



Electric • Water/Sewer • Natural Gas • Cable/Internet

# FPU begins altered work schedule, extends office hours

As one method to help control costs, FPU has implemented various altered work schedules. The majority of employees now work an altered schedule of 10 hours per day, four days a week while others work alternate hours to help maintain the current workflow and assure customer service five days a week.

In addition to the rising costs of energy and materials, utilities across the nation are also concerned with controlling internal costs. We have some major work plans and extensive system upgrades scheduled for the next fiscal year. These considered, we have put into place several additional internal controls and plans for cost reductions in our 2009 budget that will help us to realize some operational and overhead savings overall without affecting the quality of service we provide. Each FPU department has contributed to these operational savings, and they and our board are to be commended for the positive, long-range effect this could have for our customers as we continue to control costs internally.

Under our current economy, the altered work schedule seems to be one of the more effective options of helping control costs for FPU. The altered work schedule seems to initially have a positive benefit for both FPU and our customers.

Most of our employees have begun working the 10-hour work schedule

four days a week with alternating days off to maintain FPU's current Monday through Friday business hours. This



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

altered schedule allows for a portion of the work week when some of the FPU fleet and equipment is not in use, creating an operational savings to the overall utility budget.

During this time of altered work schedules, FPU has extended its office hours at the 408 W. College St. location. The office is now open for

business from 7 a.m. to 5 p.m. Monday through Friday for customer convenience. The FPU Park City customer service center located along Huntsville Highway will continue its 7:30 a.m.-to-4:30 p.m. business hours.

Dispatch hours continue to be in effect seven days a week until 10 p.m. nightly. Emergency assistance remains to be offered 24/7 for all utility departments.

Initially, FPU plans to operate the utility on the 7 a.m.-to-5 p.m. schedule at least until daylight-saving time ends. At that time, we will review the success and feasibility of continuing the altered work hours for FPU.

The work schedule will be seamless for our customers — and it should be of true benefit for our customers by allowing an additional 30 minutes in both the morning and evening to make payments and apply for services.

408 College St. W.

P.O. Box 120

Fayetteville, TN 37334

931-433-1522

Toll-free: 1-800-379-2534

**Office Hours:**  
**Monday - Friday**  
**7 a.m. - 5 p.m.**

**Dispatch Hours**  
Seven days a week  
7:30 a.m.-10 p.m.

24-hour emergency response

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

*energy right*® Programs

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

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



## When your car comes in contact with a power line



If your car comes in contact with a power line, a state of panic may set in. Try to stay calm and follow these tips:

- You should remain inside your vehicle. If you are in your car, you are not part of electricity's path, which always looks for the shortest way to the ground. Honk your horn to alert passersby.
- If someone stops to help, roll down the window and warn them not to touch the car or the power line. Ask them to phone 911 and contact Fayetteville Public Utilities immediately.
- Wait in your car until qualified electrical workers turn the power off and tell you it's safe to leave the car.
- If you have to leave the car because of fire or other danger, open the door and jump away from the vehicle so no part of your body touches it and the ground at the same time. Make sure to jump with both feet together so that your feet land on the ground at the same time.
- After you land with both feet together, shuffle away, keeping both feet in constant contact with the ground.
- Do not try to help someone from the vehicle. If you do, you may become a path for electricity and be injured or killed.

## FPU passes along third-quarter TVA fuel cost adjustment

Fayetteville Public Utilities customers will see the price paid for electricity increase for the current quarter, which began July 1, as the Tennessee Valley Authority raised its quarterly fuel cost adjustment (FCA). The amount of the FCA increase is .735 cents.

TVA says the FCA increase is due to the forecasted challenges of meeting summer demand in expected drought conditions combined with increased fuel costs.

Because of last year's drought and its continued impact on reduced hydro generation — TVA's least-expensive generation source — and continued reliance on natural gas fuel and increased costs associated with purchasing power from other generation facilities during peak times to supply the Valley, the FCA will be once again increase for the current quarter.

The quarterly, variable amount of the TVA fuel cost adjustment is added to FPU's base rate to offset the direct costs of providing electricity to the Valley over the previous three-month period. This quarterly adjustable fuel cost mechanism was set in place in 2006 to allow TVA quicker recovery of its changing costs of producing energy rather than to adjust rates at a much higher percentage annually.

"The impact of the increase will depend upon your individual energy use," says Britt Dye, FPU's CEO/general manager.

