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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
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**To make doing business
with FPU more convenient, we
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Spotlighting dedication

The work that Fayetteville Public Utilities' employees do may sometimes go unnoticed, but in reality, it's a vital part of our daily lives. From installing a new gas or water line extension to upgrading miles of electric line, our employees in all departments work hard to keep the lights on, the gas and water flowing and the telecom services available to you at the flip of a switch, turn of a knob or push of a button.

On an average day, our jobs are pretty routine in the utility industry. But it's on those occasions when severe weather threatens service reliability or when there are other outages beyond our control that we see the added value of FPU's dedicated work force.

That being said, FPU and its employees take part in two national recognition days established by the natural gas and electric utility industries: Natural Gas Utility Workers' Day (NGUWD) and National Lineman Appreciation Day.

This year was the inaugural recognition for the NGUWD as FPU's Natural Gas Department employees were honored for the services they provide our community. On March 18, natural gas employees across the U.S. reflected on their accomplishments and how customer safety was enhanced with the widespread odorization of natural gas to make leaks easily detectable.

Today, natural gas is one of the safest forms of energy supplied nationwide, and it's those who work in the industry we thank for their service and safe work habits.

The electric cooperatives across the nation have designated the second

Monday of April as National Lineman Appreciation Day. On April 11, FPU will join other rural electric systems in honoring the dedicated employees who often work in challenging conditions to keep the lights on.

During emergency outages, linemen leave their families and put their lives on the line to restore power. Many times linemen work under dangerous conditions to build, maintain and repair electric infrastructure. They serve as FPU's first responders during outages, getting power back on and making things safe again for all.

FPU appreciates all of our employees for the services they perform around the clock in dangerous conditions to keep power, natural gas, water, wastewater and telecom services flowing and protect the public's safety.

You depend on FPU to be there every day to provide reliable, affordable, safe utility services, and it's our job to be there when you need us.

The employees never ask for extra appreciation for what they do, and many times they do not receive the recognition they deserve. For these reasons and others, we wish to publicly thank them in this issue of *The Tennessee Magazine* for the work they do.

We also invite you to join us in honoring the electric linemen at Fayetteville Public Utilities on April 11 during National Lineman Appreciation Day. Take a moment to send a note of thanks on social media using #ThankaLineman to show your support for the men and women who light our lives, not only here at home, but across America.



Britt Dye
CEO/General Manager



Construction of FPU's new administration building begins

A building for the future

Construction of Fayetteville Public Utilities' building expansion and renovation project is well underway as crews have leveled the lot behind the utility's current location and as FPU's own construction crews have begun building utility infrastructure to serve the new addition.

"This has been a long-planned-for venture for FPU," says FPU CEO and General Manager Britt Dye. "We have needed the office space and enhanced customer and employee security for quite some time."

The construction project includes renovations to FPU's existing facility and office expansions — all funded by FPU's ability to set aside reserve funds over the years to invest in the project, eliminating the need for borrowing additional money to pay for the construction.

Plans include improved customer service areas to adequately accommodate utility customers' privacy and other administrative concerns under the Federal Trade Commission's Identity Theft Policy (Red Flag Rule), which the FPU board of directors adopted in 2008. Plans also include relocation of some offices to eliminate the continued use of areas originally designed and used for material and file storage and telecom headend operations.

The new facility will include a dedicated room for Channel 6 productions and a room large enough to accommodate all of FPU's employees for training and meetings.



As with any new utility construction, FPU's own water, electric and telecom crews will install utilities to the new administration building. Here, water crews dig the trench for the a new 6-inch water line.

As construction progresses over the following months, FPU reminds customers to use extreme caution when visiting its office as construction materials, equipment and crews will be on site and near the utility's drive-through and customer parking area. Also be aware of any possible road or lane closures along North Bellview Avenue and West Market Street, which border the construction site.

Construction began Dec. 21. At that time, FPU estimated the project could take more than a year to complete.

FPU recognized as Weather-Ready Nation Ambassador

Fayetteville Public Utilities was recently recognized as an Ambassador for a Weather-Ready Nation by the National Weather Service in Huntsville, Alabama. The Weather-Ready Nation Ambassador initiative is an effort by the National Oceanic and Atmospheric Administration (NOAA) to formally recognize its partners who are improving the nation's readiness, responsiveness and overall resilience against extreme weather, water and climate events.

