

My HOMETOWN POWER

**MURFREESBORO
ELECTRIC**
DEPARTMENT



Plans for a rainy day

P.D. Mynatt
General Manager

The spring season is never more welcome than when it follows a particularly cold winter like the one we just endured. I for one am looking forward to getting outside and enjoying some warmer temperatures before the full force of summer arrives.

But even though threats of ice and snow might be over, changing temperatures bring their own hazards. Spring thunderstorms have a tendency to bring tornadoes and flooding that should not be taken lightly.

That's why the theme of this year's Earth Day Celebration will focus on extreme weather and what you and your family can do to be prepared. In this newsletter, you can learn what happens at the county and city levels to prepare for major storms. You'll even find some guidance on how to build a family readiness plan for emergency situations.

Of course, a good plan often requires understanding how we have responded to past challenging situations. The year in review included in this issue gives you a glimpse of another strong year for Murfreesboro Electric Department.

However, we are always looking for new ways to make our service better and to save you more. In this newsletter, you'll find information about online tools — from analyzing your energy habits to identifying which changes could save you the most — that can help you do just that.

By preparing for extreme weather and learning to use these tools, we can all stay safe during storm season — and even save money doing it. ●

DISCOVER NEW WAYS TO SAVE WITH HOME ENERGY TOOLS



Heating and cooling can account for as much as half of a home's electricity use. As we move into warmer months and air conditioning costs start adding up, Murfreesboro residents will be looking for ways to save.

Fortunately, Murfreesboro Electric Department is here to help with a suite of home energy tools. Located just below the main banner at murfreesboroelectric.com, these tools make it easy for anyone to pinpoint a few money-saving upgrades in their home without having to schedule a visit from a professional.

"As a public power provider, we want to help our customers take control of their electric bill," says Amy Byers, Murfreesboro Electric Director of Marketing. "These tools can help you learn what you can do to conserve energy, especially when bills go up in times of extreme temperatures."

If you're looking for ways to make your home more energy efficient and don't know where to start, Murfreesboro Electric's home energy tools have something to help you get on the road to efficiency. Just go online, find the tool that's right for you, and start saving today.

WeatherInsights

Changes in the weather are one of the biggest factors that influence electricity usage. During periods of extreme heat or frigid cold, climate control systems tend to work overtime to keep homes at a comfortable temperature.

The WeatherInsights app can help you anticipate the effect of weather on your bill by displaying the forecast for the upcoming week and how it might affect your usage. You can even complete a home profile for a more personalized analysis.

Lighting Calculator

Upgrading your home to more efficient lighting is one of the easiest ways to save money on your bill, but many people are hesitant to make an investment before they know it will pay off. The Lighting Calculator can give you a look at just how much money improved lighting can save.

Use sliders to adjust wattage, the number of bulbs, and the hours they are powered each day to simulate your home's needs. Then, see the difference in annual savings between halogen, compact fluorescent and LED bulbs.

continued on back page, see Energy Tools

PLAN AHEAD TO EASE WORRIES ABOUT EXTREME WEATHER

While severe weather can strike at any time, it is particularly important for Murfreesboro residents to be prepared at this time of year.

In March, our area often experiences severe thunderstorms, bringing with them strong winds and lightning. These storms can even produce tornadoes and hail, leaving significant destruction in their wake.

Intense weather doesn't just disrupt our lives. It also has a very real impact on the local environment. Extreme temperatures, for example, can have a noticeable difference in how much energy we use.

This winter was a reminder of that, as electricity use increased for many families. With freezing temperatures outside, heating units worked overtime to maintain a comfortable temperature inside. The same is true during periods of extreme heat, when air conditioners must work harder to keep indoor temperatures cool.

That's why the theme of Murfreesboro's 17th Annual Earth Day Celebration is "Extreme Weather: Stay Aware and Be Prepared." Together, we can learn what causes extreme weather and how to prepare.

