



### Ripley Power & Light will be closed...

- Monday, July 4, for Independence Day
- Monday, September 5, for Labor Day



Pay your bill online, inquire about our programs, learn how to conserve energy ... at [ripleypower.com](http://ripleypower.com)

### Office Hours & Locations

We are open 47 hours each week to serve you better!

7:30 a.m. to 5 p.m.  
Monday-Thursday

7:30 a.m. to 4:30 p.m. Friday

### You can pay your utility bill at...

- 150 S. Main St. in Ripley
- 409 S. Church St. in Halls

If you have not been receiving your bills, call our office immediately so we can verify your mailing address.



731-635-2323 ■ 731-836-7595  
[www.ripleypower.com](http://www.ripleypower.com)



## Outstanding Safety Practices

Ripley Power and Light Company earned the American Public Power Association's Electric Utility Safety Award for safe operating practices in 2010. Ripley Power and Light earned the first-place award in the category for utilities with 30,000 to 59,999 worker-hours of annual worker exposure. Power and Light worked 58,240 hours without a safety mishap.

David Dwinell, pictured above, chairman of the APPA Safety Committee and safety specialist at Denton, Texas, Municipal Electric presented the award to Ripley Power and Light Company's Head of Engineering, Chris Mooney, center, during an association conference in Nashville.

"Safety is always a priority at Ripley Power and Light," said Mike Allmand, President and CEO. "We are excited to be recognized for our safety efforts. A lot of work goes into building a strong safety record."

More than 255 utilities were judged for the most incident-free records during 2010. The rate is based on the number of work-related reportable injuries or illnesses and the number of hours worked during 2010.

## Incentives + savings add up for Marvin Windows and Doors

Last fall, Marvin Windows and Doors of Tennessee began taking advantage of incentives offered by Ripley Power and Light Company and Tennessee Valley Authority to make energy-efficiency improvements at the plant.

So far, the Ripley company has earned more than \$22,000 in incentive payments for replacing inefficient lighting fixtures. The plant also will save an estimated annual \$65,000 on its electric bill. The projects also are helping to reduce the load on TVA's electric grid. Marvin Windows and Doors has plans to make more energy reductions at the plant.

"They are aggressive when it comes to energy efficiency," said Mike Allmand, President and CEO of Ripley Power and Light. "This benefits us all, including the Ripley community. As a company, Marvin Windows and Doors will enjoy the cost savings. And, the more efficient the plant can be operated, the more jobs they'll keep in Lauderdale County."



Walker Harmer, right, Facilities Environmental Engineer at Marvin Windows and Doors of Tennessee, accepts a rebate check for plant energy efficiency improvements from Mike Allmand, Ripley Power and Light President and CEO.



Summer 2011

# Ripley POWER & LIGHT COMPANY

Eighteen utility poles laid across Hwy. 209 after strong winds hit the Ripley area in March.

## Bad weather creates havoc for customers

### Widespread electric outages repeated several times as storms hit West Tennessee

It was about 11 p.m. on April 19, a Tuesday night, and Ripley Power and Light Foreman Otis Kissell was already asleep. But sleep wouldn't last long. Kissell was the foreman on call that night, and when a powerful storm started to create power outages, calls on the utility's emergency after-hours phone number rolled over to his home number.

Kissell alerted employees to come into work to start the process of assessing damages and restoring power.

"Unlike most storms, this one created havoc from Henning to Halls, across our whole system," said Mike Allmand, President and CEO of Ripley Power and Light. "We had trees down, poles down, lines down."

The biggest problem that night was damage to a transmission line from the Tennessee Valley Authority and owned by Southwest Electric that supplied electricity to Halls and Gates. Both communities had no power.



Mike Allmand  
President & CEO  
Ripley Power & Light

When you lose electric power, call Ripley Power and Light. If part of your outage is caused by the individual service at your home, also call an electrician. Power and Light employees can restore power to your home, but your lights won't come back on if the wiring between the meter and your home is damaged.

As TVA and Southwest Electric worked on the transmission line, Ripley Power and Light employees concentrated on other damage. "At this point for Halls and Gates, we repaired the things we knew would keep us out when those communities came back on," said Allmand.

"We rode around and assessed the damage so we could prioritize what needed to be done. Our top priority was to get the largest number of customers' power restored."

As in any emergency, Power and Light employees worked first on substations and primary lines to restore power to as many customers as quickly as possible. Then they focused on feeder lines into neighborhoods and finally downed power lines to individual homes.

Continued...



Power and Light crews restore power along Washington Street in Ripley. Above, Electric Foreman Otis Kissell surveys damage to broken utility poles along Hwy. 209.



## Bad weather

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"A lot of damage occurred in Curve, where a tree came through the primary line," said Allmand. "Lots of mud and muck also made it difficult for bucket trucks to maneuver."

By 6:30 that morning, as customers began to get up and get ready for work, most had power. By the end of the day, nearly everyone had the lights back on.

And just as the communities started to catch their breath after the April 19 storm, bad weather hit the system again on April 25.

These two storms weren't the first of the season, either. One storm earlier in March knocked down 18 utility poles on Hwy. 209 in front of the old Tupperware plant.

