

My HOMETOWN POWER

Spring 2010

MURFREESBORO
ELECTRIC
DEPARTMENT

Outage system depends on accurate phone numbers

In 2009, Murfreesboro Electric Department (MED) implemented an automated system to help receive and manage customer reports of power outages. This outage reporting system is

performing well, and MED now encourages customers to use the designated number for all outage calls.

“When customers call 893-5515, our automated system uses Caller ID information to look for their phone number in our customer database,” explains Steve Sax, MED General Manager. “It’s an effective way to link callers to their accounts in order to identify the location and extent of an outage.”

When a customer dials the outage reporting number and the system finds their phone number in MED’s records, the automated operator asks a series of questions to confirm the identify of the caller and the nature of the call. The customer answers each question with a simple push of a button on their phone.

The entire process takes less than a minute, enabling MED to quickly collect outage information from its customers in

a short time period. The system works best, however, if MED has accurate phone numbers on customer accounts. Customers should use one of the following methods to update their information:

- Use the form on back of this insert
- Call customer service at 893-5514
- Visit our Web site at www.MurfreesboroElectric.com
- Stop by the MED office

When updating their records, customers should include any number — home and cell — from which they may call to report an outage. With correct numbers, the system will help MED restore power more efficiently. ♦

To report an outage, call MED's
Outage Reporting Number:

893-5515

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EARTH DAY 2010

April 24 | 10 a.m. until 2 p.m. | Murfreesboro's Civic Plaza

Food, Refreshments, Children's Activities and Live Entertainment.

Environmental and information booths on site. **FREE TO THE PUBLIC**

For more information and Rain Location, contact Amy Byers of Murfreesboro Electric Department at 494-0407.

Sponsored by:



Update your information for MED's Outage Reporting System

Please use this form to update your customer account information. Remove and return with your payment to Murfreesboro Electric Department.

Name (as it appears on bill): _____

Account Number: _____

Address of Account: _____

Home Phone: _____ - _____ - _____

Mobile Phone #1: _____ - _____ - _____

Mobile Phone #2: _____ - _____ - _____

Email Address: _____

The 2010 U.S. Census has begun It's time for America **to count its people**



How important is it for every Tennessee resident to complete and return the Census survey?

Census information is used to determine the number of seats for each state in the U.S. House of Representatives. Census figures also help guide planning and economic development decisions, and determine the allocation of some \$400 billion in federal formula grants, including:

- MEDICAID
- HIGHWAY PLANNING AND CONSTRUCTION
- EDUCATION GRANTS
- TITLE I GRANTS
- EDUCATION PROGRAMS FOR INDIVIDUALS WITH DISABILITIES
- TEMPORARY AID FOR NEEDY FAMILIES
- SECTION 8 HOUSING
- COMMUNITY DEVELOPMENT BLOCK GRANTS
- FEDERAL TRANSIT FORMULA GRANTS
- CHILDREN'S HEALTH INSURANCE PROGRAM

An accurate 2010 Census will help ensure Tennessee will receive the appropriate amount of federal funding for its population, while retaining its seats in Congress. **Be counted — complete and return your Census survey today!**



To report a power outage, please call (615) 893-5515

- ◆ **Phone** (for customer service)
(615) 893-5514
- ◆ **Email**
customerservice@murfreesboroelectric.com
- ◆ **Mail**
P.O. Box 9
Murfreesboro, TN 37133-0009
- ◆ **Walk-In or Drive-Thru**
205 North Walnut Street
Murfreesboro, TN 37130

Paying Your Bill: You may pay your Murfreesboro Electric bill through the mail, at our office, by phone, or on our Web site at www.MurfreesboroElectric.com.

At Murfreesboro Electric, we are committed to our customers and our city

Murfreesboro Electric Department is a public power company. As such, we have a duty to communicate with you regarding important news impacting your utility. This newsletter is a new step toward keeping our customers informed.

This electric distribution system belongs to the people of Murfreesboro. Because it is owned by the city and not by a profit-driven investor-owned utility, MED is operated with your best interest in mind. Decisions are made locally, and that means we can do what is best for the people of our growing city. Our new outage reporting system profiled on the front page is an excellent example of that commitment.

MED is focused on delivering outstanding customer service at the lowest possible rates. We partner with our community by ensuring that electricity is available to meet the city's residential and commercial growth demands. And we look for opportunities to enhance our distribution system so that it will be an asset to Murfreesboro for many years to come.

That's our philosophy. MED is committed to powering Murfreesboro today, and to preparing it for the future. ◆

Steve Sax, General Manager
Murfreesboro Electric Department