



GREENEVILLE LIGHT & POWER SYSTEM
P. O. BOX 1690, 110 N. COLLEGE STREET
GREENEVILLE, TENNESSEE 37744-1690
423-636-6200

N E W C U S T O M E R H A N D B O O K

2011 Edition

- A NOTE TO OUR CUSTOMERS -

Since March of 1945, Greeneville Light & Power System (GL&PS) has proudly provided electricity for residents of Greene County and the surrounding areas. As an agency of the Town of Greeneville, GL&PS has seen its customer base grow through the years to nearly 40,000 Customers.

However, our commitment to our Customers remains the same today as it was in 1945. We at GL&PS strive to assist our Customers in a professional and courteous manner as we provide safe, reliable electric power and services at the lowest feasible rates.

GL&PS is committed to planning for the future in order to better meet the needs of our residential, commercial and industrial customer base. By implementing a well trained work force and utilizing the latest in proven technology, we will be a key link in the prosperity, growth and economic development of Greene County.

This handbook is one example of our dedication to providing our Customers with the best customer service possible! We hope you will find it of great use as we begin our service relationship with you.

Welcome to Greeneville Light & Power System.

Employees of GL&PS

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**GREENEVILLE LIGHT & POWER SYSTEM
P.O. BOX 1690, 110 N.COLLEGE STREET
GREENEVILLE, TENNESSEE 37744
PHONE: 423-636-6200, FAX: 423-636-6206**

Account # _____ Service Location # _____

GENERAL CUSTOMER SERVICE INFORMATION

PAYMENT OPTIONS

Available payment options:

- Cash or Check
- Bank Draft
- Visa or Master Card
- Money Order
- Even Pay (Budget Billing)

VISIT OUR WEBSITE

www.glps.net

PAYMENT LOCATIONS

Customers of GL&PS may pay their electric bills at the following locations:

- GL&PS Main Office
- GL&PS Night Deposit
- Andrew Johnson Bank Drop Box
- First Tennessee Bank Drop Box
- Green Bank Drop Box

(All drop box payments must be made before due date)

GL&PS PHONE DIRECTORY

General Information.....636-6200

Customer Service.....636-6200
(New Accounts/Relocation)
(Bill Inquiries/Payment Arrangements)

Emergency Service...(After Hours).....636-6202

Electrical Inspector.....636-6207
Tree Trimming..... 636-6219

OTHER IMPORTANT NUMBERS

Emergency – (Fire...Police...Sheriff).....911
Town of Greeneville.....639-7105
Greene County Partnership/Chamber.....638-4111
Greeneville Water Commission.....638-3148
Greeneville Parks & Recreation.....638-3143
Greeneville Public Works.....638-6152
Greeneville – Greene County Library.....638-5034
Greeneville Regional Airport.....639-6275
Greeneville City Schools.....787-8000
Greene County Schools.....638-1678
Laughlin Memorial Hospital.....787-5000
Takoma Adventist Hospital.....639-3151

GL&PS New Customer Checklist - Electric Service Requirements -

- ✓ **ADDRESS:** Obtain property address from Greene County Emergency Communications District 9-1-1 at 111 Union Street - (423) 638-8663.

- ✓ **HEALTH DEPARTMENT:** Purchase septic or sewer permit from:
 - Greene County Health Department - 810 W. Church St. - (423) 798-1749

- ✓ **GL&PS ENGINEERING DEPARTMENT:**
 - Schedule to meet on site to discuss the location of GL&PS facilities to provide power to you by calling (423) 636-6200. Charges for installation of facilities will be then calculated.
 - Any aid-to-construction charges must be paid before GL&PS facility installation can begin.
 - Electrical Service Requirements are available from the Field Engineer or GL&PS Customer Service.

- ✓ **GL&PS CUSTOMER SERVICE:** After site visit, come to GL&PS Customer Service location at 110 N. College Street to:
 - Pay any aid-to-construction fees.
 - Buy necessary electrical inspection permits.
 - Make application for power. (I.D. requirements = driver's license & social security card)
 - GL&PS Customer Service Representative will assist you with this process. Also bring copy of your septic or sewer permit for filing with the Electrical Inspector - (423) 636-6200.