Rain, sleet or snow

Most Murfreesboro residents know how to prepare for a severe thunderstorm or tornado, but those aren't the only forms of dangerous weather that threaten our area.

Drought, winter storms and flooding all pose a risk throughout Rutherford County. Often, these weather events are made more hazardous because people don't fully understand the dangers they pose.

Drought — Even a short drought can harm the local economy and ecosystem, while dry conditions also increase the likelihood of fire. Rutherford County is not classified as a risk for drought in the near future by the USDA, but it is always important to consider ways you can conserve water.

Winter weather — On average, the state of Tennessee experiences a major winter weather event every five years, but ice storms caused by freezing rain can be just as disruptive. Freezing conditions and hail can make travel dangerous, topple trees and down power lines.

Flooding — While rare in Rutherford County, significant flooding can be extremely dangerous when it occurs. This is because many people don't realize that it only takes 6 inches of fast-moving water to knock a person off their feet and 12 inches to move a car. If you're driving and come to a flooded section of road, don't risk driving through it. Turn around and find another route.



Plan ahead

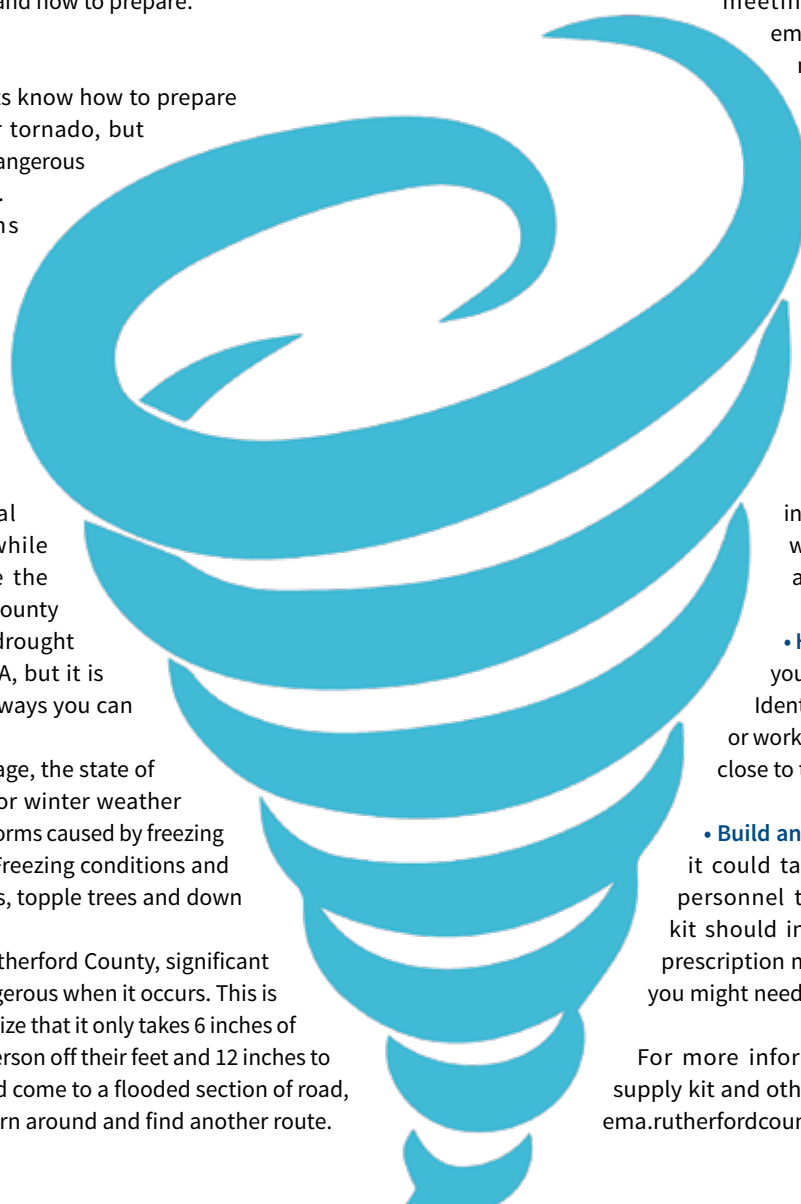
Weathering a storm safely requires preparation from the county level all the way down to individual households. The Rutherford County Emergency Management Agency regularly communicates with the National Weather Service. When severe weather is expected, the agency gathers additional information to share with city leadership.

