

My HOMETOWN POWER



Resolve to save

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General Manager

STAY WARM WITH THESE WINTER ENERGY TIPS AND LEARN ABOUT OUR NEW METER UPGRADES

People often think of New Year's resolutions as goals we have to set to make ourselves do uncomfortable things, such as eating better or exercising more. But with a fresh year ahead, those promises to yourself can just as easily be something to look forward to.

Maybe there's a trip you've always wanted to make or a big purchase in your future and you've decided to start saving. While planning for those resolutions might require cutting back on certain expenses, they don't have to be painful.

In fact, more efficient energy use is a simple way to save your household hundreds of dollars over the course of a year, and Murfreesboro Electric Department has tools to make it easy.

Every customer has access to SmartHub, which can help you track energy usage daily and even compare your times of peak usage against the weather. This allows customers to identify patterns in their own energy usage, which can help guide them to savings.

We also offer PowerUp Prepay billing, an option that lets customers pay for electricity before they use it rather than afterward. On average, prepay customers pay closer attention to their energy habits and, as a result, save about 15 percent on their bill.

We make these tools available to Murfreesboro residents because we want to help every one of our customers get the most out of their electric service. Together, we can all be more efficient in 2018 and save money for the things that are most important to us. ●

There's a lot to enjoy about the winter months: holidays, sweater weather and, if you're lucky, maybe even a little snow. But when family and friends huddle indoors to stay warm, the electric bill can climb uncomfortably high.

Staying warm doesn't have to cost a fortune if you plan ahead and stay aware. Keep these easy tips in mind this winter and see just how much you save on your electric bill each month.

Insulate. Just because you can't see it doesn't mean it isn't important. Making sure your home is sealed tight with insulation is one of the best ways to cut down on your electric bill, whether it's hot or cold outside. And don't forget to cover the attic floor and the basement ceiling to keep heat from escaping.

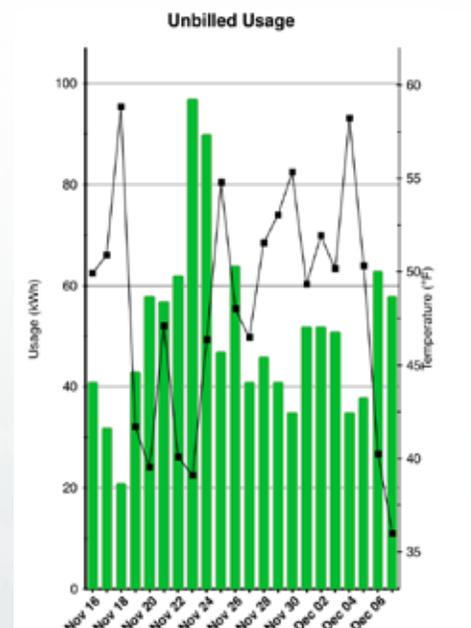
You can even earn rebates from the Tennessee Valley Authority by taking advantage of recommendations from experts on air sealing, attic insulation, duct sealing, wall insulation and more. Go to www.2escore.com for more information on the eScore program.

Turn down the water heater. Chances are, your water heater was set to 140 degrees Fahrenheit when it was installed, but most people don't need that much heat. Lowering it to 120 degrees can save 6 to 10 percent on your electric bill.

Dress for the weather. It may seem simple, but something as easy as wearing heavier clothes indoors can make a big difference in your energy usage. Next time you catch yourself reaching for the thermostat, consider putting on a sweatshirt or pulling out a blanket instead.

Get a programmable thermostat. For most people, playing with the thermostat is a game of cranking the heat too high and then letting the temperature drop too low. A programmable thermostat can cut out the guesswork and save you money in the process.

Use SmartHub. The app has a suite of useful tools, including one that shows the hours when



With SmartHub, customers can view not only their previously billed electricity usage, but also their current usage in comparison local weather data. In this chart, the green lines are daily electricity usage, and the black line is the corresponding average temperature each day.

..... your household uses the most energy. Compare those with the temperature outside and you can see just how much extra electricity you use when it gets cold.

Prepay with PowerUp. Prepay billing lets you track your usage and put money into your account whenever it's running low. For most customers, PowerUp Prepay helps save money by encouraging them to stay aware of how much energy they're using.

NEW METERS, SAME GREAT PROGRAMS

Both SmartHub and PowerUp Prepay are possible thanks to the advanced metering infrastructure first installed by Murfreesboro Electric Department in 2004. The department

SIGN UP FOR THE MAGIC DOLLAR PROGRAM



Murfreesboro Electric customers may elect to add a set amount 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. Include this form with your next bill or mail it to P.O. Box 9, Murfreesboro, TN 37133-0009.

Name: _____

Account number: _____

Phone number: _____

Signature: _____

Please check:

YES, I would like to participate in the Magic Dollar Program. I understand that this will appear as a charge on my Murfreesboro Electric bill each month until I cancel my participation in the program.

Amount to be billed each month: _____
(Default - \$1.00)



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

MURFREESBORO ELECTRIC OFFICE TO BE UNITED WAY BABY SHOWER COLLECTION SITE

Help new mothers and fathers by donating diapers, bottles, onesies, blankets and wipes to the Murfreesboro Electric office at 205 N. Walnut St. during normal business hours Jan. 9-30.

United Way of Rutherford and Cannon counties will host an event for new parents **Saturday, Feb. 3**, during which they can attend educational workshops, visit resource tables and receive a free diaper bag with essential supplies for their newborn to have a healthy start in life.

Meter Upgrade, continued from front

was one of the first public utilities in the country to bring this technology to its customers, and in the years since it has given Murfreesboro residents unparalleled control over their accounts.

AMI technology also helped Murfreesboro Electric Department provide better response times. Since meters can be read automatically on a daily basis, problems on the system can often be identified and pinpointed without a technician even needing to visit the meter.

However, like all computers today, meter technology moves fast, and it is once again time for Murfreesboro Electric to upgrade in order to provide customers the highest quality service.

“These new meters are basically the same ones customers have installed now, just the next generation,” says Meter Department Supervisor Tim Glaze. “Anyone using SmartHub and PowerUp will still have access to those programs.”

The new meters outperform the old ones in faster communication across the electric system. That means Murfreesboro Electric Department will be able to identify and fix electric service problems often before customers notice trouble.

Like the current meters, the upgraded versions use a power line carrier system to transmit limited information about a household’s electric usage through the power lines. This PLC system is safe and protected, with secure data transmissions and no dangerous electronic emissions.

Over the next year, Murfreesboro Electric Department will upgrade about 42,000 customer meters across the city, starting next month. Residents should be on the lookout for a postcard in their mail, which will notify them that their meter changeout is scheduled within 30 days.

The process of upgrading the meter only takes a few minutes and will be completed by Murfreesboro Electric Department contractors. If a customer isn’t home when the contractor makes the upgrade, they will leave a door hanger either notifying the customer that the changeout is complete or leaving a number where they can schedule another time to complete installation.

All new meters are expected to be installed by the end of the year. Murfreesboro Electric Department looks forward to sharing this new technology with Murfreesboro residents and continuing to provide the fast, reliable service the city has come to expect. ●



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**