An average residential household using 1,330 kilowatts of electricity could see their energy charge change from \$127.03 to \$128.98, which reflects the current FPU base rate and the new FCA rate effective July 1.

Approximately 75 percent of the electric rates that local consumers pay is the cost of producing electricity. This means that 75 cents of every dollar paid to FPU is paid back to TVA for the energy we use here. The remainder is used locally to maintain your electric system.

### FPU office closed

**FPU will be closed on Monday, Sept. 1, in observance of Labor Day.**

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

**A dispatcher will be on duty during the holiday.**



## Utility night deposit payment policy changes

FPU has made changes that affect the timeliness of utility payments received by night deposit. Effective Aug. 1, if FPU payments are not received by the close of business on the due date, the account will be assessed a late charge as indicated on the bill, and a late reminder will be mailed. Customers are reminded that when paying utility bills, please refer to the due date printed on the original billing statement. This is the date for which the utility payment is due.

On Aug. 1, FPU will no longer honor as being paid on time those payments placed in the night depository after office hours on the due date. Payments must be received during office hours on the due date to be considered received on time. Should the payment due date fall on a nonbusiness day (i.e. a weekend day or FPU holiday), the next business day will be held by FPU as a day of grace for delivery of payment.

Failure to receive your FPU bill statement or late reminder does not release utility customers of their payment obligation. FPU encourages you to call 433-1522 if you have questions about utility payments.

You may use any of the following convenient methods of paying your FPU utility bill:

- Office visit
- Drive through window
- Night deposit
- Mail
- Credit or debit card  
(*Visa or MasterCard only*)
- Online payment
- Over-the-phone
- Online check
- Bank Draft

Please remember that you must allow ample time for your payment to arrive by the due date when using any of these payment options. Also, check with FPU as some of these options do assess a convenience fee.

It's true. Buying a new high-efficiency electric heat pump or dual-fuel system is easier than ever!

You may qualify for 6% APR fixed rate financing with no money down on an electric heat pump or dual-fuel system rated at 14 SEER or above! You may also qualify for the standard 8% APR fixed rate financing on units rated 12 to 14 SEER. Your low monthly loan payments will be conveniently added to your regular monthly electric bill.

Get a high-efficiency heat pump or dual-fuel system installed today by a TVA-approved Quality Contractor Network member through FPU's heat pump financing program.

Enjoy the comfort that lasts all year long with a new electric heat pump or dual-fuel unit!

Call FPU at (931) 433-1522 for details.



Electric • Water/Sewer • Natural Gas • Cable/Internet



INTEREST RATE AVAILABLE THROUGH SEPTEMBER 30<sup>TH</sup>



ANNUAL PERCENTAGE RATE

H E A T P U M P F I N A N C I N G  
N O W A V A I L A B L E .





## Five attend statewide 4-H Electric Camp

Nearly 300 rising seventh- and eighth-graders from across the state of Tennessee explored the world of energy, electricity and the basic sciences at the 2008 4-H Electric Camp. While visiting the University of Tennessee's Knoxville campus, 4-H members discovered the world of electricity by participating in various camp learning centers. These learning centers were taught on Wednesday and Thursday mornings, June 25 and June 26, and provided "hands-on" activities where 4-H'ers "learned by doing." This year's learning centers featured:

- Energy Conservation — Campers learned how to better conserve electricity used in their homes.
- Electronic Scavenger Hunt — They used a GPS (Global Positioning System) device, a set of coordinates and their hunger for adventure to locate hidden treasures.
- Electric Lamp — 4-H'ers built their own homemade lamps using a lamp kit and electric insulators and took their creations home as souvenirs.
- Electric Vehicles — Campers learned about batteries, direct current and how it is used to propel electric vehicles. They also demonstrated their driving skills by maneuvering an electric golf cart through an obstacle course.
- Electrical Safety — Electric power does a tremendous amount of work for us, but because it is such a powerful



Lincoln County's participants in the 2008 4-H Electric Camp are, from left, front row, Patrick Scott, Nick Malone and Zach Martin. Standing: Larry Ventress from FPU, Zach Carter and Colton Marks.

force, we must be careful around it. This learning center taught the 4-H'ers how to play it safe around high-voltage power lines.

- Electrical Devices with Dials — Campers learned how electrical devices use small electric motors to turn the hands of a clock and also their electric meters. In this center, campers also built their own electric clocks and learned how to read their electric meters.

Other activities during the week included a group visit to Dollywood theme park in Pigeon Forge, a pizza and swim party and more.

