

Pay your Utility Bill 24/7 with BTU Kiosks

Bryan Texas Utilities (BTU) wants to help make paying your utility bill as convenient and easy as possible for you. Last year, they introduced the Interactive Voice Response (IVR) system and their bank draft option. This year, BTU opened up three new kiosks to make paying your bill even easier and more convenient than before. The Texan Market kiosk is open 24 hours a day, seven days a week, so you can literally pay your bill at any time.

With these kiosks, customers can pay all of their services—electric, water and waste—with either cash, checks or credit cards. All payments through the kiosk system will be posted immediately, so there will be no stress about wondering if your bill will make it to the BTU office in time via mail delivery. All you will need when you visit a kiosk is your account number, your BTU keycard or your current BTU bill.

If you've not picked up your keycard yet, simply stop in at the BTU lobby. With your bill, you can scan in a line at the bottom of the bill at the kiosk, which will bring up your account information immediately. Alternatively, you can use a letter from BTU that is either a reminder of payment due or a warning letter that your services are about to be terminated. The kiosk will scan the line at the bottom and pull up your account for an easy payment process.

Multiple kiosk locations will be coming, but for now, BTU has three in place, one of which allows payments 24/7. As more locations become available, BTU will announce them on their website at www.btutilities.com and here in *Texas Co-op Power* magazine.

3 Convenient Locations!

Kiosks are available at three convenient locations, one which is available 24 hours a day!

BTU Main Office

205 E. 28th Street, Bryan

HEB

Texas Avenue at Highway 21, Bryan

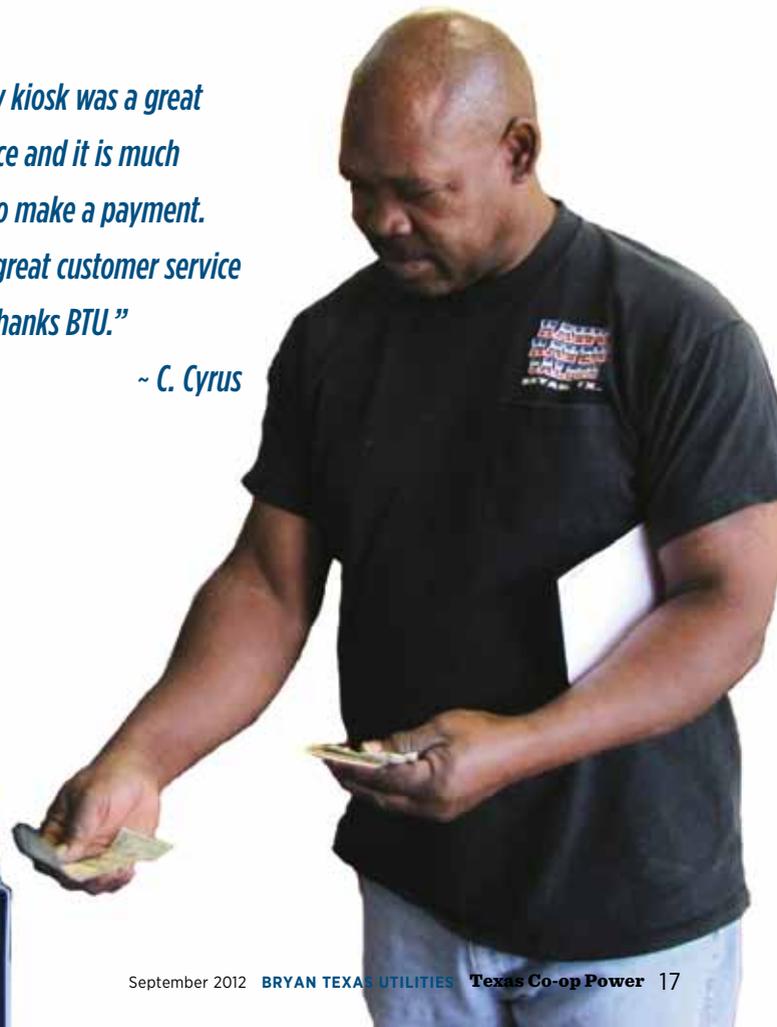
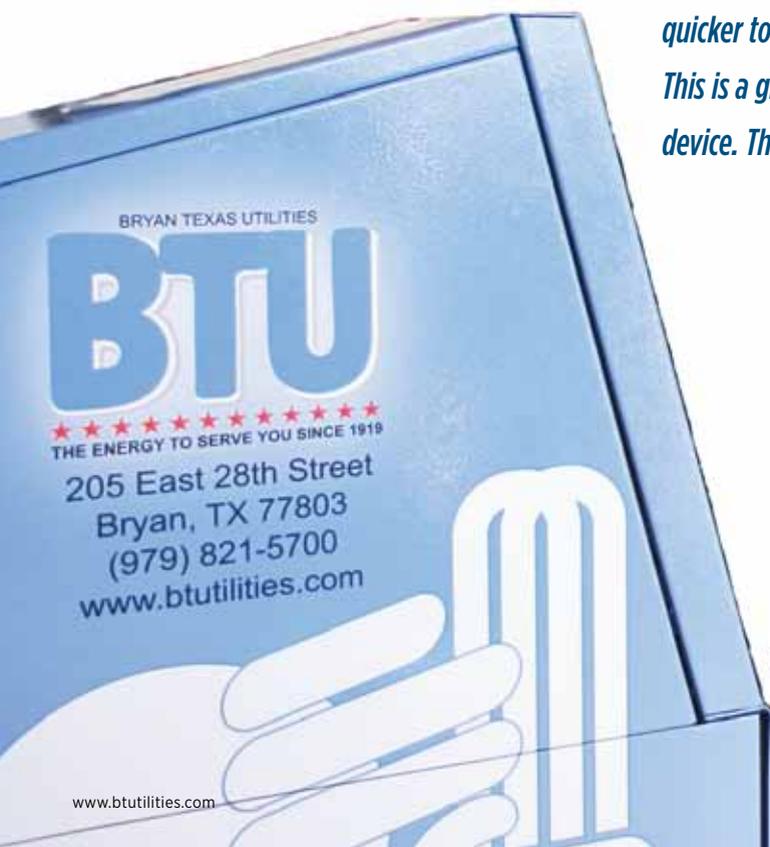
Texan Market

