



408 College St.W.  
P.O. Box 120  
Fayetteville, TN 37334

931-433-1522  
Toll-free: 1-800-379-2534  
Website: www.fpu-tn.com

**Office Hours:**

Monday - Friday  
7:30 a.m. - 4:30 p.m.

**Dispatch Hours:**

Seven days a week  
24-hour emergency  
response

**To make doing business with FPU more convenient, we offer the following services:**

- energy right® Programs
- eScore Program
- Bank Draft
- Budget Billing
- Project Help
- Delayed Payment
- Medic Alert
- Surge Protectors
- Security Lights
- Electric and Natural Gas Grills
- Natural Gas Space Heaters, Logs and Mantels
- Cable TV
- High-Speed Internet
- Phone Service

Call the FPU  
Customer Service  
Department for details  
at 931-433-1522.

**Follow us on Twitter**  
www.twitter.com/FPUTN

# Living in an ‘instant service’ society

**W**e live in a day where we expect instant service, and the computerization of customer service has certainly catered to our expectations.

We do our banking online, our bill payments online and our communicating online — all in efforts to save time and receive instant service. We live in an “instant society” where the microwave is no longer quick enough to cook our food. If we must wait in line for service, we sometimes become frustrated and think that we’re being ignored by the service provider if we don’t receive immediate assistance.

Unfortunately, not all areas of business are provided in an instant. Because we live in a world of high expectations, when the power goes out, we feel helpless because our lights and televisions don’t work and we can’t recharge our cell phones or laptops. When our water service is interrupted for an hour due to repairs, we are equally inconvenienced. Even worse, consider how our world stops turning when our Internet service goes down. We depend so heavily on our utilities that our lives almost come to a standstill without them.

Utility outages and leaks rarely occur, but when they do, we at Fayetteville Public Utilities understand that they pose inconveniences to our customers, and that’s why we respond immediately to every outage and leak report.

When you call our office to report a leak or an outage, please know that each customer’s phone call is important. You can provide certain details about the outage or leak that are helpful in pinpointing the problem.

During the daytime hours of a regular work week, the FPU office is fully staffed and can easily manage the multitude of phone calls coming in to report a utility outage. FPU has 24 available phone lines that deliver calls to our office; these calls

are answered by employees at various desks and office locations.

When outages occur after regular office hours or on weekends and holidays, FPU typically has one dispatcher on duty to answer incoming calls.

During a spontaneous, widespread outage, it is possible for all 24 incoming phone lines to send calls instantly to our dispatcher who is only able to answer one call at a time and in the order by which they are received by FPU’s phone system.

When FPU experiences a high volume of incoming calls, it may take several attempts to reach our dispatcher. This is what some customers experienced in the morning hours of Saturday, May 2, when FPU experienced an unexpected problem at the Kelso



**Britt Dye**  
CEO/General Manager

Substation that affected power delivery to customers served from four of FPU’s 10 electric substations. Some 5,600 customers, about one-third of our electric customers, were without power for approximately 30 minutes. During that time, FPU’s phones lines were flooded with calls from customers wanting to report the outage.

Many of you who called our office that morning experienced continuous ringing while others received busy signals. This is largely due to the fact that, as earlier stated, FPU has 24 incoming phone lines and at that particular time only one employee on duty to answer all of the calls coming into our office.

When there’s an emergency situation like this, other FPU employees quickly arrive at the office to help answer outage calls.

While you wait for your call to be answered, the continued ringing means that your call is still in the “incoming loop” of calls that will be answered in the order they were received. If you receive

*Continued on page 17*

# FPU upgrades portions of city's electrical infrastructure

Fayetteville Public Utilities' electric crews are upgrading portions of the city's electric infrastructure to increase capacity on the circuit that connects the utility's Brogan Avenue Substation to the Industrial Park Substation on Winchester Highway.

"Capacity on the line will increase from 6 megawatts to 20 megawatts, which will ensure the stability of voltage, improve the quality of service and increase the available power in the city to accommodate future growth," says FPU CEO and General Manager Britt Dye. "These upgrades will also enhance the alternate electric feed we built years ago to power the city. If there is a failure at Brogan Avenue Substation, we can quickly supply an alternate source of power to the city from the Industrial Park Substation through our SCADA (Supervisory Control and Data Acquisition) system and switching procedures."

The upgrades include replacement of 1.66 miles of three-phase electric line, insulators, guy wires and 80 electric poles. Several of the existing wood poles along College Street and Franklin Avenue are being replaced with steel poles.

Crews are upgrading electric lines on these city streets and avenues: Washington, Market, Norris, Campbell, Franklin, Willard, Colledge, Bellview and Morgan. Crews will also be working along Thornton Taylor Parkway as part of the scheduled upgrades.

Approximately 714 customers are included in the upgrade areas that encompass FPU's Wastewater Treatment Plant, Lincoln Medical Center and ambulance service, Southern Manor Living Center, the 911 Center, Elk Valley Times, Fayetteville-Lincoln County Public Library, Fayetteville Post Office and the Lincoln County Courthouse.