Murfreesboro Electric Department also conducts its own pre-storm meetings. The department makes sure employees are on standby in case they're needed and reviews the readiness of supplies and equipment, as well as the status of any contractors who may be needed.

Individuals and families should also prepare for severe weather long before it strikes. Tim Hooker, assistant director for the Rutherford County Emergency Management Agency, suggests all residents do the following:

- **Stay informed.** Everyone should have multiple ways of getting information about storm watches and warnings, such as a smartphone app and a weather radio.
- **Have a plan.** Discuss as a family where you'll meet in the event of an emergency. Identify the safest locations in your home or workplace — usually inside rooms that are close to the ground or underground.
- **Build an emergency kit.** After a major event, it could take up to 72 hours for emergency personnel to reach your neighborhood. The kit should include essentials like food, water, prescription medications, cash and anything else you might need to live comfortably for several days.

For more information on what should go in your supply kit and other emergency preparedness tips, visit ema.rutherfordcountyttn.gov. ●



A LOOK BACK AT A STRONG YEAR

RELIABILITY

2016

99.994%

2017

99.995%

The last year has been one of expansion and change for Murfreesboro Electric Department. As Murfreesboro grows, we face new and exciting challenges to meet our city's needs.

Before we delve into a new season, we'd like to take a look back at some of the accomplishments that exemplify the role of public power in our city. We've come a long way in the past year and are looking forward to new challenges in the year ahead.

Stability

Keeping up with Murfreesboro's tremendous growth hasn't compromised the reliability of your electric service. In fact, despite continuing to build and maintain an expanding system, Murfreesboro Electric Department's reliability increased from 99.994 percent to 99.995 percent in the last year.

That improvement is thanks to completed projects like the construction of the Gateway substation. The addition of that substation not only provides much-needed service to the Medical Center Parkway Area but also improves reliability for nearby areas by easing the load on their substations.

That level of service also wouldn't be possible without the dedication of employees at every level of the department. Our staff trained hard throughout the year to provide better service for our customers.

That work was reflected in a perfect 100 score for the department following a Distributors Insurance Company safety audit. Murfreesboro Electric Department also earned a platinum designation for the APPA's Reliable Public Power Provider Award (RP3). The RP3 Program recognizes member utilities that demonstrate excellence across four key areas: reliability, safety, workforce development and system improvement. Out of 2,000 public power providers across the nation only 115 received this designation.

Flexibility

At Murfreesboro Electric Department, we know our customers don't want to do business the same way they did 20

years ago. We're constantly working to find new ways for you to interact with your electric department when and where you want.

An important part of that process has been conducting an annual customer satisfaction survey, where you have the opportunity to let us know what we're doing well and what can be improved.

With that in mind, we launched a new PowerUp Prepay billing option, allowing customers to pay for electricity as they use it. Many prepay customers even save money because daily alerts help them keep track of their usage. The department also continued to see growing interest in SmartHub and Autopay, giving customers even more ways to manage usage and pay their bills.

Community

As your hometown power provider, we take great pride in being an active part of the Murfreesboro community. The department once again coordinated the 16th Annual Earth Day Celebration and was a primary sponsor of the Christmas Tree Lighting downtown.

In addition to these events, Murfreesboro Electric Department also participated in Trick or Treat on the Square, National Night Out, and several MTSU Blue Raider and Rutherford County Chamber of Commerce events. The department also offered free DIY energy efficiency workshops during Public Power Week.

