

# 75 years of building stronger communities

One of the guiding principles that we follow at Fayetteville Public Utilities is honest concern for the communities we serve. We have been living by that principle daily and making a positive difference in our service area for many years. We not only provide utility services to our customers, but by doing so, we are helping build stronger communities.

Whether we upgrade a service line to your community, install a new security light on your property, offer energy-efficiency advice for your appliances or provide information in *The Tennessee Magazine* on how you can lower your energy bill, Fayetteville Public Utilities is committed to providing you with a superior level of service. These are tangible examples of the kind of commitment your local utility and its employees make to you every day.

There are other added benefits to having Fayetteville Public Utilities services, too. These come in the form of our commitment to building stronger communities overall. Because your electric, gas, water, wastewater and telecommunications office is a local company, staffed by local people, it is able to listen and respond to you and your neighbors.

I am continually impressed when I hear reports of what our employees are doing beyond their jobs to help strengthen the quality of life in their neighborhoods. Fayetteville Public Utilities employees are involved in a wide variety of activities that include

coaching youth sports to help young children learn teamwork, collecting canned foods to help the local food bank and feed those less fortunate and serving as participants of local civic clubs, event-planning committees and church groups. Each of these areas helps our community grow in many ways.



**Britt Dye**  
 CEO and General Manager,  
 Fayetteville Public Utilities

It's no secret that the way we do business is changing. As technology lends a hand in improving operations, customer accounting and outage management, Fayetteville

Public Utilities is on top of things by installing and utilizing new technology to better care for our customers and improve daily operations. In a day of electronic and remote meter reading, computerized monitoring of substations and water storage tanks and digital mapping, Fayetteville Public Utilities is taking full advantage of new technologies to improve the services we provide.

Each year, we take steps to improve the quality of your utility services with system improvements that help prevent outages and leaks. Each year, the steps we take revolve around you and your needs as a utility customer, not around our wants or wishes.

Building stronger communities is about working closely with the current business and industrial leaders in our hometown to help ensure they are getting the most for the dollars they spend with us. We also work closely

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**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
- Medic Alert
- Bank Draft
- Level Billing
- Project Help
- Delayed Payment
- Surge Protectors
- Security Lights
- Electric and Natural Gas Grills
- Natural Gas Space Heaters, Logs and Mantel Kits
- Dial-Up Internet Service
- Cable TV and High-Speed Internet Access
- Voice over IP Digital Phone Service

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

with our local industrial development board to attract new businesses and jobs to the community. Just recently, we completed the installation of electric, gas and water lines inside the entrance to the new industrial park to further develop the site for potential new industries.

The employees at Fayetteville Public Utilities know that paying attention to detail is important when it comes to treating our customers with courtesy and kindness. And offering many options for payment plans and customer service programs adds value to utility services.

There are all sorts of added values when you get your utilities from a locally owned, locally operated and locally staffed utility. That's why we'll continue to do everything we can to help improve the quality of life in our community.

Our customers are the most important visitors at our office. They are never an interruption to our work; they are the purpose of it. Our customers are not outsiders to our business; they are a part of it. We are not doing the customer a favor by serving him or her. They are doing us a favor by giving us an opportunity to do so.

Serving our customers is our mission. It's our goal. And it's our pleasure.



**FPU's customer service department is made up of professional, friendly employees who do everything in their power to help our customers with their utility services.**



## FPU using computerized mapping in the field

A few months ago, Fayetteville Public Utilities crew leaders began using the computerized mapping system on their job sites with the assistance of laptop computers and wireless communication linked to the office digital mapping hub.

FPU is in the process of digitally mapping utility services so that for each customer's address that has more than one utility service installed, utility crews and office personnel can easily and remotely access detailed information about the location while at the job site or in the office.

"We also plan to connect our outage management system to the computerized mapping so that any customer service representative or crew leader can have quick access to areas affected by the outage," says Britt Dye, FPU CEO and general manager.

