

Tennessee CONNECTIONS

WINTER 2023 | CUSTOMER FOCUSED ⚡ COMMUNITY DRIVEN

Enjoy the Holiday Spirit at Ripley's Homestyle Christmas

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PHOTO COURTESY
OF REGINA HINES





Ripley Power and Light Company celebrated Public Power Week with a coloring contest. The winners were, from left, Kynlee Haynes, Jace Harrell, William Howell and Dayvonee Brand.

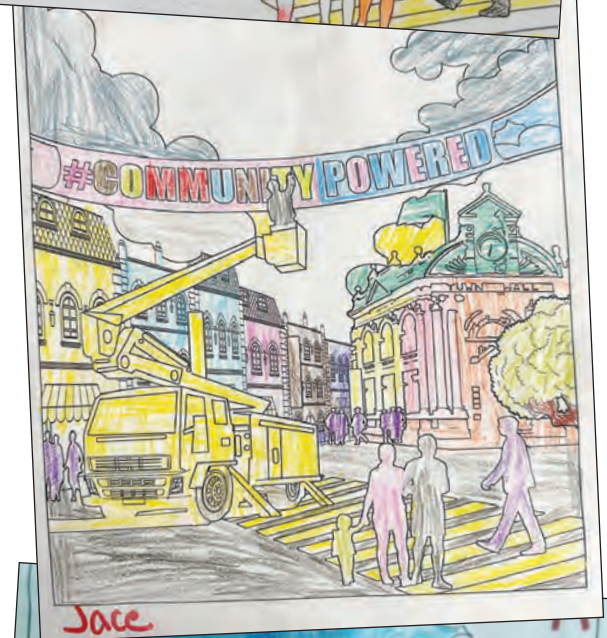
PUBLIC POWER WEEK

Public power utilities across the United States annually celebrate Public Power Week the first full week of October. Across the nation, about 2,000 public power utilities provide electricity to 49 million people.

Tennessee Gov. Bill Lee signed a proclamation honoring the role public power utilities have in Tennessee, stating:

- Tennessee’s public power utilities are valuable community assets that contribute to the well-being of their local communities through economic development, energy efficiency, customer service, environmental protection and safety awareness.
- Tennessee’s 60 municipal and county power distributors provide reliable and affordable power to 4.5 million Tennesseans, including 65% of the state’s residential, commercial and industrial customers, and provide over 71% of the electricity sold in the state.
- Tennessee leads the nation in public power, ranking first in public power megawatt hours, second in public power revenue and second in the number of public power customers. ■

To learn more about Ripley Power and Light, visit ripleypower.com.



From top right, winning entries were colored by Kynlee, third grade; Jace, first grade; Dayvonee, kindergarten; and William, second grade.



IF THE LIGHTS GO OUT ...

Sometimes it's a squirrel on a transformer, a lightning strike or even a power surge to cause an outage at your home or business. And sometimes, tornadoes, ice storms, heavy winds and lightning storms can cause widespread outages.

Whether the lights go out in one home, a whole neighborhood or even a larger area, Ripley Power and Light follows a plan to restore power as quickly and safely as possible.

Assess

The first step in any outage is to assess the extent of the problem and make sure any downed lines are not hazardous.

Outage Management System

Our Outage Management System enables us to pinpoint the location of your home if you have updated the phone numbers in your account and you are calling or texting from one of those numbers to report an outage. (See the back page of this magazine for more detailed instructions.)

Larger Outages

With larger outages, the underlying goal is to first restore power safely to the greatest number of customers in the shortest time possible.

Transmission Lines

Problems on transmission lines and at electric substations are fixed first since they can affect large number of customers and whole communities.

Essential Services

We also give priority to services that are critical to the public's health and safety, such as the hospital, nursing homes, water treatment plants and customers who depend on life support. (You can get your name on our priority list if you have a doctor's statement saying you are dependent on life support equipment.)

Feeder Lines

We then fix problems on feeder lines that leave substations. Like branches on a tree, feeder lines serve many smaller lines that go down individual roads or to small groups of houses.

We work our way across the system, first repairing problems serving larger groups of customers to gradually repairing problems serving smaller groups. It does no good to fix a problem on a line providing electricity to only a few homes if the line serving it still does not have power.

