

Proud of your Christmas display? Awed by what your neighbor has done? Christmas trees and decorations throughout your home?

Tell us about it by contacting Tracy Sellers at tsellers@ripleypower.com or 635-2323 by December 16. We'll need a name, exact address, and, if possible, a phone number for contact information. You might just see this in next December's magazine.

Ways to pay your bill ... Continued from the previous page

In Person

Visit 150 S. Main St. in Ripley or 409 S. Church St. in Halls. Both locations have a night deposit box if you arrive after hours. Make sure you include the bottom portion of your bill.

Kiosk

Make your payment through a secure, bill payment machine at the

drive-through lanes at our Ripley and Halls offices. The kiosks accept several types of credit cards and cash.

To access your account, you can enter your account number or scan the bar code on the back of your bill. Ripley Power and Light offers a customized key tag for prepay customers that they can use to easily access their accounts.

Ripley

Winter 2018-19
POWER AND LIGHT COMPANY

When your electric service is interrupted ...



You can help us restore power quickly

When you have an interruption in your electric service, you naturally call Ripley Power and Light to report the outage.

If you are using a phone that you've registered with Ripley Power and Light, the outage management system will immediately recognize your phone number, know your address and notify oncall crews of an outage.

Your phone number or account number is the way the system recognizes your address.

The outage management system makes predictions on the cause of an outage based on the knowledge it receives. If you are the only person to report an outage, for example, the system most likely will predict that the problem is a transformer or something on the service line running to your home.

If some of your neighbors also call, the system may predict that a fuse on your street may be blown. If calls are coming in from scattered locations, the system may tell linemen to check out the substation.

To update your phone numbers on your Ripley Power and Light account, visit the "Energy Explained" section on our website, ripleypower.com. Go to the Outage Management link on the right side of the page and fill out the online form.

"Our automated outage management system guides us to restoring power more quickly and efficiently when customers call us from phone numbers registered with Ripley Power and Light. That's why we're asking all customers to update their account information with their correct phone numbers."



Mike Allmand,
President and CEO
Ripley Power and Light

Or, you can fill in the form on the next page, and mail it to us at:

Ripley Power and Light Company
150 S. Main St.
Ripley, TN 38063

Call us at 731-635-2323 or 731-836-7595 to report an outage. Customers can keep track of outages on the system by looking at the Current Outages map in the "Energy Explained" section on our website.



2019 Calendar:

Ripley Power and Light Company's 2019 calendar is at the printer. It will be arriving in your mailbox later in December.

Ripley Power and Light offices will be closed...

- Monday & Tuesday, December 24 & 25, for the Christmas holiday.
- Tuesday, January 1, for New Year's Day.
- Monday, January 21, for Martin Luther King Jr.'s birthday.
- Monday, February 18, for Presidents' Day.



ripleypower.com ...
Your go-to website to pay your bill, learn about our services, see past issues of Tennessee Connections and more!

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

- 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

Employee retires after nearly 47 years

Danny Moore was working as a truck driver when he came home to Ripley one weekend and learned that his neighbor, Jane Meadows, wanted to talk to him.

Meadows, who was an office manager at Ripley Power and Light, offered Moore a job. The surprised Moore took the job and started working for Ripley Power and Light pulling circuit wire on a line crew.

That was nearly 47 years ago. Moore, now meter superintendent, will retire from Ripley Power and Light December 31.

He spent nearly all of his career at the utility in the meter shop – installing and repairing meters. He also read meters



Danny Moore, meter superintendent, is retiring.

and collected overdue bills.

Moore, a graduate of Ripley High School, has always lived in Ripley. He and his wife, Linda, have four children, nine grandchildren and five great-grandchildren.

He's not sure about what he will do in retirement, which he considers the next stage in is life. He has always liked to hunt and fish, so he figures he'll do a lot of that.

He'll miss the job, his coworkers and Power and Light's customers. "I like meeting the public," Moore said. "I've loved my job. I've had an ideal job all of my life."

Exterior wall insulation can help keep you warmer

As you listen to the cold wind outside your home this winter, you might want to make sure that none of your home's heat tries to warm the outdoors.

That's why your exterior walls need the proper insulation. Insulation keeps your home cool in the summer and warm in the winter. Just like other parts of the home, it is important to insulate exterior walls for a more comfortable and energy-efficient home.

You should add wall insulation if you have an older home without any insulation in the exterior walls, or if you plan to finish an unfinished space like a basement or bonus room. Additional wall insulation also may be installed when replacing exterior siding.

Exterior wall insulation is important because heat flows naturally from warmer spaces to cooler spaces. In the winter, heat moves through exterior walls to the outdoors and from the outside to

inside your home during hot weather. Insulation levels are specified by R-values that measure the insulation's ability to resist heat flow. The higher the R-value, the better the thermal performance of the insulation.