"The computer mapping brings a whole new way of tracking utility construction and outage repairs," he adds. "Service orders for new service construction can be relayed from the office to the laptops, which will eliminate a step in our paper-work process and improve accuracy in the tracking process."

Digital mapping is just one of the areas in which FPU is streamlining operations and improving accuracy. As technology continues to lend a hand in the utility business, we will take advantage of those areas that benefit our customers and the quality of service you receive from us.



**FPU electric foreman Greg Wicks uses a laptop to access engineering drawings of electric services.**

## Askins Elementary students learn about electric safety

As Askins Elementary School kindergarteners focus on “Letter E Week,” employees from Fayetteville Public Utilities teach the students about electricity and how to use it safely.

Each year, FPU employees visit with Askins kindergarteners as well as students at other Lincoln County schools, bringing educational programs about the utility services we offer.

FPU Public Information Specialist Gina Warren began this year’s program at Askins by introducing “Louie the Lightning Bug” to students. The cartoon movie teaches youngsters about how electricity is made and how it travels and outlines electrical safety indoors and out. Once the students learn about electric safety, they participate in the Louie the Lightning Bug coloring contest sponsored by FPU, with winners receiving special prizes.

Electric linemen Terry Honea and Stephen Reese then talked about what it’s like working with electricity every day. They also told how important it is to practice safety on the job.

During their talk, the linemen dressed one of the young students in their safety gear.

To add excitement each year for the students, after FPU judges the students’ coloring pages, Louie the Lightning Bug makes a personal appearance at the school to help award the prizes to all the students.



At left, Stephen Reese helps a brave Askins student put on lineman’s gear. Above, Terry Honea tells students how important safety is to him and his fellow FPU employees from all departments.

This is just one of the youth programs FPU offers for local school students. If your school would like to schedule a visit from FPU employees or Louie the Lightning Bug, please call Warren at 931-433-1522, ext. 166. Programs and facility tours are available for any utility service we offer.



## With all the money and electricity you’ll save from the energyright® solutions program, what’s not to love?

Get a \$50 credit on your FPU bill when you purchase and install a new energy-efficient electric water heater.

Visit us or call 931-433-1522 for details on how to qualify.

Put money back in your wallet with energy efficiency!



# FPU combines water, gas operations crews

A few months ago, Fayetteville Public Utilities combined operations of its natural gas, water, and wastewater construction and maintenance crews to better serve our customers and improve utility operations.

The combination of these two work crews is a four-fold benefit for the utility:

1. increased productivity,
2. improved teamwork,
3. better communication,
4. improved planning and coordination of work duties.

As larger construction or maintenance jobs need additional manpower, the combined crew will be assigned for quicker completion of those jobs.

“The combination of these crews has proven to be a good move on our part,” says Britt Dye, FPU CEO and general manager. “Since the crews have been combined, we’ve done a lot of cross-training to ensure that each man learns how to perform the tasks of the other department.

“As new utility construction involves the water, wastewater and gas department crews at the same address, we share equipment and manpower to more efficiently install new services, taps and meters.

“Where we once had a four-man crew for the water and wastewater maintenance department and a six-man crew for the gas department, FPU now has a combined crew of 10 employees.

“When scheduling major construction jobs like laying the new 12-inch sewer line across South Main Avenue, having a larger crew readily available allowed us to complete the task at hand in a safer and more timely manner,” says Dye.



**FPU water and gas crews work together to make repairs to the 12-inch wastewater line that runs across South Main Avenue. Their teamwork sped the efforts to make repairs.**

When there is a water or gas leak or sewer blockage, the combined crew will be able to make repairs quicker using the skills and labor of other employees.

“If we experience a major, widespread outage following a storm or a major leak that affects any FPU department,” Dye says, “all employees work together to restore service and

assist in areas that they are able.”

