



Restoring Power in an Emergency

Tornadoes, ice storms – or just heavy winds and lightning storms – can cause widespread outages in the electric system. When an emergency occurs, Ripley Power & Light follows a plan to restore power to its nearly 7,000 electric customers. With each decision, the underlying goal is to restore power safely to the greatest number of customers in the shortest time possible. Ripley Power & Light employees always are on call to respond to emergencies, and when major emergencies occur, more employees are called in to help.

1 At the first signs of any outage, our first step is to assess the extent of the problem and to ensure any downed lines are not hazardous.

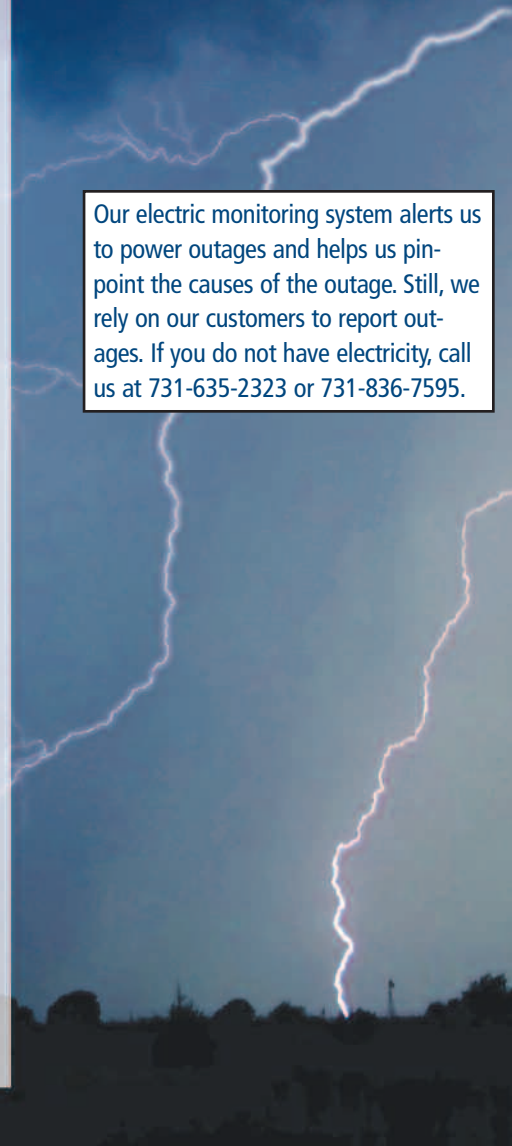
2 Problems on transmission lines and at electric substations are fixed first since they can affect thousands of customers and whole communities. We also give priority to critical places like our hospital and water treatment plants and customers who depend on life support. (You can get your name on our priority list if you have a doctor's statement saying you are dependent on life support equipment.)

3 We then fix problems on feeder lines that leave substations. Like branches on a tree, feeder lines serve many smaller lines that go down individual roads or to small groups of houses, for example. We work our way across the system, first repairing problems serving larger groups of customers to gradually repairing problems serving smaller groups. It does no good to fix a problem on a line providing electricity to only a few homes if the line serving it still does not have power.

4 Finally, we repair damage to service lines to individual homes. Again, making a repair to an individual home first is useless if the main line into the neighborhood has no power.

At times our process may seem confusing, particularly if you have no electricity. We appreciate your patience. Meanwhile, if we leave your neighborhood — and your neighbors have power, but you do not — be sure to call us so we know to return to your home at some point.

Our electric monitoring system alerts us to power outages and helps us pinpoint the causes of the outage. Still, we rely on our customers to report outages. If you do not have electricity, call us at 731-635-2323 or 731-836-7595.



Ripley



POWER & LIGHT COMPANY

Spring 2007

Fed up with high heating bills?