Murfreesboro Electric Department employees worked together to raise more than \$18,000 for the United Way of Rutherford and Cannon counties, which goes toward providing health, education and financial support to the families in our community who need it.

Many department employees even volunteered their time to help utilities in other communities recover from major storms. Local crews assisted with repairs in both Orlando and Lakeland, Florida, after Hurricane Irma in September, as well as in Cookeville after it was struck by severe storms in May. ●

100
Safety audit score

ONLY 2
reported injuries

1,719 work orders completed

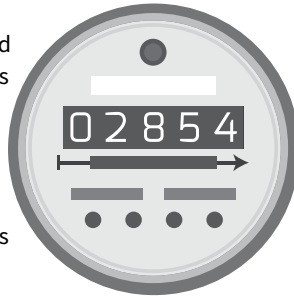
\$18,387
raised for United Way

| | |
|-----------------------|-------------------|
| Added | Continued |
| POWERUP PREPAY | » SMARTHUB |
| | » AUTOPAY |

METER UPGRADES ONGOING

In February, Murfreesboro Electric Department started upgrading about 43,000 customer meters. These meters are the latest version of those installed in 2004.

Over the years, the system has allowed the department to easily read meters, quickly identify problems and launch programs like PowerUp Prepay to give customers more flexibility in how they pay their power bills.



The upgraded meters will provide even faster communications, allowing the department to identify issues and to make repairs, often before customers notice a problem.

You will receive a postcard about 30 days before your installation to inform you when to expect contractors to perform the changeout. If you are not home, contractors will leave a door hanger to either let you know the changeout was completed or give you information to schedule a time to install the new meter.

CONNECT WITH US!

-  **PHONE:** 615-893-5514
-  **EMAIL:** customerservice@murfreesboroelectric.com
-  **MAIL:** PO Box 9 • Murfreesboro, TN 37133-0009
-  **WALK-IN/DRIVE-THRU:** 205 North Walnut Street, Murfreesboro, TN
-  **ONLINE:** www.MurfreesboroElectric.com
-  **FACEBOOK:** Search "Murfreesboro Electric Department"
-  **TWITTER:** @mborolectric
-  **INSTAGRAM:** @murfreesboroelectric



**TO REPORT A POWER OUTAGE:
615-893-5515**

Energy Tools, continued from front

Energy Usage Estimator

Not sure where to start making energy changes? The Energy Usage Estimator can show you exactly where your best opportunities for savings are. Enter details about your home, insulation, appliances and other simple information for an analysis of which changes can save the most on your electric bill. Log into your SmartHub account and the app can provide even more precise suggestions.

Rate Calculator

Once you know how much energy you're using, the Rate Calculator will help you with your budget by determining the cost. Use the Rate Calculator to see how the energy charge and total fuel cost change based on the amount of electricity you use. Have a budget target in mind for your monthly bill? See how many kilowatt-hours of electricity you can use while staying below the goal.

Energy Usage Analysis

Log in to SmartHub to get a closer look at your unique energy habits. The Energy Usage Analysis incorporates your MED bill into its calculations, providing personalized recommendations for money-saving changes.

Interactive Energy Home

If you want even more specific information about your home's energy use, try the Interactive Energy Home. Click on each room and outdoor area for a close-up view of the energy demands created by everything from a hot tub to a water bed.

Home Energy Library

If you're looking for information about a specific device's energy usage or if you just want to dig deeper into potential energy savings, the Home Energy Library offers a wealth of information. Browse more than 100 pages of in-depth electric information on topics that include ventilation, heating and cooling, home improvements, energy audits and more. ●

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

FREE TO THE PUBLIC

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

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

OTHER SPONSORS:

RUTHERFORD COUNTY

CITY OF MURFREESBORO

TENNESSEE VALLEY AUTHORITY

GENERAL MILLS

KROGER

LEWIS FAMILY BAKERY

MAXSHRED

CLARK IRON AND METAL

STONES RIVER RECYCLING