- ✓ **BUILD YOUR SERVICE:** The electrical service will need to be installed at your site by you or an electrician. Meter base shall be installed at the location designated during the Engineer's visit.

- ✓ **BUILDING PERMITS:** Purchase building permits from one of the following:
 - Greeneville - Town Hall 200 N. College St. - Tim Tweed - (423) 639-7105
 - Greene County - 129 Charles St. - Jeff Woods or Jim Snyder - (423) 798-1724
 - City of Tusculum - (new construction only) - (423) 638-6211
 - Mosheim - (new construction only) - (423) 422-4051

- ✓ **INSPECTION:** After your electrical installation is complete:
 - Request an electrical service inspection - call GL&PS Customer Service at (423) 636-6200. Your contact with the Electrical Inspector or Field Engineer is NOT required at this time, unless there is a specific question about the installation of your electrical service.
 - You must obtain a Certificate of Occupancy (CO) issued from your local Building Inspector. This certificate is required before obtaining permanent electrical service from GL&PS.

- ✓ **SERVICE CONNECTION:** After approval of your electric service installation:
 - The Electrical Inspector will notify GL&PS of the approval.
 - Your request for service will automatically be sent to the appropriate construction department for installation. Each department schedules its own work and all jobs are worked on a first-come, first-served basis.
 - Elapsed time varies depending on work load, weather and other factors.
 - You may contact GL&PS dispatch at (423) 636-6202 concerning the status of your service request.

NOTE: Other utilities such as phone, cable or water should be contacted during this process but are not required to obtain electrical service. The phone numbers and offices for these utilities vary depending on your property's location. Contact the water district in your area for a water tap as quickly as possible to avoid delays.

HEAT PUMPS

- 1) Homeowners may finance the purchase of a new electric heat pump through GL&PS.
- 2) Customers receive free inspection of their new electric heat pump to ensure proper installation.
- 3) Monthly loan payments are added to your monthly energy bill.

EVEN PAY

Starting each year in June, GL&PS offers a monthly levelized payment plan based on the customer's previous billing history. By paying a little more during low usage months, customers build up a credit to help with those high electric bills during higher usage months. Call 636-6200 and ask about our Even Pay Program.

GREEN POWER SWITCH

Residential customers in the Tennessee Valley can help promote renewable energy sources as well as energy efficiency by buying Green Power in 150-kilowatt-hour blocks for \$4.00 per block. Green Power comes in the form of solar, wind and methane gas. Just visit greenpowerswitch.com to find out how you can sign up and make the switch.

PROGRAMS & SERVICES

PROJECT CARE

GL&PS customers may pay a few dollars extra each month to assist those who sometimes have trouble paying their energy bill. For additional information regarding Project Care, contact GL&PS at 636-6200.

BANK DRAFTS

- 1) Convenient-no monthly checks to write for energy bills.
- 2) Never have to worry about paying late fees again.
- 3) Convenience for those who travel often.
- 4) Drafted four days before the due date on bill.

GREEN LIGHT PLAN

While we at GL&PS can do nothing about the rates you must pay TVA for energy, we can provide you with some valuable energy-saving tips and information that will allow you to "Go Green" while helping you put more money in your pocket. To receive this **FREE** and informative cost saving information, just give us a call at 636-6280.



ENERGY SAVINGS TIPS



GENERAL LIVING AREA

When heating and cooling your home, set your thermostat at 68 during the winter season and 78 during the cooling season. Your heating cost will increase 3% for each degree above 68 and your cooling cost will increase 5% for each degree below 78.

Add insulation where needed to attic, crawl spaces and any accessible exterior walls.

Make sure all external doors and windows are tightly closed when heating or cooling your home.

Always turn off lights, televisions and other appliances when not in use.

Install compact fluorescent light (CFL) bulbs instead of incandescent. They use 75% less energy and last 10 times longer.

Replace fireplace screen with glass doors and make sure damper is closed when not in use.

