



Ripley Power and Light offices will be closed...

- Monday, September 5, for Labor Day
- Monday, October 10, for Columbus Day
- Thursday-Friday, November 24-25, for Thanksgiving



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



Surge protectors guard your equipment from power spikes

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 and sensitive electronic equipment.

That's why Ripley Power and Light offers a two-tier surge protection program.

► The first level installs a device at your meter to protect large appliances, such as a refrigerator, stove, washer, dryer, and heating and air-conditioning system. The cost is \$4.95 per month plus a one-time \$10 installation fee. You'll find both fees on your utility bill.

Power and Light recently changed suppliers for its surge protection program because the new supplier offers a warranty if damage occurs.

The new supplier has a 15-year warranty from the date of manufacture that pays for damage to white appliances – stoves, refrigerators, central air conditioners, freezers, and the like – if a surge caused the damage.

► Customers' second level of protection is a one-time purchase of plug-in surge protection devices for sensitive electronic equipment, including computers, entertainment systems and garage door openers. The purchase can be added to the electric bill at zero interest and is easy to install without professional help.

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 or 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 of day when devices with motors start up or shut off, diverting electricity to and from other appliances. Refrigerators and air conditioners take most of the blame, but smaller devices can also cause problems.

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.

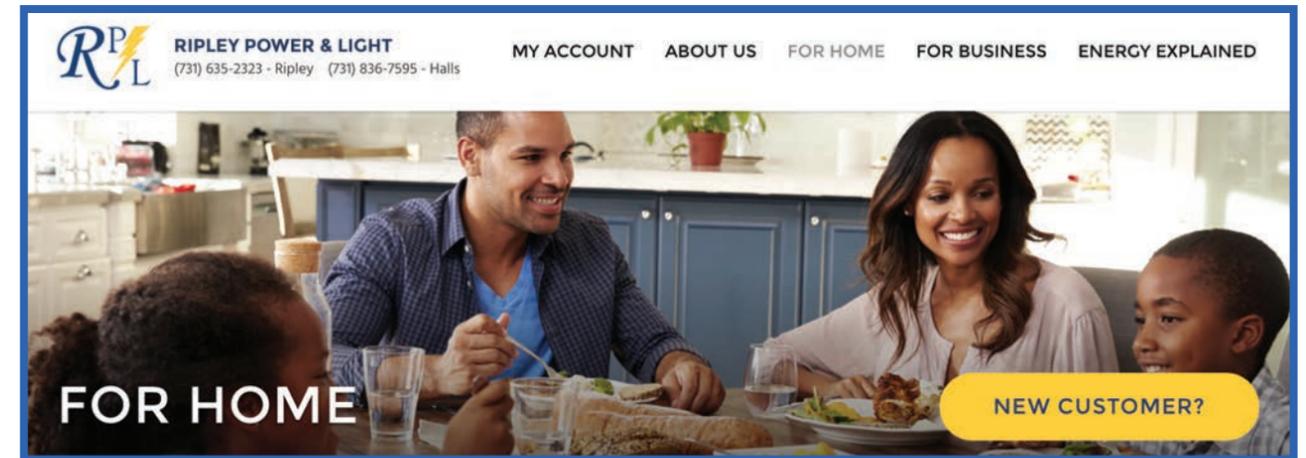
Meter-based surge protectors divert extra electricity through a house's grounding wire when a power spike occurs outside the home. Plug-in surge protectors divert extra electricity to an outlet's grounding wire during a power spike originating inside or outside the home. Both protectors work together to provide maximum coverage during an electrical surge.

For more information, call Mike Demeris, Energy Services Specialist, at 731-635-2323 or go to the "For Home" section at ripleypower.com.

Ripley POWER AND LIGHT COMPANY

Fall 2016

Our new website to debut soon



Pages from Ripley Power and Light's new website include those dedicated to residential customers, above, as well as those dedicated to commercial customers, below left, and how energy works, below right.

Ripley Power and Light Company's website will have a whole new look and feel when its new design is launched in September.

The changes make the site look more modern and visually appealing, as well as easier for customers to navigate from page to page. The website is designed to work well for users with desktop computers as well as mobile devices – the layout changes depending on the size of the user's screen.

