

New year brings more consolidation for FPU

Since being named CEO/general manager of Fayetteville Public Utilities in November, Britt Dye continues to help the utility move forward to be a more streamlined operation. While Dye works with the FPU board of directors to streamline operations, the board has approved the launch of a renovation project for the electric operations facility at 408 W. College St.

FPU plans to turn its complex into a more customer-accommodating facility with a redesigned drive-through that will provide two lanes for payments with easier and safer access.

We also plan to relocate gas and water office personnel to the College Street facility to provide one location for all FPU transactions and to enhance our ability to cross-train and assist each other in times of emergency.

We are creating new office space within the electric operations and administration facilities, and we will make the best use of our current staff and their talents to provide the best possible customer service to those we serve.

Aside from the renovations and office relocations, FPU is also looking at ways we can save expenses on minor things like office supplies, break room vending, pest control services, cell phone use and more.

"These monthly expenses, if combined for all departments, can save the utility hundreds of dollars each year," Dye says.

FPU is also weighing the possibility of consolidating two-way radio communications. Now, each department has its own radio tower and frequency, allowing it to communicate

with members of that department only. If the gas, water and electric/telecom radio communication were consolidated to one tower, two-



Britt Dye
CEO/General
Manager,
Fayetteville Public
Utilities

way radio communication could be made available across the frequencies to all FPU departments. Some radios installed in FPU vehicles already have the capability to serve cross-channel communication; others will be upgraded over a period of time. This ability to communicate with other departments while in the field will be a helpful, time-saving tool for the crews, especially in times of outages and emergencies.

FPU also plans to disable the automated switchboard answering service.

"When our customers call FPU, they should be able to speak to an employee right away rather than going through a menu of options to connect to the desired department or employee," says Dye. "Over time, we have found that when there is a power outage, water leak or gas service emergency, the customer is not being directed as quickly as we feel necessary to the proper person or department. In the future, you should be able to call FPU and speak to an employee in person for all your utility needs."

"There is much value in bringing all our resources under one roof," says Dye. "We are one utility, so it's time to become **one** by making those changes that will further consolidate our operations and customer service."

With FPU board approval, long-range plans include eventually closing the gas and water department offices for customer service as these consolidation plans take shape.



408 W. College St.
P.O. Box 120
Fayetteville, TN 37334

(931) 433-1522
Toll-free: 1-800-379-2534

Office Hours:
Monday-Friday
7:30 a.m.-4:30 p.m.

Dispatch Hours
Seven days a week
7:30 a.m.-10 p.m.
24-hour emergency response

To make doing business with FPU more convenient, we offer the following services:

- Bank Draft
- Level Billing
- Project Help
- Delayed Payment
- Surge Protectors
- Security Lights
- Electric and Natural Gas Grills
- Natural Gas Space Heaters, Logs and Mantel Kits
- Dial-Up Internet Service
- Cable TV and High-Speed Internet Access

Call the FPU Customer Service Department for details at (931) 433-1522.

Louie the Lightning Bug and FPU electric crews visit Askins Elementary

While kindergarten students at Askins Elementary School learned the letter “E” and words that begin with the letter, Fayetteville Public Utilities electric department employees and special guest Louie the Lightning Bug visited with the youngsters to teach them about electricity and electrical safety.

For many years, FPU has been spreading safety messages using the Louie the Lightning Bug character, but this year Louie was able to make a personal visit to the school.

“During the safety presentation, we teach students about all the great things electricity does for us, but we also remind them that if not used correctly, electricity can hurt us,” says Gina Warren, FPU public information specialist.

Students watch an educational video featuring Louie that teaches them how to use electricity safely in their homes and outdoors. Following the video, linemen Terry Honea and Tim Shelton, along with Chuck Barnes, FPU safety coordinator, show students the safety gear used to work on electric lines to keep them safe.

Students are invited to participate in FPU’s Louie the Lightning Bug Coloring Contest. Each student receives a prize for coloring, and special prizes are awarded to first-, second- and third-place winners with the top prize being a rare Louie stuffed doll.

“We’ve offered this safety program for many years,” says Warren, “but this was the first time we’ve been able to bring Louie himself to the school. Louie was a huge hit and received many hugs from the children, no doubt making this a day that neither the children nor Louie will soon forget.”

The Louie the Lightning Bug Electrical Safety Program and Coloring Contest are offered by Fayetteville Public Utilities to elementary-age students, grades kindergarten through fourth. FPU offers educational programs relating to your electric, natural gas and water utilities for all ages. To schedule a program for your classroom or civic group, please contact Gina Warren at FPU, 433-1522, Ext. 166.