“It has been our focus since utility consolidation to bring together all the FPU employees who work in various departments,” adds Dye. “We spend a lot of time building a better teamwork ethic, teaming different employees together for company functions and cross-training employees so that we can all pitch in to get the job done. When I see a combination of employees working together toward a common goal — especially like the gas, water and wastewater crews have done — I am very pleased, because we can get more accomplished and perform our best for our customers and for this utility system.”



April is National Safe Digging Month! And anxious homeowners like you are gearing up to start those outdoor digging projects. Before you reach for that shovel, remember to call 811, the national call-before-you-dig number, to ensure that your buried utility lines are marked.

Striking an underground utility line while digging can cause harm to you or those around you, disrupt service to an entire neighborhood and potentially result in fines and repair costs.

Please call the Tennessee 811 before every digging project: from simple landscaping projects like planting trees or shrubs to building a deck or installing a rural mailbox. Failure to call before digging results in more than 200,000 unintentional hits annually across the nation. Don’t become part of the statistic — make sure to call!

**Remember: Know what’s below — dial 811 before you dig!  
It’s free. It’s easy. It’s the law.**

# High school students participate in writing contest

The annual Washington Youth Tour Writing Contest is under way for Tennessee's high school juniors. Fayetteville Public Utilities sponsors the writing contest locally each year as a way of selecting its participants in the annual National Rural Electric Youth Tour to Washington, D.C.

The writing contest engages junior English students to write short stories about "Electric Cooperatives: Energizing our Communities," describing how their local utility energizes their community by taking active roles in improving lives across our area. Students are encouraged to be creative as they write about how FPU goes beyond providing utility services to reach out to our customers by offering valuable programs and resources to ensure the future success of Fayetteville and Lincoln County as well as their residents.

"The writing contest provides a way for students, our future FPU customers, to learn about FPU and what rural electrification has done for our community over the years," says Gina Warren, FPU public information specialist. "Students learn how FPU is more than just a place where people come to get utilities and pay their utility bills — they learn about why we provide the quality of customer service we do and why it's important for us to remember our humble beginnings and continue



those traditions by which the electric cooperatives were formed in the 1930s."

"The contest gives students an opportunity to win a trip to Washington, D.C., savings bonds and possible college scholarships," she adds.

The Washington Youth Tour is sponsored annually by Tennessee's electric cooperatives and includes a weeklong tour of our nation's capital. Popular sites planned for this year's tour include Monticello, Arlington National Cemetery, Washington National Cathedral, Union Station and visits to the Jefferson, Lincoln, Vietnam, Korean and World War II memorials.

Each year, the Tennessee group has been honored to have a VIP night tour of the U.S. Capitol led by members of our state's congressional delegation.

In addition, the group also enjoys a visit to Hard Rock Cafe, the Smithsonian Museums, Library of Congress and Holocaust Museum.

"The Washington Youth Tour is an action-packed tour of D.C. that our young people will never forget," says Warren.

Four winners of the FPU writing contest will be selected from Lincoln County to attend the June 11-17 Youth Tour. Winners of the contest will be announced in April.

Most of us have dealt with "sticker shock" over the past several weeks as we received higher-than-normal utility bills following our colder-than-normal winter weather.

Why not make things easy for your wallet? Come by Fayetteville Public Utilities today and sign up for our convenient and affordable Budget Billing Payment Plan.

Budget Billing averages your last 12 monthly bills for electric and natural gas, making your monthly payment to FPU a bit more affordable. If you've seen your bills climb \$50 to \$100 from one month to the next when the weather changes, Budget Billing can help lessen the effects.

We continue to read your meter each month to keep an accurate record of your gas and electric use, but on Budget Billing, your bills are averaged each month using previous meter readings, too, so that we continue to keep an accurate average of what your bills are.

For more information about the FPU Budget Billing Payment Plan, call our Customer Service Department at 931-433-1522.

## Try Budget Billing.

- It's free.
- It's convenient.
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- It's what you need to "level out" your natural gas and electric bills from FPU!

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