Note the expected mature height of the tree you are planting. Then plant the tree at least that distance from the power line.
Ex: Mature height = 60'; plant 60' away from lines.
- Do not plant any trees within any power line rights-of-way. Limit landscaping options to shrubs and other low-growing plant species under power lines. By maintaining a 10' minimum clearance buffer, trees and other vegetation are safe, and the right-of-way is better accessible for SCES for maintenance and power restoration.

