

PREPARE AHEAD OF TIME FOR INCLEMENT WEATHER AND POTENTIAL POWER OUTAGES

What to do?

Electric service is extremely reliable; however, power outages sometimes occur. Preparing ahead of time can help you to better handle any emergency situations. Consider these tips:

1. Conveniently locate candles, kerosene lamps, or flashlights for easy access and use. You will be able to see what you're doing, and circumstances will seem a little less threatening.
2. Look to see if the neighbors' lights are off. If the neighbors' lights are not off, the problem may be confined to your home.
3. Check fuses and breakers. If there is a problem with the fuses or breakers, once again, this may indicate that the problem is confined to your home.
4. Turn off all electrical appliances that were on, especially heat pumps, air-conditioners, or electric heating. This precautionary measure will aid in preventing the system from overloading once power is restored.
5. Call JCPB to report your power interruption. Consider putting this number in a convenient location for easy access: 282-JCPB (5272). JCPB's automated phone systems helps to better serve customer calls, especially during large power outages. It is VERY IMPORTANT that we have the correct information concerning your electric account. Please check your monthly invoice to make sure that the correct phone number is listed for your account. If the phone number is incorrect, space has been provided on the payment stub for you to write the correct number and return to our attention.
6. Turn on your battery-operated portable radio and listen for messages from JCPB. If possible, call your neighbors and find out if they have information about the emergency.
7. If extreme conditions exist and power outages are widespread, you may consider making alternate arrangements until power is restored.
8. It is important to check on older friends, neighbors, and relatives during emergency situations; such as, extreme power interruptions. You may even consider assisting them in making alternate arrangements if the power interruption is anticipated to last for an extended period of time.

When Power Is Restored

By following these two simple rules when power is restored, you may greatly assist crews in their efforts to restore power, especially during widespread outages generally resulting from hazardous weather conditions. You may also prevent damage to your electric heat pump.

Rule #1 - Return to normal usage gradually. Once power has been restored many people are anxious to get the appliances up and running; however, this is not a good idea. If everyone had the same idea and switched on electrical appliances at once, the power lines could be overloaded, which would cause another outage. Be careful! Slowly and gradually, return to your normal usage.

Rule #2 - In winter, don't reset your heat pump thermostat to the "on" position as soon as power is restored. The electric heat pump performs its job by circulating a refrigerant gas. When the power has been off for a while, the unit's refrigerant cools and changes to a liquid, which tends to collect in the compressor. If the unit is put into operation in this state, possible mechanical damage can result. If the power has been off for more than three hours, place the system switch in the emergency heat position. This will quickly bring your home to normal temperature. Leave the switch in the emergency heat position for approximately 24 hours. At the end of 24 hours, set the thermostat for heat pump operation. This will restart your unit in the heat pump mode.



Please use this return coupon to send us your recipes, quick tips, questions, and/or comments. You may return the coupon along with your payment or you may email ashrews@jcpb.com. *Please include your mailing address on this form so that we may send you a free energy saving kit if your recipe, quick tip, or question is printed.



A Little Bird Told Me...



The Johnson City Power Board is proud to bring you four new ways to connect with us. As of December 9, we began hosting a Twitter and Facebook account in addition to our new blog, PowerPlugs, and a channel on YouTube. These new tools offer our customers an easy way to stay abreast of current events as they happen at the Power Board. Whether we are alerting customers to an electrical outage, offering energy saving advice, or discussing energy policy, these sites offer an unprecedented means to stay connected to our company and operations. Link to our new sites on jcpb.com, "friend or follow us," and let's enjoy getting to know one another in a whole new way!

Steps JCPB follows when restoring power during large outages.

Step 1: High-voltage transmission lines supply electricity to substations from TVA power plants where the electricity is produced. If the transmission lines are damaged, it is impossible for electricity to be supplied to anyone.

Step 2: Substations receive electricity from transmission lines. Large transformers located at substations reduce electric voltage from 69,000 volts to approximately 13,000 volts. Substations must be repaired before electricity is supplied to distribution lines.

Step 3: Distribution lines are the third link in the system to be repaired. Distribution lines may also be referred to as 3-phase lines and operate at 13,000 volts. These lines typically provide electricity to commercial and industrial customers, as well as supply electricity to single-phase lines.

Step 4: Single-phase lines or tap lines operate at 7,200 volts, supplying electricity to residential areas. During extreme power interruptions, it may take days in order to completely restore electricity to all tap lines as these are widespread and make up a large portion of our electric system.