"Severe weather has a direct effect on the services we provide," says FPU CEO and General Manager Britt Dye. "Tornadoes, ice storms and flooding are major weather events for which all FPU employees are trained and well equipped to handle. During weather events such as these, we work closely with local emergency responders and the local media to assist our community."

According to Tim Troutman with the National Weather Service in Huntsville, more than 90 percent of all presidentially declared disasters are weather-related and claim as many as 500 lives per year and cause nearly \$14 billion in damage. To help guard against severe weather, the National Weather Service has designed the

Weather-Ready Nation initiative to strengthen partnerships that promote local community preparedness and responsiveness against extreme weather events.

Building a Weather-Ready Nation requires participants to encourage others to heed weather warnings, take action and inform the public of potential weather-related risks when watches and warnings are issued.

"Many years ago, FPU established an action plan to navigate our severe weather response," says Dye. "We continue to educate our employees on a regular basis about workplace preparedness. When FPU is prepared, our customers benefit from our ability to respond quickly to utility outages."

FPU was recognized as a Storm-Ready Supporter by the National Weather Service in August 2008. Storm-Ready Supporter designation recognizes organizations that better prepare themselves for

severe weather and actively receive and disseminate severe-weather warnings from the National Weather Service. At that time, FPU also launched a campaign encouraging local residents to purchase weather radios to receive alerts and severe-weather warnings for our area.



FPU CEO and General Manager Britt Dye, left, is presented the Weather-Ready Nation Ambassador certification by Tim Troutman of the National Weather Service, Huntsville.

eScore advances home energy savings, offers rebates

The eScore program is a home improvement offer from the Tennessee Valley Authority and Fayetteville Public Utilities that provides a simple path to making your home as energy-efficient as possible to save energy and money.

Getting started is easy. Just follow these steps:

1. Register online or over the phone. Visit www.2eScore.com or call 1-855-2eScore (1-855-237-2673) to enroll in the program.
2. Contact a Quality Contractor Network (QCN) member to begin the work you want to do. A list of QCN members is available on the eScore website or can be given to you over the phone. The QCN member can discuss options, rebates and program details with you.
3. Get a FREE quality assurance inspection and an eScore evaluation of your home. A TVA-certified energy

advisor will evaluate your home to assess your current eScore rating. The advisor will give you a list of improvements to raise your home's eScore energy rating, install instant energy-saving upgrades and provide access to more rebates

to help make your home as energy-efficient as possible. The eScore program can assist with attic and wall insulation, duct systems, lighting, appliances, water heaters, air sealing and heating/cooling systems. It's your choice whether you complete improvements in all areas or just one. Remember, each step taken to improve your home's energy efficiency moves you closer to the perfect eScore of 10.



NEW from Fayetteville Public Utilities!

smarthub

Taking utility payments to the next level



SmartHub is the new electronic payment service that gives Fayetteville Public Utilities customers another level of convenience for paying utility bills and accessing account information anytime, anywhere.

With SmartHub, you can manage many aspects of your FPU account via computer, smartphone or tablet. SmartHub makes utility payments simple and gives you access to historical utility use information, which helps you make decisions about how to use your utilities during peak seasons.

SmartHub is a free service offered by FPU. The SmartHub app is available for mobile devices (iPhone, iPad, iPod or Android device) as a free download. Simply look for SmartHub in the Apple Store or in the Google Play Store.

Signing up via the Web using your home computer is also easy. From your laptop or desktop computer, visit FPU's website at www.fpu-tn.com and click the SmartHub icon on the right side of our homepage. Step-by-step directions are linked on the page to help you create a new account. After creating your account, you can access your utility use, pay bills and more using SmartHub.