Above, FPU's electric crews work through the spring to upgrade 1.66 miles of three-phase line along city streets and Thornton Taylor Parkway. At top, a crew upgrades a pole in front of FPU's office.

"We appreciate your patience and cooperation while our crews work to upgrade the city electrical circuits," says Dye.

Other electric system improvements continue this month in the Corders Crossroads and Howell Hill Road areas where electric crews are upgrading the existing copper line to aluminum, which will increase load capacity. These upgrades will also help FPU with the ability to backfeed the Flintville Substation to supply electricity to customers living in the area in the event of an outage.

Electric crews also continue pole replacements in the Ardmore area as a result of FPU's annual pole inspections.

*Continued from page 16*

the busy signal, it means that all 24 incoming lines are already filled with calls, and you will need to try calling FPU again.

In either case, there is someone available at FPU to answer your call at all times — maybe not instantly, but always.

Your phone calls reporting leaks and outages are extremely important to FPU, so please continue to call us.

If, by chance, your call does not go through the first time due to a high volume, please call us again. We are always here to help you.

FPU employees work hard to keep utilities flowing in this community so that under normal, everyday conditions, flipping a switch or turning on a faucet is all you must do to receive those utility services.

# Safety is a priority with pole-top and bucket rescue training

Two of the many things for which employees of Fayetteville Public Utilities work very hard are reliability and safety. These two commitments are important to us at FPU. We frequently share with you our commitment to providing safe, reliable utility services, but we also want to share with you the commitment our employees have to work safely on the job.



Each month, FPU partners with Tennessee's Job Training and Safety to teach and remind employees about workplace safety. Some training focuses on outside utility crew safety while other months include all FPU employees for training.

Topics covered in the sessions range from CPR/first aid training to properly shoring trenches to using proper grounding techniques when working on energized power lines.



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Recently, training exercises were held at FPU's Hamilton Substation for pole-top and bucket rescue procedures. The pole-top and bucket rescue training is conducted annually for employees of the electric line crews, tree trimmers and telecommunications department employees.

*In the photos, FPU lineworkers practice lowering a 150-pound mannequin safely to the ground.*

While duties vary, each crew works from bucket trucks and, at times, climbs poles to maintain FPU electric and telecom lines.

This particular training course gives actual hands-on experience for both pole-top and bucket truck rescue operations that require dynamic action. The rigging, lifting and lowering skills necessary to get a victim down from elevated heights must be trained and practiced.

During the pole-top rescue, a mannequin is used to simulate an electrocuted or injured serviceman atop a power pole. The participants climb the pole, "rescue" the mannequin and bring it down to safety.

The bucket truck rescue simulates an injured crew member inside the bucket who is in need of emergency assistance. The bucket is lowered to the ground using the truck's manual controls by a fellow crew member who then rescues the injured employee.

"The reaction to emergencies can be life-or-death situations," says FPU CEO and General Manager Britt Dye. "Pole-top and bucket truck rescue training teaches the skills necessary to save another person's life. If a line worker is jolted with electricity and collapses inside a bucket truck, then foremen, supervisors or other ground crew members must have the knowledge to safely lower that person to the ground so that emergency medical assistance can be provided."

"We provide the pole-top and bucket rescue training annually so that our employees can practice and refresh their techniques," says Dye. "Our goal at the end of every work day is to safely return home to our families."



## A different type of on-the-job hazard

Electric linemen work in extremely dangerous conditions on a daily basis.

One on-the-job hazard over which we have little control is damage to our wooden poles. Not only do woodpeckers and other wildlife and insects damage the poles, but people also cause damage each time they attach signs and advertisements. Over time, the nails, tacks and staples used to attach those signs will damage electric poles. More importantly, when the nails, staples and tacks are left behind, they create a safety threat to our linemen who climb the poles to provide routine maintenance or restore power following an outage.

FPU is equally concerned that the nails and staples left in the wooden poles may puncture a lineman's rubber gloves, his most critical safety equipment, making him vulnerable to injury when working with high-voltage electricity.

Rather than use FPU's utility poles to post your signs and advertisements, please find a safer, more suitable way to promote your event or information. Our linemen's safety depends on it.

# Pollock, Mendoza attend Youth Leadership Summit

**A**bigayle Pollock and Bobby Joe Mendoza of Lincoln County High School were sponsored by Fayetteville Public Utilities to attend the Tennessee Electric Cooperative Association's 2015 Youth Leadership Summit March 16-18 in downtown Nashville. Abigayle, daughter of Philip and Dana Pollock of Taft, and Bobby Joe, son of Dennis and Jackie Casey of Taft, were among 46 high school juniors representing the state's 23 rural electric systems at the annual event.

"The Youth Leadership Summit recognizes some of the best and brightest from our area and teaches these young ambassadors about their hometown electric systems and Tennessee state government," said FPU CEO and General Manager Britt Dye. "Students are selected to attend the summit based on their interests in government and strong leadership abilities."

"FPU is pleased to provide motivated students with this opportunity to join their peers from across Tennessee to learn about rural electric systems and experience the legislative process in the State Capitol," he said.