Individual Homes

Finally, we repair damage to service lines to individual homes. Again, making a repair to an individual home first is useless if the main line into the neighborhood has no power.

Sometimes, we can't restore power to your home if there is damage to electrical equipment that you own, such as the wiring from the meter box to inside your home. You will need to call a licensed electrician first. (For a graphic explaining what you are responsible for, visit ripleypower.com/energy/yoursours.php.)

Ripley Power and Light employees always are on call to respond to emergencies. When major emergencies occur, more employees are called in to help. ■



A Homestyle Christmas



A Homestyle Christmas returns December 8–10 to Ripley’s downtown square. The celebration features ice skating, snow, roasting s’mores over fire pits, Christmas cookie decorating, photos with Santa, a live Nativity, train rides and other holiday activities.

Homestyle Christmas, presented by the city of Ripley and Lauderdale County, began as a community celebration in 2019.

The event is open 5 to 8 p.m. Friday, December 8; 2 to 8 p.m. Saturday, December 9; and noon to 7 p.m. Sunday, December 10. The event is free for those who bring a canned good or new toy to donate. ■





LED Lights Are Pretty Cool

LED Christmas lights get more popular every year for several reasons. They use light-emitting diodes, rather than filament to produce light.

This newer technology makes LED lights more efficient, durable and longer-lasting than fluorescent or incandescent lights.

■ **The Cost Factor.** LED Christmas lights may cost more money to buy, but you'll save money in the long run. In fact, they offer an average of 88% energy savings compared to traditional holiday lights.

■ **Cool to the Touch.** If you have children or pets, LEDs are a good choice because they produce next to no heat, and

they're always cool to the touch.

■ **The Weather Factor.** LEDs have no problem coming on and working in cold temperatures. In fact, LEDs get more efficient as the outdoor temperature gets lower.

■ **Durability.** In tests, LED bulbs didn't burn out after more than 4,000 hours, while standard light-string bulbs burned out at a rate of one to two per strand before half that time.

■ **More Lights, Fewer Outlets.** Typically, you can connect eight to 10 times more mini LED light strings together end to end while only using one electrical outlet. ■

Source: FamilyHandyman.com



RIPLEY POWER AND LIGHT COMPANY



RP&L Your Hometown Electric Provider

Welcome, 2024!

Ripley Power and Light calendars were mailed the week before Thanksgiving to every customer. If you did not get your calendar, call the utility during office hours.



RIPLEY POWER AND LIGHT COMPANY

www.ripleypower.com

Ripley Office

731-635-2323

150 S. Main St. • Ripley

Halls Office

731-836-7595

409 S. Church St. • Halls

Office Hours

We are open 47 hours each week to serve you better!

7:30 a.m. to 5 p.m.

Monday-Thursday

7:30 a.m. to 4:30 p.m. Friday

You can pay your bill ...

- At www.ripleypower.com
- Through our new mobile app
 - Through bank draft
- At our Ripley & Halls offices
- In office night deposit boxes
- At the kiosks at our offices

If you have not been receiving your bills, call our office immediately so we can verify your mailing address.

Ripley Power and Light offices are closed:

**Monday, December 25, and
Tuesday, December 26,
for Christmas**

**Monday, January 1,
for New Years Day**

**Monday, January 15,
for Martin Luther
King Jr. Day**

**Monday,
February 19,
for Presidents' Day**



Do We Have ALL of the Phone Numbers at Your House?

Our outage management system immediately knows the location of your home if you've taken the time to make sure we have everyone's phone number.

So it doesn't matter if the call

comes from the house phone, Grandma's cellphone or Junior's. We'll know the location of the outage, and our efforts to locate the cause of the outage and restore your power can begin immediately.

✓ STEP ONE:

- To update all phone numbers in your household—landlines and cellphone numbers—call 731-635-2323 or visit www.ripleypower.com under the "Report an Outage" tab.

✓ STEP TWO:

- Save our number—888-655-1841—in your cellphone.
- To opt in, text #RIPLEY to 888-655-1841.
- You'll receive the message, "Welcome to Ripley Power and Light's text msg service ..."

HAVE AN OUTAGE?

The next time you have an outage, just text #OUT to 888-655-1841.

Ripley Power and Light's outage management system will know your location, and we'll immediately begin our efforts to locate the cause of the outage and restore your power.

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