Change all air filters in your home on a monthly basis. [Tip: When you receive your electric bill, change your air filters]

Keep heat sources such as lamps & appliances away from thermostats.

Install insulation pads on outlets and switch plate covers on exterior walls.

Use low-wattage bulbs in areas where lighting is not critical.

LAUNDRY ROOM AREA

Dry one load of clothes immediately after another to minimize heat loss.

Clean dryer lint filter after each load and be careful not to overload dryer.

Read the labels on your clothes. Many fabrics do better washed in cold water. If you do wash with hot water, rinse with cold water.

Make sure outside dryer vents are clean and clear of obstruction.

KITCHEN AREA

Set the refrigerator temperature at 36-39°F and freezer at 0-5°F.

Clean refrigerator coils regularly to keep compressor running efficiently.

Keep your freezer full. You use lose less cold air when opening the door.

Defrost frozen foods in the refrigerator before cooking.

Plan meals so several foods can cook simultaneously in the oven.

Use a microwave whenever possible - it cooks faster and doesn't create as much heat as a stove burner.

Use a timer and avoid opening the oven door until food is cooked.

Use only cold water with your garbage disposal.

Air-dry your dishes instead of using the dishwasher's heat drying option.

Cool cooked foods to room temperature before placing them in refrigerator.

In summer, use dishwasher and other heat producing appliances during the coolest part of the day.

Grill out in the summer to reduce your ovens heat inside your kitchen.

When purchasing any new appliance, look for the ENERGY STAR® label.

BATHROOM AREA

Installing aerating low-flow faucets and showerheads can reduce water usage by 50%.

Reduce your hot water usage by taking shorter showers.

Don't let hot water run while shaving.

Fix any leaky faucets - one drop per second can add up to 165 gallons per month.



Greenville Light & Power System
P.O. Box 1690
Greenville TN 37744-1690

Office Hours: Monday - Friday 8:00 - 5:00
(423)636-6200
Emergency Number: (423)636-6202

Visit us at
www.glps.net

6 1 SP 0.440
JOHN L DOE
555 MOCKINGBIRD LN
GREENVILLE TN 37743

4 1782
C-9 P-12



Account Number 30344
Statement Date 06/10/2011 Due Date 07/04/2011

Billing Summary

Balance From Last Billing	\$309.00
Adjustments	\$4.71
Payments	\$214.21 CR
Balance Forward	\$99.50
Current Charges	\$67.50

Account Balance \$167.00

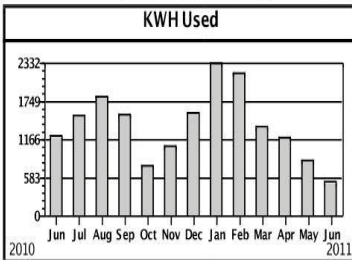
NO FURTHER NOTICE WILL BE MAILED.
This bill is now due and payable.

Page 1 of 1

UNDERSTANDING YOUR GL&PS ENERGY BILL

← This section includes the customer name, service address, account number, due date, previous payments and summary of your total billing account charges.

Acct: 30344		Location 092NPEJS		Service Add. 555 MOCKINGBIRD LN.		Service Desc.		Rate Sched RS	
Meter	From	To	Days	Begin Rdg	End Rdg	Usage	Multiplier		
8665202	05/11/2011	06/10/2011	30	8619	9141	522	1.0		



Detail of Electric Charges

ENERGY CHARGE	\$56.35
OPERATION ROUNDUP	\$0.84
DEVICE FCA	\$1.76
175WATT 7650 LUM MVI (Qty: 1)	\$8.55
Current Charges	\$67.50

	Days Srvd	Kwh/Day	Cost/Day	Avg High	Avg Low
This Month	30	17	\$1.88	81	58
Last Month	30	28	\$2.80	74	48
Last Year	31	40	\$3.61	83	62

← This section highlights meter number, service dates, days in billing cycle, current energy usage and customers past 13-month KWH energy usage.