Several tutorial links are available on FPU's website at www.fpu-tn.com to assist new SmartHub users with making payments and accessing account information. If you

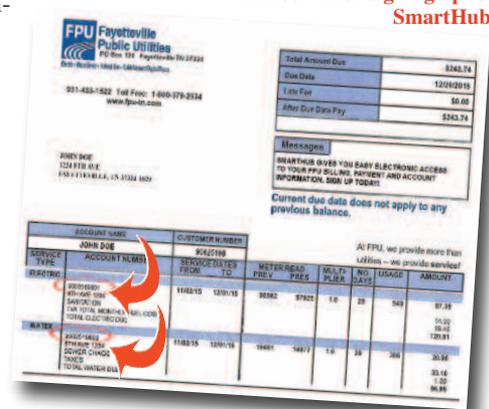
need further assistance, please speak with an FPU customer service representative.

Because SmartHub gives you easy electronic access to your FPU billing, payment and account information, if you wish to completely go "paperless" with your FPU utility account, simply sign FPU's Electronic Notice Form.

Please use your FPU account number when signing up for SmartHub.

With paperless billing, FPU will only send billing information to your computer and mobile device; you will no longer receive a printed billing statement or late notice in the mail.

Sign up today and see how convenient paying your utility bill can be using FPU's SmartHub!



FPU releases 2015 Water Quality Report

Each year, Fayetteville Public Utilities Water Department reports the results of our water quality testing as a provision under the Safe Drinking Water Act of 1996. This report provides our customers and community with scientific data that confirms the safety of the water supplied by FPU's Water Department.

FPU performs routine tests on water leaving the plant as well as water traveling through our distribution system to ensure your drinking water meets all chemical, radiological and bacteriological water quality standards established by the Environmental Protection Agency.

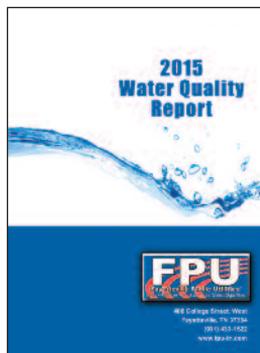
Your FPU water system maintains 142 miles of water lines. Water is collected from our main source of water, the Elk River. Water is treated at the FPU Water Treat-

ment Plant on Eldad Road and then stored in a clearwell at the plant facility. From there, it is distributed to four reservoirs throughout FPU's service area. Combined, these water storage facilities have a total capacity of 4.69 million gallons of treated drinking water. On average, FPU pumps 2.26 million gallons of drinking water per day from the treatment plant to our customers for consumption and other uses.

Learn more about the operation as well as filtration and purification of your drinking water in the 2015 Water Quality Report, now available online at www.fpunet.com/wq15.pdf.

Paper versions of the report are also available at the FPU office or by calling 931-433-1522.

Please review the report as it contains important information about water quality supplied by FPU.



Natural gas tie line improves system reliability

With service reliability at the forefront, Fayetteville Public Utilities works to further enhance its natural gas service in the southeast portion of Lincoln County while expanding service availability to customers in the area.

At the beginning of the year, contractors for FPU's Natural Gas Department began work on a 9.1-mile extension of gas line to connect the existing Lincoln and Flintville area gas lines to improve service by increasing the volume and pressure supplied to the southeast areas of the system. The new gas line provides a redundant "loop feed" for customers in this area.

The 9.1-mile length of gas line not only connects FPU's two existing lines previously installed in the Flintville area and along Lincoln Road, but it also makes natural gas service available to some 140 customers along the tie-line construction, which includes portions of Flintville, Flintville School, Oliver Smith, North Vanntown School, Vanntown and South Lincoln roads.

"The new gas tie line will help FPU ensure that we are able to supply high volume and pressure in the area to secure reliability now and to meet future customer growth," says FPU CEO and General Manager Britt Dye. "Our goal is to get ahead of any potential problems that could occur under continued load growth in this area."

To reduce disturbance to the right of way, construction crews installed the majority of the new gas line using the boring and pipe-pulling methods. As large sections of the pipe were installed, the lines were tested before natural gas was activated.

This tie line is the completion of a multiple-year work plan that began in 2011. The first phase of the work plan included gas line extension along Highway 64 and Lees Creek Road with a new regulator station built at the Kelso Substation; the second phase extended gas line from Howell Hill Road to Brighton Road; the third leg of the work plan extended gas line from Brighton Road to Flintville Road.



Crew members work to install approximately 1.7 miles of gas line along North Vanntown School Road in February.

May is Budget Billing catch-up month

The month of May is set aside for Fayetteville Public Utilities to reconcile all Budget Billing accounts.