Though the majority of the 2,000 customers that lost power that night had their electricity back fairly quickly, it took two days to make the highway passable gain, Allmand said.

"I have been here 36 years and I cannot remember a series of storms doing so much damage — and each time across our system, said Allmand. "The 1994 ice storm was the worst thing I have seen happen, but this has been our worst spring."

# Stories of two families: Happy with new electric heat pumps

## Electric bills usually less than \$200 a month

Pat and H.P. Webb have enjoyed low utility bills for many years and are huge proponents of an all-electric home. They even have boasted

that in their neighborhood, they had the lowest electric bills.

So when it came time to replace their old electric unit, they knew they would stick with what they knew to be tried and true: an energy-efficient electric heat pump.

"We like to think we had the second oldest electric heat pump in the county," said Webb. He had the unit installed in 1989 in their three-bedroom home, which was built in 1963. Financing the heat pump through Ripley Power and Light with payments on their monthly billed helped them afford that purchase, said his wife, Pat.

"We were so happy with our old unit that we had even looked at just having it repaired, but it was so old that they no longer made the part we needed," Webb explained. "Making the part was too expensive so we had to replace it. We knew we would go with the same brand of electric heat pump unit that had served us so well all those years. It turned out to be a slightly larger unit this time."

Their former heat pump was an efficient 16 SEER unit; their new heat pump is an even more efficient 18.6 SEER unit.

The new unit was installed in late June 2010. As a part of replacing the old electric heat pump, the Webbs took other steps to make their home more energy efficient. They added more weather stripping around their doors and more insulation and re-wrapped air ducts.

Ripley Power and Light gave them a \$100 incentive for switching from an electric heat pump to a more energy-efficient electric heat pump.

"We have always felt that we have the lowest utility bill around; it has only topped \$200 once or twice," said Mrs. Webb, who has her thermostat programmed to 68 degrees in the winter and 72 degrees in the summer.

"We decorate the yard and house with lots of lights for the holidays and even with all that, we still do not see a huge jump in our bill. We wholeheartedly recommend to anyone that all electric is the best way to go if you want to manage your utility bills. We never dread opening our utility bill, as it is never much at all."



When Susan Hume had to buy a kerosene stove to supplement her gas heating unit just so her 101-year-old mother could stay warm, she knew it was time to look into something better and more efficient.

Hume, an inclusion teacher at Ripley High School, turned to Ripley Power and Light for help to her dilemma. She made the decision last fall to replace her gas unit with a high-efficiency, dual-fuel electric heat pump.

"The house was built in 1950, and when I bought the house in 1994, the gas unit was old then," said Hume, who lives in her home with her mother, Susan Scott.

"I always had trouble regulating the temperature from room to room. But when I had to use a kerosene heater to keep things warm enough for mom, it was time for something different," said Hume, who had retired from a long-time teaching career, but had returned to Ripley High School to fill in this past school year.

Hume got her new electric heat pump installed in October — just in time for the bitterly cold winter.

"This has been a wonderful investment," Hume said. "The whole process has been such a pleasant experience. Mike Demeris (Power and Light's energy services specialist) took me under his wing throughout the entire process and walked me through every step. He still checks on us."



Hume bought her heat pump through Ripley Power and Light's financing program and will make payments on her monthly electric bill.

"The installation process was a breeze," she said. "Mother was never disrupted once. Quality Services installed the unit and they took mother and her well-being into consideration throughout everything they did."

The new high-efficiency heat pump qualified Hume for several tax credits. She also took advantage of a TVA Home Energy Evaluation as a part of her purchasing process, which gave her more energy-saving tips to make her home more efficient.

"We added more insulation and are in the process of changing out windows a few at a time," said

Hume. "With the changes we have made, we are amazed at how much lower our bills are, how more even the temperature is from room to room and how much warmer the house was through this terribly cold winter we had."

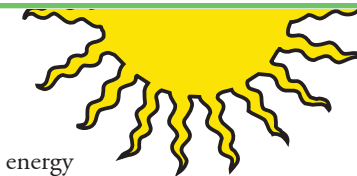
As summer looms ahead, Hume has found that the cooling side of her new unit is just as great as the heating side. "We had originally set the air conditioning on 74 degrees, but the house stays so cool we had to bump it up to 76," said Hume.

With her new high-efficiency, dual-fuel electric heat pump, she added, she and her mother are ready to face summer in the South.

## Learn about your home's energy use and save money.

As a customer of Ripley Power and Light, you can take a free online home-energy audit, learn where your home is wasting money and receive a free energy conservation kit for your efforts.

TVA will send you the free kit and a customized energy report to help you understand where your home is wasting energy — and how you can fix those expensive leaks.



The energy conservation kit includes two compact fluorescent light bulbs, outlet and light switch gaskets, a filter whistle, two faucet aerators, a hot water temperature gauge, a home thermometer and a "How to Save" brochure.

Visit [energyright.com](http://energyright.com) and look for the online audit link on the right side of the page.

## State Rebate

Tennesseans can get a rebate of up to \$250 on a new energy-efficient home heating and cooling system through the State Energy-Efficient Appliance Rebate Program. Your purchase must be made by February 17, 2012. Visit [tearp.efi.org](http://tearp.efi.org).