Please Return This Stub With Your Payment, Do Not Staple or Paperclip To Stub

JOHN L DOE
555 MOCKINGBIRD LN.
GREENVILLE TN 37743-5522

Account#:	30344
Due Date:	07/04/2011
Amount Due:	\$167.00
Penalty Amount:	\$3.33
Amount Due After 07/04/2011:	\$170.33

← The bottom section of the statement shows account number, due date, penalty amount, total amount due and customer service address.

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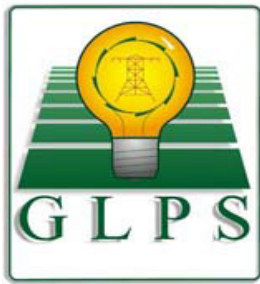
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ENERGY KNOWLEDGE

SEER

Energy efficiency of heat pumps is measured by the seasonal energy efficiency ratio (SEER). The higher the number the better the efficiency. GL&PS recommends to customers at least a 15 SEER heat pump.

CUSTOMER CHARGE

The customer charge is a fixed monthly charge designed to evenly distribute costs GL&PS incurs when providing electric service to customers. Examples of this are: distribution maintenance, metering, capital expenses, and customer records. To ensure the costs of supplying electric service among customers are shared evenly, all accounts for residential, commercial, and industrial are charged a monthly customer charge.

ENERGY STAR®

Look for the Energy Star® label when shopping for home appliances and electronics. These products meet strict efficiency guidelines set by the U.S. Environmental Protection Agency and the U.S. Department of Energy. They also contain EnergyGuide labels estimating annual energy consumption.

AIR SEALING

Air leaking through exterior walls of basements, attics, crawl spaces, or garages can make your house drafty, uncomfortable and cost you money on your energy bill. Air sealing these leaks with caulk or spray foam insulation is a relatively quick fix that both saves you money and makes your home more comfortable.

GREEN ENERGY

Green Energy is a non-polluting, environmentally friendly source of power and energy. Sometimes known as Renewable Energy, it is found in (5) main sources: Solar, Wind, Biomass, Geothermal, and Hydro.

CFL's & LED's

As incandescent bulbs are slowly being phased out, more energy efficient lamps such as compact fluorescent lamps (CFL's) and light emitting diodes (LED's) are being put to use. These lamps produce less heat, use only 1/3 of the energy and last much longer. The light output of a 27 watt CFL equals that of a 100 watt incandescent.

ESTIMATING ENERGY CONSUMPTION

You can use this formula to estimate an appliance's energy use:

$$\text{Wattage} \times \text{Hrs. Used Per day} / 1000 = \text{Daily Kilowatt Hour Usage}$$

$$(1 \text{ Kilowatt (kW)} = 1,000 \text{ Watts})$$

$$\begin{aligned} &\text{Example - Personal Computer \& Monitor} \\ &(120 + 150 \text{ watts} \times 4 \text{ hrs/day} \times 365 \text{ days/year} / 1000 \\ &= 394 \text{ kWh} \times 8.5 \text{ cents/kWh} = \$33.51/\text{year} \end{aligned}$$

THINKING ENERGY SMART

THE (5) BIGGEST ENERGY GUZZLERS

To make a sizeable reduction in your monthly energy bill, it is **smarter** to start at the top with the largest energy guzzlers in your home. Below are the (5) areas you can make the biggest impact.

Heating & Cooling – consumes approximately **45%** of a home's total energy costs. **

Water Heaters – use approximately **11%** of a home's total energy costs. **

Washers & Dryers – together use approximately **10%** of a home's total energy costs. **

Refrigerators – account on average for **6%** of a home's total energy costs. **

Dishwashers – use approximately **2%** of a home's total energy costs. **

** According to the U.S. Department of Energy

LOOK UP BEFORE YOU PLANT

One of the main reasons for power outages are trees and tree limbs falling across power lines. Trees that grow too close to power lines threaten public safety as well as your source of power. GL&PS has the legal authority to cut, trim or remove trees that obstruct or impede poles and power lines which are used for the system's electrical distribution system. Research the growth rate of the tree you are considering to invest in. Trees which reach mature heights over 25 feet should be planted at least 25-35 feet away from any overhead utility lines. In other words, for a **smarter** long-term solution, look-up before you plant.