"Abigayle and Bobby Joe are fine examples of the future leaders we're raising in Lincoln County," said Gina Warren, FPU public information specialist.

The summit began with get-acquainted and leadership development activities that prepared them for the following day's visit to Capitol Hill.

The next day included presentations led by TECA Executive Vice President David Callis and Director of Government Affairs Mike Knotts in advance of the group's visit to Legislative Plaza. Students toured the Capitol and saw state government in action at Senate and House committee meetings before meeting their district's state legislators for photos in front of the historic building. Senator Jim Tracy and Rep. Pat Marsh spent time with the Lincoln County delegates discussing current issues and answering questions.

Following the visit to Capitol Hill, the group enjoyed lunch and leadership activities at a Nashville-area YMCA camp, where students were also treated to a hot-line trailer electric safety demonstration by Tri-County Electric Membership Corporation. Activities continued with a tour of Bridgestone Arena and a Nashville Predators hockey game. The day concluded with special guest speakers Miss Tennessee Hayley Lewis and Sgt. Mike Morgan of the



*At top, from left are Gina Warren of FPU, Abigayle Pollock and Bobby Joe Mendoza with State Sen. Jim Tracy. Above, Mendoza and Pollock participate in leadership and problem-solving activities at the YMCA camp. At right, they attend a hockey game at Bridgestone Arena.*



Tennessee Executive Protection Unit, who each shared their personal stories about the importance of leadership and the impacts that being a good leader and mentor can have on others.

On the final day of the summit, students learned more about rural electric systems and their daily operations through interactive games. They received an overview of the rural electric cooperative history and answered trivia questions in the summit's "Energy Battle" competition.

"These students who attend the Youth Leadership Summit will soon be our community leaders," said Dye. "We want students to understand and appreciate what rural utility systems like FPU do for their hometowns. FPU plays a vital role in the success of our community — from keeping rates low and offering convenient customer services to helping attract new businesses and industries. The Youth Leadership Summit shares our message of community commitment and helps enhance the skills these students need as our future community leaders."

# Student Utility Board has 'electrifying' experience

The FPU Student Utility Board (SUB) took a closer look at what's involved in keeping the lights on in our community as they visited with electric department employees.

Included in the day were demonstrations of the tools and safety equipment used by FPU linemen as they climb poles and work from bucket trucks. Linemen also discussed how important safety is to their jobs. Several of the linemen shared their experiences working during storms and emergency situations, reflecting on both the hazards and rewards of their duties.

Mike Endsley of FPU's substation crew led a tour of the Hamilton Substation and explained how the facility supplies electricity for parts of Fayetteville. Students learned how power is delivered to the substation by the Tennessee Valley Authority and how it is converted and then delivered to the community by FPU. The group also saw inside the substation switch house that contains the station's controls and monitors.



At left, from left, standing, are SUB members Josey Smith, Taylor Bryan, Grady Wright, James Keith, Devon Balsama, Seth Finch and Caleb Barnes with FPU linemen Troy Doud, Lewis Steelman and Dale Moran. Kneeling are FPU linemen Mike Buntley, Bruce Fears, Tim Shelton and Zach Barnes. Above right, Mike Endsley leads SUB members on a tour of Hamilton Substation.



"I never realized how much sacrifice and effort our linemen put forward to get the job done," said Taylor Bryan, SUB member.

"It was interesting to see the substation up close," said Seth Finch, another youth board member. "I never thought I would be able to see an electric substation from the inside, but through this utility board, I got that opportunity."

"Today was by far the most interesting day on the Student Utility Board," said SUB member Devon Balsam.

## eScore advances home energy savings, offers rebates

If you're planning to upgrade your home and appliances in order to save energy and money, the new eScore program is for you!

The eScore is a home improvement offer from the Tennessee Valley Authority and Fayetteville Public Utilities that provides a simple path to making your home as energy-efficient as possible.

To take advantage of the new eScore program, follow these easy steps:

1. Register online or over the phone. Visit [www.2eScore.com](http://www.2eScore.com) or call 1-855-2eScore (1-855-237-2673) to get started.
2. Contact a Quality Contractor Network (QCN) member to begin the work you want to do. A list of QCN members is available on the eScore website or can be given to you over



the phone. The QCN member can discuss options, rebates and program details with you.

3. Get a FREE quality assurance inspection and an eScore evaluation of your home. A TVA-certified energy advisor will evaluate your home to provide an eScore. The evaluator will also give you a list detailing improvements to raise your home's eScore energy rating as well as instant savings upgrades and ways to access more rebates to help make your home as energy-efficient as possible.

Areas of your home included in the eScore evaluation include attic and wall insulation, duct system, lighting, appliances, water heater, air sealing and your heating/cooling system. It's your choice whether you complete improvements in all areas or just one. Remember, each step taken to improve your home's energy efficiency moves you closer to the perfect eScore of 10.

### HOLIDAY OFFICE CLOSING

Fayetteville Public Utilities will be closed on Friday, July 3, in observance of Independence Day.

If you need emergency utility assistance, please call our office at 931-433-1522

as a dispatcher will be available to assist you.