"The success of our 4-H Electric Camp has grown since it

began in 1992 as we continue to teach youngsters about the basics of electricity and how electricity affects their lives," says Larry Ventress, FPU customer service representative. Ventress has served as an instructor at the camp since it began.

Those representing Lincoln County's 4-H club were Zach Carter, Colton Marks, Patrick Scott, Nick Malone and Zach Martin.

The 4-H Electric Camp is a joint venture of UT, UT Extension, Tennessee Electric Cooperative Association and its statewide member cooperatives, municipal power systems and the Tennessee Valley Authority.

## Four Lincoln County youths tour D.C.

Four local youth were among the more than 1,500 high school students from across the country who participated in the 2008 Rural Electric Cooperative Youth Tour held June 13-19 in Washington, D.C. An annual tradition for more than four decades, the Youth Tour is a weeklong event packed with opportunities to learn firsthand what it is like to be involved in politics, community service and today's pressing issues.

Tennessee Youth Tour participants Katherine Calvin, Ben Stone, Shelby White and Caleb Lamb were sponsored by Fayetteville Public Utilities. Students won spots on the expense-paid tour for writing the best short stories in their schools. Each wrote a short story titled "Energizing our Communities." The contest provides an opportunity for the high schoolers to discover how their hometown electric utility provides more than just electricity to their communities.

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From left, Shelby White, Katherine Calvin, Ben Stone and Caleb Lamb stand before the White House on one of their Youth Tour '08 destinations.

### ON THE COVER

From left are Don Counts of FPU, Caleb Lamb, Shelby White, Katherine Calvin, Ben Stone and Gina Warren of FPU on the Capitol lawn during their day on Capitol Hill.



## YOUTH TOUR *(Continued from page 19)*

“The Washington Youth Tour is truly an unparalleled opportunity for any student to experience our great nation’s history firsthand,” says Ben Stone, tour participant. “The tour will remain for me more than a mere fond memory; it stands for me as one of my life’s most unforgettable events.”

While in Washington, Tennessee’s 2008 group saw historic monuments and memorials, explored the museums of the Smithsonian Institution and toured the homes of former presidents George Washington and Thomas Jefferson. Other stops included Arlington National Cemetery, where the group laid a wreath at the Tomb of the Unknowns, the Washington National Cathedral and the National Museum of the Marine Corps. Students also enjoyed seeing a performance of “Shear Madness” at the John F. Kennedy Center for the Performing Arts.

Later in the tour, Tennessee’s Youth Tour contingent posed for photos with Sens. Lamar Alexander and Bob Corker on the steps of the Capitol, which was followed by a breakfast with Tennessee’s House representatives in the Rayburn House Office Building where representatives discussed the process of government and issues of the day.

In addition to taking in the sights and sounds of the nation’s capital, all the state groups convened for National Youth Day on June 16 to learn from public figures and other inspirational speakers. This year’s Youth Day agenda included Mike Schlappi, a four-time Paralympic medalist and two-time wheelchair basketball world champion. Schlappi shares his inspiring message for every American, young or old: “Just because you can’t stand up doesn’t mean you can’t stand out.” As president of Mike Schlappi Communications, he spreads that word to audiences ranging from students to chief executive officers, from rookies to Olympic champions and from small gatherings to major conventions.

The students were also treated to an amazing portrayal of a very influential U.S. senator who authored the laws creating the Tennessee Valley Authority and Rural Electrification Act in the early 1930s. Former Nebraska State Sen. David Landis tells the story of the late U.S. Sen. George W. Norris of Nebraska, in character, explaining the formation of and the politics surrounding the creation of electric cooperatives and the Rural Electrification Act.



**Above, clockwise from left, tour participants visit such famous D.C.-area sites as Monticello, the U.S. Capitol and Thomas Jefferson Memorial and also see the Washington Monument. At right, Shelby is fascinated by the majestic Washington National Cathedral. At bottom, Caleb enjoys a meal at the Hard Rock Cafe in D.C.**

Since 1964, the nation’s cooperative electric utilities have sponsored more than 40,000 high school juniors and seniors for visits to their U.S. congressional delegations, energy and grassroots government education sessions and sightseeing in Washington. NRECA is the national service organization representing the nation’s more than 900 private, not-for-profit, consumer-owned electric cooperatives, which provide electric service to 42 million people in 47 states. For more information, please go to <http://www.youthtour.coop>.

