



More than 30 seniors are members of Jammin' for Jesus.

'We feel like it's a ministry for the Lord.'

A group of Ripley-area singers is bringing joy to nursing homes, assisted living centers and senior citizen programs.

Seniors Jammin' for Jesus performs gospel music and old-time hymns, as well as a song or two written by the Beatles, as they serve the Lord through song and enjoy fellowship with each other, said Marion Meibaum, who is 80.

"We love it. It's exciting to see these people who have dedicated themselves to love the Lord for all these years who still want to serve Him. We feel like it's a

ministry for the Lord."

The group formed when the choir director at First Baptist Church in Ripley resigned two years ago. An original group of 12 organized to perform music for the congregation. Today, there are more than 30 members in Seniors Jammin' for Jesus – six of whom are older than 90.

In addition to First Baptist Church, senior living facilities and community aging centers, the group has performed for senior citizen programs in Milan and Brownsville, as well as for veterans in

Halls. The audiences enjoy the music and often sing along if they know the words.

"It brings us joy to see joy there," Meibaum said.

Although many performers in the group are members of First Baptist Church, Seniors Jammin' for Jesus welcomes anyone who wants to join and sing gospel music, she said.

"Anyone in the community or area that is interested in joining us, we would love that."



Ripley Power and Light offices will be closed ...

- Friday, April 14, for Good Friday
- Monday, May 29, for Memorial Day

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



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

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

March 2017

Kiosks offer 24-hour bill pay, account access

Ripley Power and Light customers can now pay their electric bill through a secure kiosk in the drive-through lanes at the Ripley and Halls offices.

The machines accept cash and several types of credit cards. Cash needs to be in even amounts, such as \$1, \$5 or \$20; the kiosks will not give change. Any extra money, however, is applied to your account. For example, if you owe

\$93.45 and you give the kiosk \$95 in cash, \$1.55 will be credited to your account.

You can access your account at the kiosk in three ways...

- 1 Enter your Ripley Power and Light customer account number to pull up your account.
- 2 Prepay customers also can access their account by swiping a customized key tag.

3 Customers receiving a monthly bill also have a bar code on the back of their bill. You can scan the barcode to enter your account at the kiosk.

Once you enter your account, you can make a payment.

After payments are made, the kiosks confirm whether the transaction was successful and provides customers with the option to print a receipt.

Kiosk payment guide

1 To access your account through the kiosk machine, you will need to enter your account number (including the dash) or scan the **kiosk barcode** on the back of your bill.

At top right, you'll find the front of a regular monthly bill. Your account number is at the upper right.

2 The next screen will ask you to enter your account number or scan the barcode.

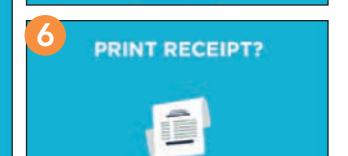
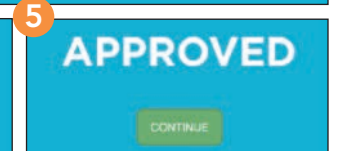
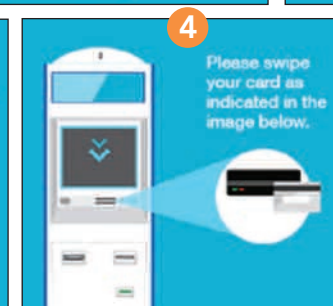
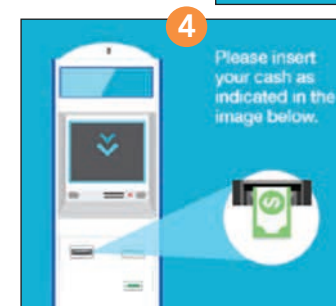
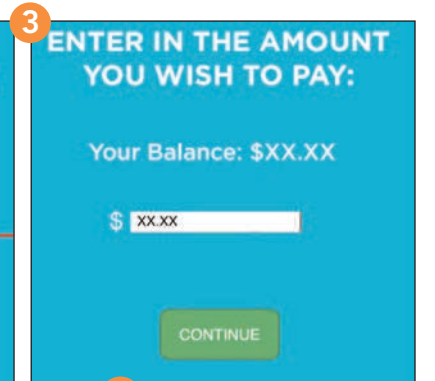
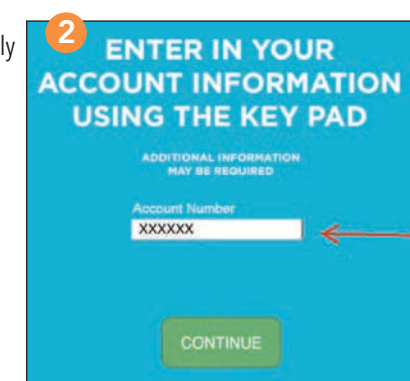
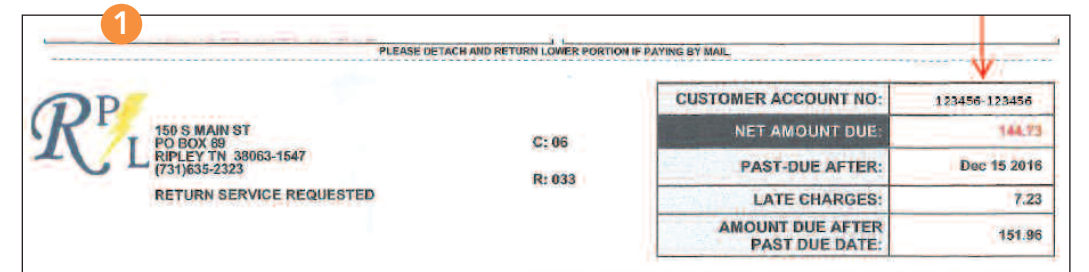
3 Enter the amount you want to pay.