It's time to consider installing an electric, energy-efficient heat pump and triple-pane, energy-efficient windows

Ripley Power & Light makes paying for your purchases easier with financing and payments on your electric bill

Find out what your neighbors are saying about their investment in becoming energy efficient



Andrew Harris' bedroom is no longer one of the coldest rooms in the house because of all of its windows. His parents, Robert and Rhonda, installed triple-pane American Dream windows throughout their house and an energy-efficient heat pump. Now, cold air no longer comes through Andrew's windows. See story, on back page of the magazine.

New heat pump saves money

Dolan and Marilyn Craig installed an energy-efficient heat pump in September and could tell a difference almost immediately in their electric bills.

The Craigs' 4,300-square-foot-home on Edith Nankipoo Road in Ripley has three different heating units. The new heat pump handles their main living area, including the den, dining and living rooms, kitchen, and the office area.

The heat pump is more efficient than the one it replaced, says Craig, a life insurance salesman who has an office at home. "The house feels warmer."

The Craigs are financing their heat pump through Ripley Power & Light and are making payments on their



Dolan and Marilyn Craig

monthly electric bill. The savings they are realizing on their bills make up a good part of their heat pump payment.

For example, their electric bill for January 2006 was \$283.16; their bill for January 2007 was \$284.49 – and that included the \$95 heat pump payment, Craig says.

The Craigs bought their unit through

Did you know...

...that your heating system has the most impact on your utility bill each winter?

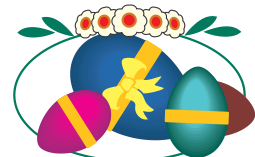
An energy-efficient electric heat pump is the most economical way to heat and cool your home, says Mike Allmand, president and CEO of Ripley Power & Light.



Mike Allmand

Quality Service, which is on Ripley Power & Light's approved dealer list. Quality Service calculated the best size heat pump unit for the heating and cooling area and made renovations to their duct system to make it more efficient.

"The new heat pump works extremely well," Craig says. "I'm not a cold-weather person. That end of the house is completely warm."



Happy Easter

Ripley Power & Light will be closed...

■ Friday, April 6, for Good Friday

■ Monday, May 28, for Memorial Day

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

731-635-2323

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.



731-836-7595



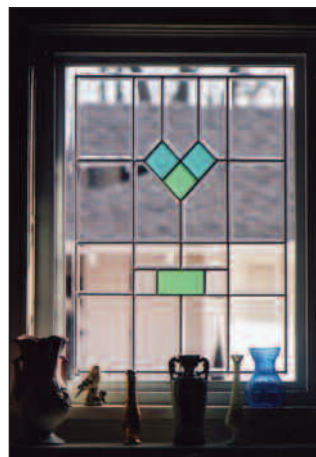
Kelly and Lin Thompson enjoy the energy savings and comfort they have in their home after replacing their home's 33 windows with the energy-efficient American Dream windows.

'The windows are great'

Before Kelly and Lin Thompson installed energy-efficient windows in their home, it was hard to keep it warm.

The Thompsons live in an almost 100-year-old, two-story home on Lake Drive in Ripley. It still had the original single-pane sash windows with the lead weights.

"You could stand in front of a window and feel the cold air coming in," says Kelly Thompson, administrative secretary for Lauderdale Middle School. Her husband is a petroleum company salesman.



Two of the Thompsons' new windows are stationary, stained-glass windows.

In fall 2005, they replaced all 33 windows in their home with the triple-pane, energy-efficient American Dream windows sold through Ripley Power & Light.

"There's such a difference," Thompson says. "Now, when you stand in front of them, you experience the view and not the cold weather outside."

She knows the windows have made a difference in lowering

their utility bills.

She also likes the fact that the windows tilt open for easy cleaning. It

Did you know...

...that 40-45 percent of your heat loss in the winter or heat gain in the summer is through your windows?

If you can feel cold air coming through your windows, it's time to consider replacing them with energy-efficient windows.