Because of the mobile-friendly design, it will be just as easy to pay your utility bill online with your smart phone as it would from your desktop computer. It will be easy to use your phone or tablet to report an outage, send us a message or check out



Mike Allmand,
President and CEO

one of our services.

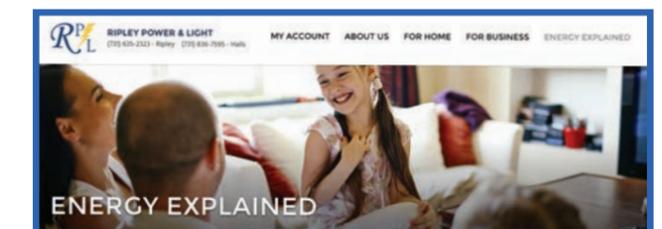
"We're proud of the new design and website functionality," said Mike Allmand, Ripley Power and Light President and CEO. "We're looking forward to launching this new website."

New customers will be able to find the information they need to set up an account, and existing customers can discover many ways to save on their electric use or look up a past Power and Light insert in *Tennessee Connections*.

Customers also can learn about Ripley Power and Light's financing and rebate programs that encourage them to save electricity.

The website provides a detailed overview of Ripley Power and Light, its board of directors and staff, and involvement in the community. It also features different sections for residential and commercial accounts, and it offers a thorough explanation of how electricity works as it travels from TVA's grid to your living room.

Be sure to check us out at ripleypower.com.



Community comes together to build indoor facility without tax dollars

Chris Parker, Halls High School head football coach, has found a way to keep his players both safe and happy.

Parker's players endure dangerously hot days, as well as the rain and cold, in order to practice. So he plans to build an indoor training facility to benefit the entire sports program. It will take the support of the entire community to make it work, he said.

The indoor facility will be built with donated money, not taxpayer money.

"Players are driving all over town to go to batting cages, and on particularly hot days, practicing can put our kids at risk," said Parker, who is about to begin his third year of coaching at Halls. "Having an indoor facility on campus will keep our kids safe and will benefit the entire community, without using taxpayer's dollars."

Parker knew that it would be difficult to secure enough funds to create an indoor facility that would accommodate all of the needs of the school, but he was determined to try.

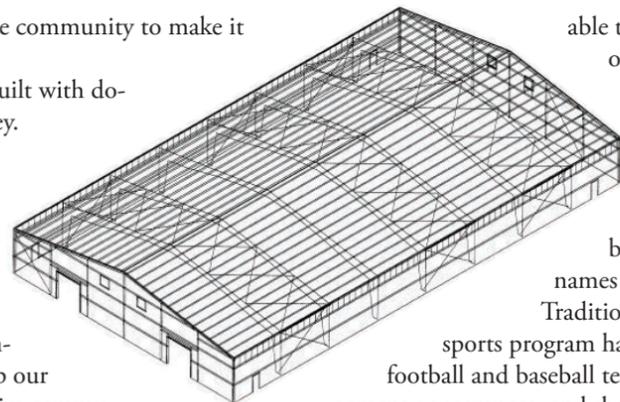
Though funding and building a \$350,000 indoor sports facility seemed daunting at first, the community has jumped on board and now over half of the funds have already been donated.

The 23,000-square-foot facility will be large enough to accommodate three different sports teams practicing at once. Features include a turf field with football and baseball and softball lines, batting cages, storage rooms and bathrooms.

The facility won't just benefit the school; it could be used



Renderings of the proposed facility are above and below.



Halls High School faces off against Ripley High School during play last year.

to bless the entire community, said Parker. For example, he foresees the facility being used by community sports teams such as peewee football and community baseball and softball teams.

Parker also imagines a day, possibly 20 years in the future, when donors are

able to come back with their children or grandchildren and show them the investment that they made in Halls High School.

Parker is considering commemorating those investments by creating a brick pathway with donors' names engraved on them.

Traditionally, the Halls High School sports program has excelled, said Parker. The football and baseball teams have both made state tournament appearances, and the football team has also made it to the state playoffs.