4 Select cash or credit/debit card on the next screen. Animated clips convey the location of the cash and credit card input devices.

Use them as guides for inputting your payment.

5 The next screen confirms the success of your payment. Press continue.

6 The next screen offers to print your receipt. Press continue to print your receipt. Select "yes" or "no." Selecting yes prompts an animated clip that thanks you and details the location of your printed receipt.



When the lights go out ...

Ripley Power and Light's new technology helps pinpoint causes and restore power quicker

Ripley Power and Light launched a new outage management system in February that helps us more quickly pinpoint a power outage and its cause.

Though its electric system is designed and monitored to provide reliable service, interruptions in power do occur occasionally. Ripley Power's electric monitoring system alerts the utility to power outages and helps employees pinpoint the causes of the outage.

"The new outage management system is an automated system that will predict outages based on information we put into the system or information it gets from customers calling in," said Electrical Engineer Chris Mooney. "Hopefully, it will help us respond to the outage and get it fixed more quickly."

When customers call in after hours, the system automatically knows their addresses based on their phone numbers. As more calls come in from similar locations, the system can predict whether a transformer is at fault or fuse or breaker farther up the electrical line, Mooney said.

"It's all based on customers reporting their outages."

With the new system, employees can begin working to restore power quicker because they won't be fielding phone calls. The system will also show them a map so they can see where clusters of phone calls originate.

If the outage management system cannot identify the caller because the customer's account hasn't been updated with a phone number, customers have to manually enter their account number to report their address. For people who don't have their account number memorized, it may be difficult to find their electric bill in the dark.

"The phone number has got to be correct in our system for it to automatically do that," Mooney said. "To ensure it works efficiently, we're asking all customers to update their account information with their correct phone numbers."

Call 731-635-2323 or 731-836-7595 to report an outage. To update your phone number on your Ripley Power and Light account, visit ripleypower.com or fill in the form, below, and mail it to us at Ripley Power and Light Company, 150 S. Main St., Ripley, TN 38063.



Mike Allmand,
President and CEO

"In any industry, it's important to stay on top of changes in technology. Both our new kiosk payment system and the outage management system are examples of how Ripley Power and Light is using technology to benefit our customers."

How we restore power in emergencies

Tornadoes, ice storms, heavy winds and lightning storms can cause widespread outages in the electric system. When an emergency occurs, Ripley Power and Light follows a plan to restore power to our 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, our first step is to assess the extent of the problem and to ensure any downed lines are not hazardous.

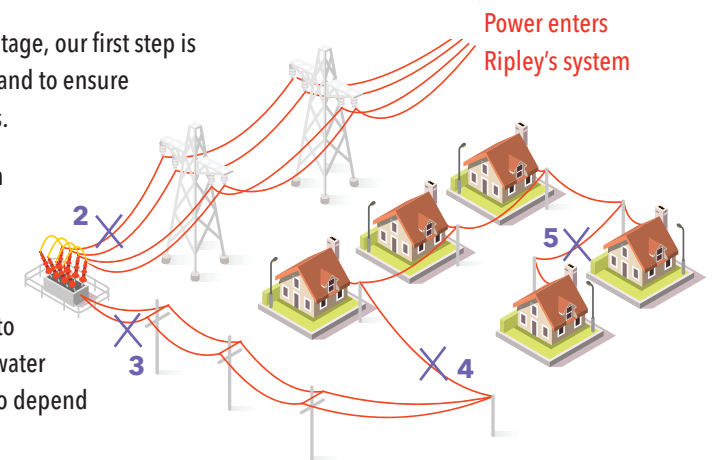
Step 2: Problems on transmission lines and at electric substations are fixed first because they can affect thousands of customers and whole communities. We also give priority to critical places like our hospital and water treatment plants and customers who depend on life support.

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, for example.

Step 4: We work our way across the system, first repairing problems serving larger groups of customers to gradually repairing problems serving smaller groups. It doesn't do any 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.

Step 5: 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.



Have you updated your phone number(s) yet?

The new outage management system pinpoints the outage based on your phone number.

Your Name: _____

Address: _____ City: _____ State/Zip: _____

Home phone number: _____ Cell phone number: _____

Third number/Or emergency contact number: _____

Email address(es): _____