The investment you make in your windows will pay off with lower utility bills and better comfort.

would be impossible for her to clean her second-story windows from the outside, she says.

"The windows are great. I would recommend them to other people in a heartbeat."



Kelly Thompson tilts her window open for easy cleaning.

Facts about American Dream Windows

- Highly energy efficient.
- Solid vinyl construction, fusion-welded frame and sash corners.
- Triple-pane windows, with panes separated by 98% fill of Krypton gas.
- Outer and inner panes have low "e" tinted glass.
- Both sashes tilt for easy cleaning.
- Limited lifetime guarantee includes glass breakage.
- White or tan frames.
- Two steel cam locks.
- Laminated wood grain on interior and window grids, optional.
- Prices start at \$369 for a standard-sized window.
- Financing available through Ripley Power and Light.
- Windows are on display at Ripley Power & Light's offices in Ripley and Halls.
- For more information, call 731-635-2323 or 731-836-7595.

'We're also saving money'

Beverly and Jimmy Sellers' home in Ripley these days stays warmer in the winter and cooler in the summer.

They noticed the change in their comfort after replacing 12 of their home's windows with the energy-efficient American Dream windows.

"We're also saving money on our utility bill," Beverly Sellers says.

They bought their windows through Ripley Power & Light and

they are making payments on their monthly electric bill.

"You can walk to the windows and put your hand there and not feel cold air coming through," Sellers says. She also says that her windows no longer have the moist condensation on them and that they have helped to cut down on noise from the street outside.

"I have been very, very satisfied with the windows," she says.

'We provide an energy service'

Poor insulation. Inefficient heating and cooling units with inefficient duct systems. Heat escaping through windows in the winter or invading your home in the summer.

All add up to higher utility bills than what you should be paying.

As a service to customers, Ripley Power & Light helps customers make wise energy decisions, and it will finance energy-saving purchases with payments on their monthly electric bills.

"We want to help our customers get the most value for their dollar," says Mike Demeris, energy services specialist at Ripley Power & Light. "We want to help them save on energy costs."



Mike Demeris

Rhonda and Robert Harris, right, are paying for their new heat pump and windows on their monthly electric bill. They live in Halls.

In his own home, Demeris has installed the energy-efficient American Dream Windows and an efficient electric heat pump to heat and cool his home. He's taking other energy-saving measures, too, such as using a highly efficient Marathon electric water heater and cellulose insulation.

"When I talk to customers," he says, "I can speak from experience."

At Ripley Power & Light, he adds, "we provide an energy service. We do as much for our customers as we can."



Did you know...

...that Ripley Power & Light will finance the purchase of other electric appliances and equipment, including Convectair electric space heaters and energy-efficient electric water heaters?

We'll even give you \$100 if you switch from a gas to an electric water heater. Find out more by contacting Mike Demeris, Ripley Power & Light's energy services specialist, at 731-635-2323.



Thinking of planting a few trees this spring?

Be sure to look up and around to avoid planting trees near utility wires

Tree limbs falling against power lines and utility equipment are a major reason for power outages.

Ripley Power & Light Company has an ongoing program to trim tree branches away from power lines. We also ask our customers to help by not planting large-growing trees, such as maple or oak or pine trees, near power lines.

Here's a rule of thumb for planting trees. Small trees that grow no more than 30 feet should be planted at least 10 feet away from utility poles, street lights and power lines. Trees growing up to 50 feet in height should be planted at least 35 feet away, and trees larger than 50 feet should be at least 45 feet away.

If you need to plant near a power line, consider a smaller tree that will stay out of power lines, enhance your yard and even help attract wildlife.

Smaller trees recommended by the University of Tennessee Extension Service include...

- Flowering dogwoods, which offer beauty every season.
- Autumn olives, which have a small orange fruit loved by wildlife.
- Japanese flowering crab apples, which flower and later have fruit.
- Wild plum trees, which produce fruit.