Above and left, Louie the Lightning Bug visits Askins Elementary to help FPU employees teach kindergartners about electrical safety. Below, from left, FPU’s Terry Honea, Chuck Barnes and Tim Shelton dress a 5-year-old up as an electric lineman.



FPU welcomes two new advisory board members

Following the 2006 Fayetteville city elections, FPU is pleased to introduce our two newest board members, Walter Sloan and Harold Bradford.

Both Sloan and Bradford serve as members of the Fayetteville Board of Mayor and Aldermen. Following mayoral appointment to the FPU board in November, they will serve as the utility's new advisory board members, filling positions previously held by Carolyn Denton and Joe Askins. Serving in an advisory position, Sloan and Bradford will be present at monthly FPU board meetings and other board functions and serve as liaisons between the city of Fayetteville and FPU, but they will have no official voting authority on utility issues.

Walter Sloan has served six years as a city alderman. He is employed with Higgins Funeral Home where he has worked for 13 years. Prior to this, he worked at Elk Yarn Mill, First Class Printing and for 11 years with Fayetteville Electric System. While at FES, he served in many areas, from a groundman in the line crew to plant accounting and payroll clerk. During his years with the electric system, he experienced the tornado of 1974 that destroyed much of the electric plant across Lincoln County.



Walter Sloan



Harold Bradford

Not only does Sloan have roots to FPU, his grandfather was instrumental in bringing rural electrification to our area by working with other community leaders and the Tennessee Valley Authority in March 1935.

Sloan and his wife, Elizabeth, have been married for 37 years. They have two sons, Larry and David, three grandsons and are expecting the birth of their first granddaughter in March.

Harold Bradford has served as a city alderman for 10 years, being re-elected in November. For 30 years, Bradford served our community as an officer with the Fayetteville Police Department and was assistant police chief when he retired. He and his wife, Peg, have two children, Dedra Baker and Jeff. Dedra works for the city of Fayetteville while Jeff is employed with the Lincoln County Sheriff's Department. The Bradfords have six grandchildren and four great-grandchildren.

Bradford is a member of the Cumberland Presbyterian Church and the Masonic Lodge.

We welcome Mr. Sloan and Mr. Bradford to the FPU board of directors and look forward to working with them to keep FPU moving in the right direction to better serve our customers.

Meet two new faces at FPU

FPU has recently filled two vacancies by welcoming Joe Mark Dempsey to our water and sewer maintenance department and David Buchanan to our tree trimming department.

Both men will be working with their respective departments to keep water service flowing and to keep trees and brush from interfering with your electric service.

Prior to employment at FPU, Mark was self-employed as a plumber and electrician. David worked in the maintenance department at Fayetteville Housing Authority.

We're glad to have David and Mark as part of our FPU team.



Joe Mark Dempsey



David Buchanan

FPU employees exhibit their ‘Commitment to Community’ every day

The utility business generates hundreds of thousands of jobs and billions of dollars in income for their communities while also supporting local causes ranging from education to the environment.

Although providing utilities is our No. 1 commitment to Fayetteville and Lincoln County, the employees of Fayetteville Public Utilities are also committed to helping improve the quality of life in our area through cash contributions and volunteerism totally on behalf of the employees of FPU.

Working with local government, planning commissions and the Industrial Development board, FPU has helped recruit new businesses and plan for the growth of Fayetteville and Lincoln County.

FPU employees participate in numerous community activities such as the American Cancer Society Relay for Life and the American Heart Walk. They serve as volunteer coaches for youth baseball, basketball and football teams, as Boy and Girl Scout leaders and teach Sunday School in their churches. They serve on county commissions, civic organizations and Main Street and Chamber of Commerce boards because they care about the community in which they work and live.

“Community is not just where we work; it’s why we work,” says Britt Dye, CEO/general manager of Fayetteville Public Utilities. “At a time of increasing concern about the national economy, FPU and other utilities across our nation are working to create jobs, income and opportunity in our rural areas. Sure, large corporations generate jobs and make charitable contributions, but for us at FPU, it’s more personal. It’s a critical part of where we work, what we do and why we do it.”



From left, FPU’s Troy Mitchell, Chris Pendergrass, Jared Pierce, Don Counts and Eric Reeves serve as volunteer firemen. Counts, Mitchell and Pendergrass have also received their First Responder certification.



Jared Pierce, tree trimmer for FPU, and his wife, Deirdra, serve as leaders for local Cub and Girl Scout troops.



Above left, nearly 20 FPU employees, several of their children and Louie the Lightning Bug participated in the Celebrity Basketball Challenge last year benefiting the local Imagination Library. And Jack Atchley, above right, FPU Water Department operations manager, serves as a Lincoln County commissioner and president of the local chamber of commerce.