We strongly encourage you to check your most recent FPU bill to see if the Budget Billing balance for your electric and/or natural gas account(s) is a credit or debit. All outstanding balances will be settled during the month of May, which could leave you owing an additional amount to catch your account up.

Please be aware that if you have a credit balance, FPU will refund your overpayment accrued throughout the year.

But if you have a debit balance, you must pay the underpayment amount when your May utility bill is due.

If you have any questions about the Budget Billing catch-up month, please call FPU's Customer Service Department at 931-433-1522. We will be happy to assist you with your utility account.

Budget Billing helps you better plan for utility bills each month. To participate in the payment plan, simply speak with any FPU customer service employee and sign the Budget Billing application form at our office.

Fayetteville Public Utilities will be closed on Monday, May 30, for Memorial Day.

If you need to report a leak or outage, please call FPU at 931-433-1522.

Dispatchers and service crews will be available during the holiday to assist you.

Utility youth board tours substation, learns about electricity

“I did not realize just how many redundancies Fayetteville Public Utilities has in place for the electric grid,” says Aidan Pace, Student Utility Board member.

FPU’s Student Utility Board (SUB) recently visited with Electric Department employees who shared with them how electric services begin in the FPU Engineering Department, how power is delivered by substations and electric lines and how power is restored during outages.

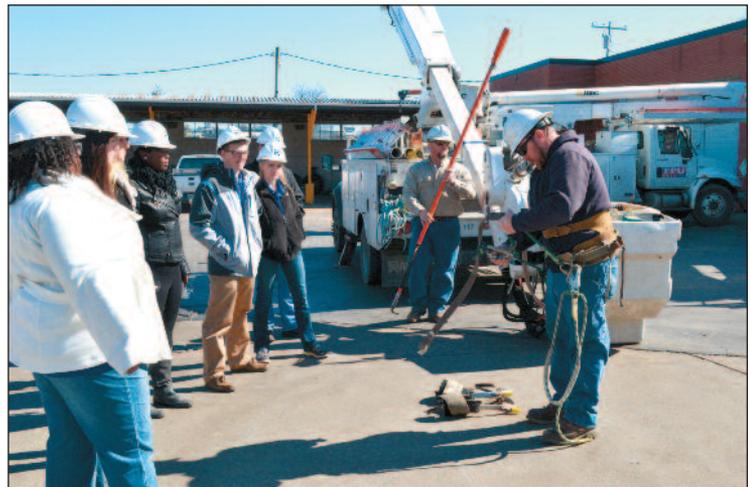
“Today was fun!” says Amari Bryson, SUB member. “I didn’t know that this much happens in the Electric Department.”

FPU’s Jamie Rozar, engineering supervisor, explained how

the Engineering Department uses computer technology to design and map new electric services for customers. Ron Thomas, FPU’s substation and metering supervisor, and Lewis Steelman, FPU’s electric operations superintendent,

detailed how electricity is delivered to Lincoln County by the Tennessee Valley Authority and how FPU distributes electricity across our service area. Employees also shared with the youth board interesting stories about power outages and restoration efforts.

Electric linemen A.J. Russell and Lee Smith demonstrated several tools and pieces of safety equipment used every day to work on power lines. They also demonstrated the bucket lift on the service truck.



Clockwise from top, SUB members watch as Lee Smith and A.J. Russell explain how the long stick and other tools assist them with everyday work. From left are SUB members Erin Bergman, Brileigh Gentry, Jokia Raybon, Amari Bryson, Kagen Buntley, Leah Hampton and Aidan Pace with FPU’s Ron Thomas at the Hamilton Substation. Brileigh attempts the common task of connecting a screw and bolt while wearing a lineman’s gloves.

From left are SUB members Erin Bergman, Brileigh Gentry, Jokia Raybon, Amari Bryson, Kagen Buntley, Leah Hampton and Aidan Pace with FPU’s Ron Thomas at the Hamilton Substation. Brileigh attempts the common task of connecting a screw and bolt while wearing a lineman’s gloves.

“I really enjoyed going to the Hamilton Substation and learning about how it helps deliver electricity to our community,” says SUB member Kagen Buntley.

