

eScore™ Participant Rebate Schedule

Upgrade	Rebate
Conventional Electric Water Heater • Primary heat source from non-electric to electric	\$500/system
Air Source Heat Pump • Primary heat source from non-electric to electric • New non-replacement system	\$1,000/system
Mini-Split • Primary heat source from non-electric to electric • New non-replacement system	\$400/system
Dual Fuel Heat Pump • Primary heat source from non-electric to electric • New non-replacement system	\$500/system

All upgrades must meet eScore program standards effective on installation date. Please inform your Quality Contractor Network member you are participating in eScore before work begins. Rebates will be sent by check to the address where upgrades occur.



Get great rebates when you switch from gas to electric

In partnership with Ripley Power and Light, TVA's eScore program is offering rebates for energy-efficient upgrades.

The rebates are available when you switch from gas to an electric heating system and from a gas to an electric water heater.

TVA's eScore is a home energy evaluation program that provides a simple path to make your home as energy efficient as possible. The program allows you to work toward a score of 10 at a pace you can afford.

Along with TVA's rebates, Ripley Power and Light also offers rebates of \$200 when you switch from gas heating and cooling to an electric heat pump, \$100 rebate when you upgrade your electric heat pump, \$100 when you switch from gas to an electric water heater and \$50 when you upgrade your electric water heater.

Ripley Power and Light will

finance these and other energy-efficient upgrades that are part of the eScore program. These include air sealing, attic insulation, heat pump water heater, heat pump (ducted and non-ducted), geothermal heat pump, dual fuel heat pump, central air conditioning, duct system, windows, and storm windows added to single-pane windows. All upgrades must meet eScore energy-efficiency standards.

Your first step is to contact a member of our Quality Contractor Network.

For more information about the eScore program, our financing or for a list of Quality Contractors to do the work, visit the "Save Energy. Save Money" section of our website, ripleypower.com.

What are you waiting for? These are the best eScore rebates ever offered.

Ripley Power and Light offices will be closed...

- Friday, April 19, for Good Friday
- Monday, May 27, for Memorial Day



Pay your bill online and more
... at ripleypower.com

Office Hours & Locations

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 utility bill at ...

- 150 S. Main St. in Ripley
- 409 S. Church St. in Halls

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



731-635-2323 ■ 731-836-7595
www.ripleypower.com

Ripley

POWER AND
LIGHT COMPANY

Spring 2019

Until the cows come home...

Ripley family follows dream to raise Angus cattle

Gaylon and Carolyn Smith set out to fulfill a dream more than 20 years ago and started their own cattle herd.

They founded their herd with predominantly Herefords and Black Baldies. Then in 2006, they converted their herd to Black Angus. Today, the Smiths run around 100 head of cattle on their 250-acre family farm in Ripley.

Gaylon and Carolyn are involved in various aspects of the beef industry. Both are Master Beef Producers and are certified for Beef Quality Assurance. Gaylon has also obtained his artificial insemination certificate. They are members of the Tennessee Livestock Association, the American Angus Association and the Lauderdale County Livestock Association.

The Smiths have incorporated a strict vaccination program in their herd and use rotational grazing to insure op-

timal herd health. Each pasture has its own automatic watering system, and all cattle are fed quality hay in the winter.

The feeding barn has concrete floors that hold 20 round rolls. It has a concrete feed bunk for feeding rations of corn, distiller grain and other commodities. They also produce and bale all the hay for feeding.

The working barn is equipped with all necessities for daily cattle care. The farm includes hay storage barns, a commodity building for feed storage and feeding barns. They choose to freeze brand, and the brand is registered with the State of Tennessee.

The operation runs on a 60-day breeding schedule in the fall and spring. The breeding program consists of pri-



marily artificial insemination and is based on heat synchronization with timed artificial insemination.

The process is rigorous, and the Smiths have achieved great success rates in their program. Gaylon's and Carolyn's passion for the industry is evident, and they are true advocates for the beef industry.

They continue to move with the times, and make improvements in their herd.



“It was a dark and stormy night ...”

Spring storms can have heavy winds that cause power interruptions



Contact us if you lose power

Though our electric system is designed and monitored to provide reliable service, power outages do occur.

Our electric monitoring system alerts us to power outages and helps us pinpoint the causes of the outage. Still, we rely on our customers to report outages.

If you do not have electricity, call us at 731-635-2323 or 731-836-7595.

Outage Management System helps restore power

Ripley Power and Light's Outage Management system helps us more quickly pinpoint a power outage and its cause.

The automated system predicts outages based on information we've put in the system or information from customers calling in.

When you call from a telephone number listed on your account to report an outage after hours, the system recognizes your location immediately and sends an alert to our after-hours response team. The system also troubleshoots the disruption while our team is en route.

Do we have your phone numbers?

Our outage management system uses your phone number to help us pinpoint the source of a power outage when you call us from a phone that's connected to your electric account.

If you haven't updated your phone numbers with us, do so today. Visit ripleypower.com; the link to the form to update your phone numbers is on our home page.

How we restore power in an emergency

When a widespread outage occurs, Ripley Power and Light follows a plan to restore power to its nearly 6,000 electric customers. With each decision, the underlying goal is to restore power safely to the greatest number of customers in the shortest time possible.

STEP 1

At the first signs of any outage, we first assess the extent of the problem and make sure any downed lines are not hazardous.

STEP 2

Problems on transmission lines

and at electric substations are fixed first since they can affect thousands of customers and whole communities.

We also give priority to critical places like our hospital and 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.)

STEP 3

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.

STEP 4

Finally, we repair damage to service lines to individual homes.

At times our process may seem confusing, particularly if you have no electricity. We appreciate your patience. Meanwhile, if we leave your neighborhood — and your neighbors have power, but you do not — be sure to call us so we know to return to your home at some point.

Surge protection at meter saves 'white' appliances

Tree limbs falling on power lines. An animal touching a transformer. Lightning. Turning your vacuum cleaner on. Your air conditioner cycling on. All of these activities have the potential to create a power surge in your electric service.

All of these also have the potential to result in damage to major appliances, also known as white appliances, such as washing machines, refrigerators, microwaves, garage door openers and air conditioning units, as well as damage sensitive electronic equipment.

That's why Ripley Power and Light offers a two-tier surge protection program: meter-based and plug-in protection.

Power surges occur when the flow of electricity is interrupted, then started again, or when something sends electricity flowing back into the system. Surges can range from five to

10 volts when you turn on your hair dryer to thousands of volts if lightning strikes a transformer.

More than half of household power surges originate in the home. They can occur dozens of times a day when devices with motors start up or shut off, diverting electricity to and from other appliances. External power surges most often occur when a

tree limb touches a power line, lightning strikes utility equipment or a small animal climbs into a transformer. Surges can also occur when the power comes back on after an outage.

Meter-based surge protectors divert extra electricity through a house's grounding wire when a power spike occurs outside the home.

For more information, visit our website at ripleypower.com.

Two-tiered protection

► The first level includes a \$5.95 monthly leasing fee for a device at meters to protect large appliances. Ripley Power and Light is waiving the \$10 charge to install this device at your meter.

► The second level is a one-time purchase of plug-in, surge-protection devices for sensitive electronic equipment.