

My HOMETOWN POWER

**MURFREESBORO
ELECTRIC**
DEPARTMENT



On the cutting edge

P.D. Mynatt
General Manager

The holidays have a way of separating the planners from the procrastinators. Those who think ahead tend to finish their shopping months in advance, while those who don't plan have to brave the retail frenzy at the end of the year.

At the electric department, we're planners. And while we don't have to hunt through department stores for the latest smartphones and TVs, we do like to give our customers the latest technology.

That's why Murfreesboro Electric Department was one of the first municipal utilities to install automatic meters in 2004. That technology put us ahead of the curve and paved the way for the fast response times our customers enjoy today.

However, like most technology, automated metering has advanced during the last 13 years. That's why, over the next couple of months, the electric department will begin changing out meters for all of our residential and small-business customers.

You can read more about the details in this month's newsletter, but the most important thing to know is that these new meters are safe and will help us respond to outages faster. They're just another way Murfreesboro Electric Department works hard to give our customers the highest-quality electric service.

I also want to take this opportunity to wish all of our customers a Merry Christmas and a Happy New Year. We're proud to be able to serve a vibrant and growing community like Murfreesboro, and we look forward to all the new opportunities we will create together in 2018. ●

MURFREESBORO ELECTRIC METERS ARE GETTING A SPEED BOOST

When Murfreesboro Electric Department installed its advanced metering infrastructure in 2004, it was among the first public utilities in the country to bring that cutting-edge technology to customers.

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

Starting in January 2018, Murfreesboro Electric Department will once again upgrade the meters on its system to bring the latest technology to its customers.

"Today's meters are basically miniature computers, and anyone who has recently bought a computer knows there are advances all the time," says Meter Department Supervisor Tim Glaze. "So

if you're using a computer from 2004, it's time for an upgrade."

The new meters will allow for even faster communication with the electric system, meaning the department can identify and fix problems with electric service often before customers notice them. And because these meters will be installed at every residential and small commercial location, more customers will have the option of participating in the PowerUp Prepay program.

Over the next year, Murfreesboro Electric Department will upgrade about 42,000 customer meters. Look for a postcard in the mail that will let you know when your meter changeout will occur.



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BE COUNTED IN MURFREESBORO'S SPECIAL CENSUS

This summer, Murfreesboro was once again ranked among the fastest-growing cities in the country. In fact, the Tennessee State Data Center reports that Murfreesboro has been the fastest-growing large city in the state for the last three years.

However, since the city's population was last certified in 2011, this growth has yet to be reflected in the state's census data. That's why the City of Murfreesboro is conducting a special census, giving all residents the chance to stand up and be counted.

What is the Special Census?

The most recent census of Murfreesboro, taken in 2011, lists the population at 109,031. It should come as no surprise to residents that the city has experienced significant growth in the last five years, estimated by the U.S. Census Bureau to represent an increase of more than 22,000 people.

Because the state uses census numbers to



determine how much of its shared tax revenue should go to each city, a low population count means Murfreesboro does not get its full share of that money. The state pays the city \$127.45 per resident, meaning Murfreesboro's growth could add an additional \$2.9 million annually.

"It's not a new tax; it's not people paying more money; it's money already sitting there," says Murfreesboro Principal Planner Dianna Tomlin.

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Special Census, continued from front

“It’s just a matter of claiming enough people to get that money.”

Rapid growth can put increased demand on infrastructure, leading to congested roads and crowded parks. According to Tomlin, the money collected from Murfreesboro’s increased population would go into projects that help the city manage its growth.

“This money can go toward widening a road or putting in a turn lane or traffic light. It’s money for those types of projects,” she says.

What can you do?

The City must receive a census survey response from each resident or personally visit residents

who do not respond in order to verify accuracy. The only information residents need to share is their address and the first and last names of the people living there. This information is confidential and will only be used for the Special Census.

The first Special Census packets were mailed in late October. If you have received one of these packets and haven’t responded, please do so immediately. Each packet also contains information about completing the census survey online at www.murfreesborotn.gov/census.

For more information about the Special Census, email census@murfreesborotn.gov. ●

Meter Upgrade, continued from front

WHAT YOU NEED TO KNOW

How long will the meter changeout take?

On average, it will take technicians just a few minutes to change out each meter. The installation process will cause a brief, five minute or less, interruption in service.

Installation of the upgraded meters will begin in January and should be completed by the end of 2018.

When will my meter be upgraded?

The department will send you a postcard within 30 days prior to let you know when to expect Murfreesboro Electric Department contractors to perform the changeout. If you aren’t home, contractors will leave a door hanger letting you know the changeout was completed or information to schedule a time to install the new meter.

Do the new meters emit radio waves?

No. Like existing meters, the new meters use a power line carrier system to transmit limited information about your electric usage through power lines. The PLC system has been proven to be safe and reliable and will not interfere with any radio or cell signals. ●



UPDATE YOUR PHONE NUMBER TODAY!



To restore power quickly, Murfreesboro Electric Department needs accurate, updated phone numbers from customers. If you have recently moved or your primary phone number has changed, 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
- ✓ Complete the form and return with payment

MURFREESBORO ELECTRIC DEPARTMENT PHONE NUMBER UPDATE FORM

Name (as it appears on bill): _____

Account Number: _____

Address of Account: _____

Home Phone: _____

Mobile Phone: _____

Email Address: _____

SIGN UP FOR THE MAGIC DOLLAR PROGRAM

Murfreesboro Electric customers may elect to add a set amount (typically a dollar) to their bill that is passed on to Community Helpers, which in turn provides assistance to those who are unable to pay their electric bill and face disconnection. Anyone who would like to participate can call Murfreesboro Electric at 615-893-5514 or email customerservice@murfreesboroelectric.com.



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**