PROS & CONS OF TANKLESS WATER HEATERS

Of the total energy consumed in the average home, approximately 11% goes towards heating water. Whole-house tankless water heaters are becoming more popular in today's home because they supply hot water only when needed. However they are not perfect. If you are considering the possibility of going tankless, it may be **smarter** to weigh the pros and cons to see if this is the right water heater for you.

PROS – Tankless water heaters use 10-20% less energy than standard models.
- Tankless water heaters are compact, use less room, and mount to the wall.
- Since they are made of copper and stainless steel, they have double the lifespan of standard water heaters.

CONS – Tankless water heaters are expensive ranging in price from \$800-\$1200.
- Cold water may accumulate in pipes between uses which when heating a fresh supply of water can lead to cold-water bursts.

POWER RESTORATION PROCESS

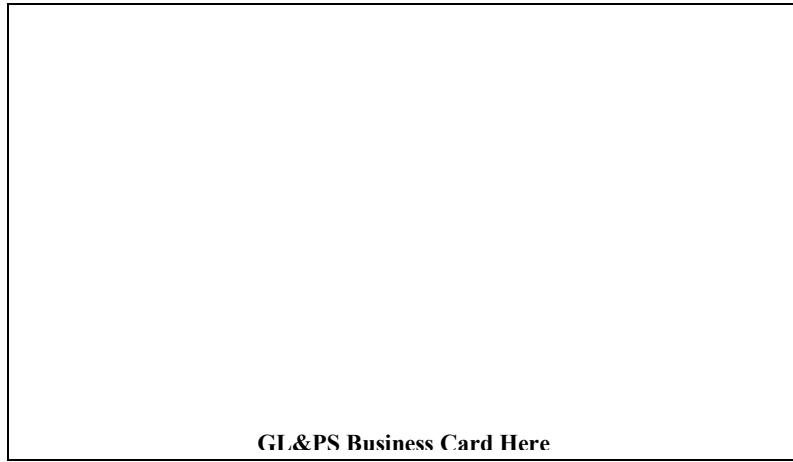
Understanding The Delivery Process – The journey for providing electricity into the homes of GLPS customers begins with purchased power from TVA. High-voltage TVA transmission lines deliver electricity into various GL&PS substations where large transformers reduce the electrical voltage from 69,000 volts to approximately 13,000 volts. From there, 3-phase distribution lines carry the 13,000 volts out to commercial and industrial customers, as well as single-phase lines. Voltage is then reduced to 7,200 volts on these single-phase lines which supplies electricity to residential areas throughout the service territory. The final step generally is to reduce the voltage down to 120/240 to provide electricity to individual homes.

What To Do When Interruptions Occur – There are several steps you can take which will assist you in preparing for power interruptions more effectively.

- Keep flashlights, candles, kerosene lamps and other forms of portable lighting conveniently located where they can be easily accessed when needed. It is also good to keep extra batteries on hand. This will allow you to function in your home until power is restored.
- It is important to determine whether the outage is a large scale outage or confined to your home. Check your fuse or breaker panel to see if there is a problem and look out your window to see if other neighborhood lights are operating.
- Turn off all electrical appliances that were on such as heat pumps, air conditioners, computers, etc. This precautionary measure will prevent the system from overloading once power is restored.
- Call GL&PS to report your power outage and provide service address as well as name or account number.
- If extreme conditions exist and power outages are widespread, it may be best to make alternate arrangements for safety concerns until power is restored.

What Causes Power Interruptions – There are many unavoidable factors that may lead to power interruptions for our customers. Here are just a few:

- Severe weather in the form of thunderstorms, high winds, snow and ice storms, tornadoes, etc.
- Animals such as birds, squirrels, snakes and other wildlife interfere by causing damage to electrical equipment.
- Automobile accidents which break or damage utility poles are a common occurrence.
- Transformer malfunctions (i.e. fuses blowing, etc).
- Trees or other heavy vegetation falling on transmission/distribution lines.



**“Proudly Serving Greeneville and
Greene County Since 1945”**