The amount of wall insulation you should add depends on the size of your walls and the type of insulation that you and your contractor decide to install. Generally, exterior walls should be insulated to at least R-13.

Getting your electric bill just got easier

Ripley Power and Light customers can now decide to get their monthly electric bill by email, instead of through the mail.

We're calling this option "e-statements." And we feel many of our customers will like it. Here's how it works:

As soon as we post our billing each month, you'll receive your bill as a PDF attachment in your email. The PDF bill will look exactly like your current bill that is mailed to you.

Then you have options. You can pay your bill on our website through the convenient link we give you in the email. You can decide to print the PDF. And, you can pay your bill through the other ways we offer. (See story, below.)

Customers who decide to get their bills through email will have the benefit of seeing their bills several days before they would when a bill is mailed to them. That's because our mailed bills are sent to Memphis for processing and then back to our communities to be delivered to your mailbox.

You'll also have the knowledge that in a small way you are helping the environment by cutting down on unnecessary paper.



ACCOUNT NUMBER:		RIPLEY POWER AND LIGHT 150 S MAIN ST PO BOX 48 RIPLEY TN 38063-1547 (731) 535-2323	
CUSTOMER NAME: SERVICE ADDRESS:			
METER READING DATE: Oct 01 2018			
DAYS BILLED: 30			
SERVICE	PRESENT READING	PREVIOUS READING	AMOUNT USED
Metrol Electric LEASE PROTECTION 2 SALES TAX	88635	87985	847
			68.88 9.42 0.53
CHARGES			105.63
T-O DIFFERENCE + CREDIT FOR PAYMENT			
LATE CHARGES ADDED	PAYMENTS & ADJUSTMENTS	OTHER DEBITS/CREDITS	CURRENT CHARGES
0.00	116.88	0.00	0.00
			105.63
			105.63
201372 002047-774522			
COMPARE YOUR USAGE			
PERIOD	DAYS	BLCT KWH USED	DAILY AVG
CURRENT	30	847	28
LAST MONTH	31	941	31
YEAR AGO	30	724	24
ST 38063-1547 C: 02 R: 007			
CUSTOMER ACCOUNT NO:			
NET AMOUNT DUE: 105.63			
PAST-DUE AFTER: Oct 15 2018			
LATE CHARGES: 5.26			
AMOUNT DUE AFTER PAST DUE DATE: 110.89			
IF YOU ARE PAYING BY ONE OF OUR OTHER METHODS, YOU CAN SIGN THE BACK OF THIS STATEMENT TO ADD YOUR ACCOUNT INFORMATION			
RIPLEY POWER & LIGHT 400 S CHURCH ST HALLS TN 38040-1506			
774522			

When you opt to get your monthly electric bill as an e-statement through email, your email will be addressed to you with a PDF attachment. Open the PDF and your bill will look just like the bill that comes in the mail.

You can sign up for e-statements on our website at ripleypower.com or by talking to a representative in our Ripley or Halls office.

A list of ways to pay your electric bill

Ripley Power and Light offers customers several ways to pay their bills. It's now more convenient than ever to keep your account current. You can get your bill as an e-statement and pay by all of the following options ...

Online

Visit ripleypower.com and click on "My Account" at the top of the home page. You will see a link to make a payment via our secure server. There is a \$3.95 charge to pay your bill online.

Bank Draft

Each month, we send your bank the amount you owe on your electric bill, and we send you a copy of your bill. The bank deducts the amount from your savings or checking account on the day your bill is due.

Prepay Program

Customers who prefer to keep track of their electric usage or pay a smaller deposit can opt to prepay. To get started, you pay a \$60 deposit and buy an initial minimum of \$50 worth of electricity. Additional fees may apply, and your account must be current to qualify.

Your electric use is deducted from the amount of electricity you purchase. When the amount on the account is low, you buy more electricity by adding \$20 or more as often as you need.

Each day at 6 a.m., you'll receive an email or a text message with the balance on your prepaid account and the amount of electricity you used the day before. If your account empties and is in the negative as the day begins, your electricity won't cut off until 1 p.m., giving you time to put more money into your account.

Customers on the Prepay Program cannot get monthly e-statements.

Mail

You can mail your payment. Be sure to enclose the bottom part of your bill. Continued on the next page ...

The outage management system pinpoints an outage based on your phone number. Register your phone numbers with us by filling out this form and mailing it in.

Your Name: _____

Address: _____ City: _____ State/Zip: _____

Home phone number: _____ Cell phone number: _____

Third number/Or emergency contact number: _____

Email address(es): _____

Mail your completed form to: Ripley Power and Light Company, 150 S. Main St., Ripley, TN 38063.