Step 5: The final step in the restoration process is to restore electricity to individual homes and small services. During the final step, the electricity is generally supplied at a voltage of 120/240. Repairs to individual service lines and transformers are very time consuming as there are often numerous isolated cases, and these individual services must be repaired one job at a time.

Get Connected

Johnson City Power Board Line News for Everyone Jan - Mar 2010

Winter Storms



The snowstorm in December wreaked havoc across the JCPB service area. Service crews worked around-the-clock restoring power. There were hundreds of downed trees and power lines, numerous broken poles, and many services were completely torn away from homes and businesses. Additional staff was called in to answer outage calls. From 12/18 to 12/20 almost 15,000 outage calls were answered. We appreciate your patience during widespread outages such as these as our phone lines often become "overloaded." Please remember that one of the most effective ways to report your power outage is via our automated phone system at 282-JCPB. We would prefer to speak individually to customers; however, the automated attendant allows us to better gather outage information which may improve restoration time.

Help us help you! Once repairs to power lines and equipment are complete, the lines are re-energized. It is exciting when the power comes back on, however, it is very important to GRADUALLY return to normal usage otherwise another, more extensive outage may occur as circuits simultaneously become overloaded. In addition, it's a good idea to have any trees removed that may be near power lines in an effort to minimize potential power outages to your electric service. Visit jcpb.com for more information about our tree trimming policy.

Heavy, wet snow weighted down trees and power lines causing thousands to be without power. We appreciate the many kind words from our customers as crews worked to restore power. Your patience during this time was most appreciated.



Crews had to be extra careful as many power lines had fallen and were lying on the ground. YOUR SAFETY is very important to us. NEVER touch a power line that has fallen to the ground. Immediately call 282-JCPB to report.

From The Manager's Desk . . .

December Wind & Snow

The month of December turned into a very trying time for employees and customers of the Johnson City Power Board. Drenching rains followed by a storm packing extreme wind gusts caused outages during the second week of December. Then a snowstorm with accumulations not seen since the Blizzard of 1998 snarled traffic and again knocked out power during the weekend before Christmas.



Thank you to all the employees and contractors involved in restoration efforts, to those answering the phones during outages and those whose actions made things better for others. Your dedication and commitment to customer service is appreciated.

As we begin the New Year 2010 allow me to invite you to dream. (See Dream Big poem, pg 3.)

Remember: "For any challenge we will either find a way or make one" AND "The cheapest kWh is the one not used."

Homer D. G'Fellers

Homer D. G'Fellers, JCPB President & CEO



JCPB Mailbox

I just want to say THANK YOU to all the people manning the phones and all the crews out on the streets through the cold nights working to restore our power. It was so nice to get our power restored after it was off for 30 hours! Every person we talked to was great to assist in any way they could. Your service both from the crews and the call center is amazing and we want to thank you for all your hard work!
-Maria Jenkins, Telford

I can't thank you enough for getting the power back on today (10 am, 12/19/09). I'm sure that it was a very difficult task due to the extreme weather conditions. -Edmund Visneski

I am impressed with your FB posting to keep the JCPB customers informed. Other utilities should follow your lead. You folks have a great team that cares about your customers. -Lee Baker

Thanks for all you do JCPB. You are the best. Thanks to everyone who worked so hard to get power restored. Taylor Bridge Rd and May Rd are on again. You folks have a lot to be proud of. Rest assured it is appreciated. -RD Robinson

To all the hardworking employees of JCPB: THANK YOU for everything you've accomplished during the past 24 hours to keep up with demands. Your work is almost always done under difficult circumstances and weather conditions. We appreciate your efforts and the risks you take. Warmest Regards to You and Your Families for a Wonderful Christmas. -Rolland & Sharon Boles, Keeland Heights subdivision

We appreciate the diligence and hard work from the JCPB linemen in restoring our power. -Doug and Carolyn Hilton, Colonial Heights

Johnson City Power Board

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Visit the JCPB website for Board Member and Administrative Staff Directories.

Angela Shrewsbury, Publication Editor

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Generator Safety

When the lights go out and you have your trusty portable generator ready, please follow these common sense rules before connecting it to your equipment

Report your power outage to the Johnson City Power Board (282-JCPB) immediately. One call will be sufficient; repeated calls simply overload the reporting system.