FPU’s youth board finishes its year learning from employees in the Natural Gas and Water departments. In May, FPU will award one SUB member the utility’s \$500 scholarship. The recipient will be announced in the following issue of *The Tennessee Magazine* and in other local media outlets.



Saving energy and money is important, and following simple energy-saving tips around the home can make a difference. On average, the heating and cooling system accounts for 40 percent or more of your household energy use. Considering this, you may want to re-evaluate where you set the thermostat as the seasons change. It is recommended for efficiency and savings that you set the thermostat to 75 degrees or warmer in the summertime to cool your home.

Programmable thermostats can automatically adjust the temperature settings while you sleep for even greater energy savings. Try it, and see the difference a few degrees can make!

FPU focused on children's safety, education

Throughout the school year, Fayetteville Public Utilities employees have visited local elementary schools to present educational programs on electricity and natural gas safety and basic operations to raise awareness and proper use of the two utilities.

"Because electricity is all around us and we use it for so many applications, it is easy to forget how dangerous its misuse can be," says FPU CEO and General Manager Britt Dye. "Furthermore, natural gas and electric lines are sometimes buried underground, making them even more dangerous. This is why we stress the importance of calling before you dig and teach students and adults alike how to recognize the odor that natural gas emits when there's a leak."

During the safety presentation, students watched "Play it Safe Around Electricity," a video featuring Louie the Lightning Bug that teaches important lessons: Don't climb trees near power lines, don't use appliances or electronics while near a bathtub or sink filled with water and never touch a fallen power line. The presentation also teaches students how to recognize the smell of natural gas and what to do if they suspect a leak.

Students are invited to color Louie the Lightning Bug in FPU's coloring contest where winners receive special prizes. Louie the Lightning Bug also makes a personal appearance at the schools to visit with students and help award prizes.

FPU also teaches students the basics of electricity with the Experiments with Electricity program geared toward fourth-



At left, students at Blanche School and Riverside Christian Academy are joined by Louie the Lightning Bug. Above, a fourth-grader at South Lincoln School wires a series circuit.



graders. Students learn how to wire series and parallel circuits and the difference between insulators and conductors by testing them with their circuits.

These are just two of the youth programs FPU offers to teach local school students about utilities. If your school would like to schedule a visit from FPU employees or Louie the Lightning Bug, please call Gina Warren at 931-433-1522, ext. 166.

Prevent cross-connection, backflow hazards

Hazardous cross-connection and backflow contamination are things we should all be concerned with, and Fayetteville Public Utilities encourages you to take the necessary precautions to help us protect our public drinking water from accidental contamination.

A cross-connection is the point at which a non-drinking water substance can possibly come in contact with drinking water. Connections as seemingly harmless as a sprinkler system, hot tub or ornamental pond can easily enable contaminants to enter potable (drinking) water lines via backflow. Customers install potential cross connections like these and other water-using equipment every day, but they are often unaware of the potential danger that lurks in the pipes as a result.

Backflow, caused by backsiphonage and/or backpressure, is the unwanted reverse flow of nonpotable water back into a water system. Backflow can allow bacteria, chemicals or physical contaminants to enter the water system if cross-connections are uncontrolled. Backpressure can happen without warning and is sometimes the result when fire departments flush fire hydrants or when there's a water leak on the main water supply line.

Some of the most common backflow contaminants come from swimming pools, livestock watering containers and gar-

den hoses submerged into pesticide mixtures for crops and lawns. If backsiphonage occurs when water hoses are submerged in any of these pollutants, accidental contamination of the public water supply will result.



FPU takes every precaution possible to prevent cross-connection backflow from entering our distribution system. We strongly urge our customers to eliminate cross-connections whenever possible and control connections that can't be eliminated by installing backflow preventers. Furthermore, FPU requires reduced pressure backflow devices to be installed on all sprinkler systems and recommends that you install some type of backflow device on your garden hoses, livestock water connections and more.

Doing your part is simple. Cross-connection prevention devices are inexpensive and can be found at your local hardware store.

Please help us keep your drinking water safe. Just a few steps now can prevent problems later. Call FPU at 931-433-1522 if you have questions or concerns about the safety of your water supply as it relates to cross-connection and backflow contamination.