



Working together through the storm

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General Manager

Some parts of our lives become so essential that we don't even think about them. We don't often give much thought to having clean air to breathe or easy access to food whenever we're hungry.

For most people, electricity is the same way. The invisible power that fuels our homes has become such a necessity that we don't even notice it until it stops.

That's why at Murfreesboro Electric Department we work tirelessly every day to improve the reliability of our system. That can be particularly challenging during spring when severe storms and high-speed winds batter electric lines and topple trees. While those outages are inconvenient and unpredictable, they aren't impossible to anticipate.

In this newsletter, you can learn more about how the electric department trims trees throughout the year to stop problems caused by falling debris before they happen. You'll also find out how to update your contact information and why it can help us restore power faster.

These may seem like small steps to take, but they can go a long way to preventing outages before they occur and to helping our linemen respond quickly to new issues. With your help, Murfreesboro Electric Department can keep the lights on even when storm season is at its worst. ●

Help us keep the lights on during storm season

Murfreesboro Electric plans for storm season to ensure your electric service is reliable even during the worst weather. While it may be impossible to prevent every outage, by taking some simple steps we can stop many outages before they happen and respond faster if problems do arise.

Trimming trees around power lines and keeping an up-to-date record of customer information can each have a significant impact on reliability when severe weather strikes. As we enter storm season, keeping these measures in mind can lead to fewer outages and less time with the lights out.

Clearing the lines

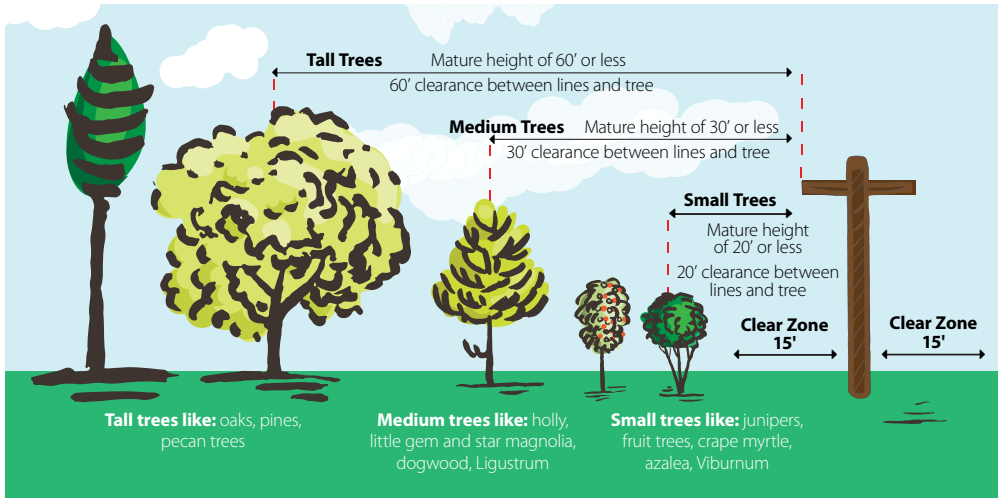
The best way to handle a power outage is to stop it before it happens. Murfreesboro Electric

Department works year round to trim trees and other growth around electric lines that could cause a service interruption.

Our electric system is built to withstand high-speed winds that come with most severe weather. When branches and other debris are blown loose during a storm, they can damage nearby power lines and other electrical equipment leading to outages.

While it's impossible to prevent all such outages, keeping the space around electric lines clear can go a long way toward ensuring Murfreesboro Electric customers have reliable service.

The department trims trees around lines on a three-year cycle to keep growth away from power lines and electrical equipment. The department



uses the natural trimming method suggested by organizations such as the National Arbor Day Foundation, which allows pruned branches to regrow in a direction away from power lines.

“Although a tree may look sturdy, there is always the possibility that high-powered winds could knock it down onto power lines,” says Jackie Whitaker, Superintendent of Operations for Murfreesboro Electric Department. “We may have to trim more than a customer might think necessary. But if we do our job, they’ll get better service.”

A tree that makes contact with a live electric wire can also be dangerous to anyone who touches it. As a result, keeping trees clear of electric lines not only improves reliability but also helps keep Murfreesboro residents safe.

Staying in the know

In the past, pinpointing the cause of an outage during a major storm would require multiple electric department employees to answer the phones while another group manually mapped those outage reports to locate the problem. As Murfreesboro’s electric system has continued to grow, the technology the department uses to identify outages has improved.

One of the biggest additions came in 2001 with the introduction of computer-aided mapping technology. The digital mapping system is

connected to the department's outage management software and keeps track of all the poles, fuses, and transformers attached to the electric system.

Whenever a customer reports a new outage, it is automatically mapped to give employees an up-to-date picture of where outages are on the system and the likely location of the problem causing them.

However, that system only works effectively if it has accurate and current information about customer locations. It’s important to make sure the telephone number you share with Murfreesboro Electric Department is up-to-date. ●

UPDATE YOUR PHONE NUMBER TODAY

To restore power quickly, Murfreesboro Electric Department needs accurate, updated phone numbers from customers. If your primary phone number has changed, or if you would like to add a mobile phone number, please take a moment to update your information by doing one of the following:

- Call customer service at 615-893-5514.
- Visit www.MurfreesboroElectric.com.
- Stop by the Murfreesboro Electric office.
- Download the SmartHub app.

Murfreesboro Electric Department presents the 17th Annual

EARTH DAY

CELEBRATION 2018

EXTREME WEATHER: STAY AWARE & BE PREPARED

Refreshments, Children’s Activities & Live Entertainment.
Environmental and Educational booths on site.

April 21 MURFREESBORO'S HISTORIC
DOWNTOWN SQUARE | 10AM-2PM

FREE TO THE PUBLIC For more information and rain location, contact Amy Byers
of Murfreesboro Electric Department at 615-494-0407.

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CONNECT WITH US!



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TO REPORT A POWER OUTAGE:
615-893-5515