NEVER connect your generator directly to your house wiring, unless you have a properly installed 'doublethrow-over' switch. These switches disconnect the house electrical service from the utility supplying source. They disconnect the energized wires and the neutral wire from your service entrance cables. Opening the "Main" switch or breaker will NOT disconnect the neutral conductor. Power from the generator can flow back into the supply system through the neutral conductor, through transformers, creating deadly full line voltages on the lines that utility employees will be working. Pulling the meter will NOT disconnect the neutral and WILL be considered "Unauthorized Tampering" with JCPB owned equipment. (Translation - "grief for you!") When connecting equipment to generators, always be sure the cords are of sufficient size (current carrying capacity) for the load you are connecting. Use a separate cord for each piece of equipment connected. Be sure that all cords are wired correctly.

Check your cords to be sure that all insulation is in place or in good repair.

If your generator is located in a wet area (outdoors) or cords or equipment are in wet areas, utilize groundfault circuit interrupter protection. These work the same way as your bathroom electric receptacles and trip-off when a short circuit is detected.

Never run an internal combustion engine indoors (KEY words: "Carbon Monoxide").

Never refuel a hot engine. Give the motor time to cool down and be careful not to overflow the fuel tank or spill fuel.

Have other alternative heat, light and cooking methods available. Furthermore, know how to use them safely.

Get as comfortable as possible; try to enjoy the experience of living without modern conveniences with your family, like everyone did before we had all the newfangled stuff. However, rest assured that JCPB employees are out in the weather trying their absolute best, with NO short cuts, to get your power back on as SAFELY and quickly as possible.

Check out jcpb.com for a simplified wiring diagram to accommodate a portable generator or pick up a copy of this diagram in Engineering .

Dream Big

If there were ever a time to dare,
To make a difference,
To embark on something worth doing,
It is Now.

Not for any grand cause, necessarily -
But for something that tugs at your heart,
Something that's your aspiration,
Something that's your dream.

You owe it to yourself
To make your days here count.
Have fun. Dig deep. Stretch.

Dream big.

Know though, that things worth doing
Seldom come easy.

There will be good days.
There will be times when you want to turn
Around, pack it up, and call it quits.

Those times tell you
That you are pushing yourself,
That you are not afraid to learn by trying.

Persist.

Because with an idea, determination,
And the right tools,
You can do great things.
Let your instincts, your intellect,
And your heart aid you.

The start of something new
Brings the hope of something great.
Anything is possible.

(Author unknown)

HEAT PUMP

An electric heat pump that's installed correctly will give you and your family the benefit of cost-savings comfort for many years. Through our Heat Pump Program, we offer loans to

qualified applicants, add the loan payments to your monthly energy bill, and provide for you to have a FREE final heat pump inspection to help ensure a quality installation.

CALL 952-5142
FOR MORE DETAILS!

FINANCING

A Helping Hand During Hard Times

With unemployment on the rise and temperatures dropping, all of us at the Johnson City Power Board (JCPB) are concerned for the welfare of those of our customers having trouble making ends meet. Please keep in mind that if you know you are going to have trouble paying your power bill, call us BEFORE your due-date to request a payment arrangement. If you require financial assistance, there is a network of local charities available which often provides such services to qualifying customers. Please contact Good Samaritan Industries or the Salvation Army first as they are ultimately responsible for qualifying who is eligible to receive JCPB's Hand Up Funds. Below is a list of our local contributing charities:

Inside Johnson City:

Good Samaritan Industries: 928-0288
Salvation Army: 926-2102
Neighborhood Service Center: 928-7327
Catholic Charities: 753-3001
St. Mary's Catholic Church & St. Vincent de Paul **(Thursdays only)**: 434-0836

Washington County Outside Johnson City:
Community Help Center: 788-0050

Outside Washington County:

Neighborhood Service Center at Kingsport: 247-5149
Piney Flats Community Chest/Neighborhood Service center of Bristol: 968-3951

JCPB:

Customer Support: 952-5000

Chili

Submitted by Joyce Gray



1 lb. ground chuck
1 onion chopped
1 small bell pepper, chopped
1 can tomato soup
1 small can tomato sauce
1 can chili beans
2 tbs. chili powder (or less)
1 tbs. vinegar
Small amount of water

Brown meat. Add onion and bell pepper and saute. Add tomato soup, sauce, beans with small amount of water. Stir in chili powder and vinegar. Place in crock pot or simmer on top of range. Cook over low heat.