But Parker has heard too many times from his football players about the advanced facilities they have seen while visiting other schools.

"Our kids are excited to see things moving forward. We have visited a lot of schools with much nicer facilities, and this has really given our players pride in their school. We hope that it will communicate to them that we believe in them and we will do whatever we can to help them succeed."

Anyone interested in donating or getting more information about the project should contact Chris Parker at cparker@lced.net or 731-334-0660.

'It's noticeable how much money we save' with a Freedom electric water heater

When Stanley Joseph's gas water heater stopped working, he began checking around for the best deal to replace it.

With no money down needed, the cost-effective Freedom water heater from Ripley Power and Light won hands down. Also, with the water heater's warranty, Joseph feels he will never have to worry about having to replace it.

The failing gas water heater had been in the house since 1999, but the replacement proved to be a better investment than Joseph could have imagined.

"The gas water heater was slow to heat the water, but with the new water heater, we have much more hot water than we did before," said Joseph. "It's also noticeable how much money we save every month."

Joseph purchased the 50-gallon-tank Freedom water heater, which has three inches of foam insulation and a 95 percent energy-efficiency ratio from Ripley Power and Light for \$588, plus tax.

He then financed his purchase through Power and Light with zero percent interest and is paying for it on his monthly utility bill.

Joseph and his wife, Carrie, liked being able to finance their purchase through Ripley Power and Light. They also financed the dual fuel heat pump they installed last winter.

They love the amount of money

they are saving on their utility bills with the new heat pump.

"At a setting of 75 degrees, it's cold inside," said Mrs. Joseph. "By this time last year, we had already broken a \$300 electric bill to cool our home."

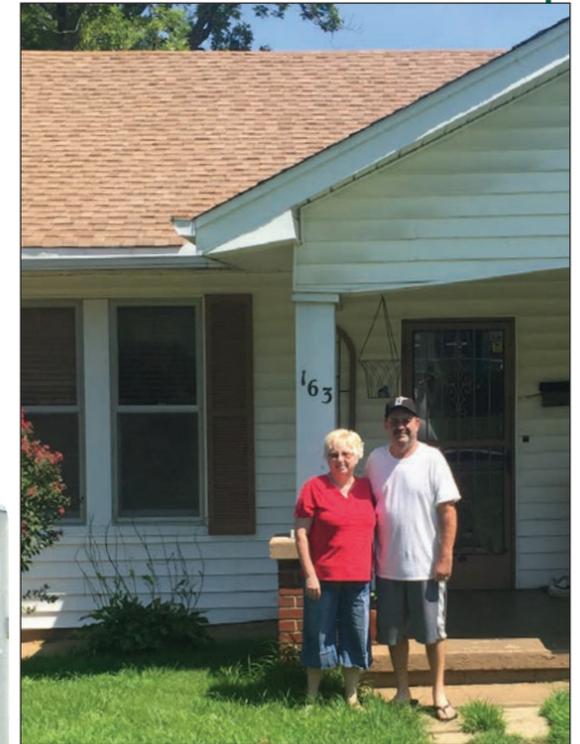
Lucy Harrison, Ripley office manager at Ripley Power and Light, also took advantage of the easy financing when her old water heater stopped working.

"It was the original water heater installed when the house was built," Harrison said. "We were changing out the elements on a regular basis, but the bottom rusted and it leaked water everywhere. We decided to get the Freedom water heater because I trusted Mike Demeris' word about how good it was; we also knew how easy the fi-

nancing would be."

"The Freedom water heaters are great water heaters," said Demeris, Ripley Power and Light's Energy Services Specialist.

Contact Demeris at 731-635-2323 for more information or visit the "For Home" section at ripleypower.com.



Carrie and Stanley Joseph recently purchased a Freedom electric water heater from Ripley Power and Light. The water heater has three inches of foam insulation and a 95 percent energy-efficiency ratio.



Check your batteries when you fall back!

Daylight savings time ends Sunday, Nov. 6.

When you set your clocks back an hour, it's a good time to check the batteries in your smoke alarms and carbon monoxide detectors. Replace them if necessary.