Open 24 hours a day!

Harvey Mitchell Parkway and Villa Maria Road, Bryan

"The new kiosk was a great experience and it is much quicker to make a payment. This is a great customer service device. Thanks BTU."

~ C. Cyrus





TEXAS REDS *Steak & Grape* FESTIVAL '12

OCTOBER
12 & 13
2012

Historic Downtown Bryan, Texas



Main Stage
Entertainment
Roger Creager



Wine, Steak,
Downtown Bryan,
Music, Shopping



Free Admission - Friday Evening Oct. 12

\$5 Admission - Saturday Oct. 13

Sponsors



TexasRedsFestival.com

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Marketing Partners





Board Meeting Notes

The BTU Board of Directors met on Monday, July 9, 2012 and discussed the following topics:

Financial

Joe Hegwood, CFO City of Bryan, presented the financial report stating that retail revenues are 2% over budget in both City and Rural. He also said that capital spending is significantly below budget since the substation and feeder construction have been postponed to the 2013 fiscal year.

Operations

Randy Trimble, Group Manager, Transmission and Distribution, presented the SAIDI and SAIFI reports, which indicated that outages for June were due to an early summer storm and one traffic accident.

Mr. Hegwood next presented the Operating and Maintenance budgets for all divisions of BTU. He explained that the budgets have not changed from last month's meeting with the exception of the CFO position being transferred to the City of Bryan.

Mr. Hegwood presented phase two of the retail rate implementation that will be effective on October 1, 2012. Due to changes in gas prices, BTU will have a retail rate increase of 0.7%. He further stated that the rate recommendations will be presented to the Bryan City Council in September.

Lee Starr, BTU Chief Risk Officer, presented the latest results from the US Public Power Peer Study conducted by Fitch Ratings. Mr. Starr explained that the study is conducted by both geographic and peer groups. Of the 129 public utilities the study examined, BTU falls in the mid-range for Texas municipalities.

The Board awarded contracts to Martin Right of Way, Inc. for clearing the easement for the Koppe Bridge to Greens Prairie line and the Chance Estate easement as part of the South Loop project.

The Board also awarded a contract to Rebel Contractors for repairs to the upstream and downstream areas of the Lake Bryan Dam.

The Board discussed renewing an agreement with the City of College Station for BTU to temporarily control the College Station Transmission System. The City of College Station and the City of Bryan agreed to extend the contract period to June 30, 2013.

The Board also considered a motion to recommend to the Bryan City Council that Board Vice Chairman, Carl L. Benner, be appointed as Chairman of the BTU Board of Directors. The recommendation passed unanimously. Chris Peterson was nominated to be appointed as the Vice Chairman of the BTU Board of Directors. The nomination was also passed unanimously.

Bryan Texas Utilities

205 East 28th Street • Bryan, TX 77803

UCISMan@btutilities.com

New Hours Now in Effect —

Monday, 7 am - 6 pm

Tuesday - Friday, 8 am - 5 pm



IMPORTANT NUMBERS

Billing/Collections/Connects

(979) 821-5700

Electrical Outage/Lines Down

(979) 822-3777

Distribution/Line Design

(979) 821-5770

Toll Free

1-(877) 363-7448



Atrea at Old Town Center Earns Guest Acclaim



Story by Keri Honea, photos courtesy of Best Western.

The Best Western Premier hotel has only been in Bryan since 2009, but it's become one of the best and most recommended hotels in the Brazos Valley. In fact, it has won Awards of Excellence in 2010, 2011 and 2012 from Trip Advisor (www.tripadvisor.com)! So what has made the Best Western Premier—more commonly known as the Atrea at Old Town Center—receive so much acclaim in such a short amount of time?

Nick Albers, the hotel's General Manager, believes it is because Best Western, as a hotel chain, "is a very family-oriented business. Best Western International puts forth great effort to help owners and hotel managers run their businesses and treats them as if each owner is a member of the family," he explained.

With a "family-oriented" atmosphere in mind, it helps foster a supportive environment for the employees, which creates a relaxing ambiance for the guests. The Atrea currently has 35 employees, and most of the job positions are fairly stable with very low turnover. Mr. Albers attributes this to both the family business setting and the high quality of people who reside in the Brazos Valley. He mentioned that the departments which experience the most fluctuation are the Front Desk and Banquet staff, but this is because Atrea often hires college students and hotel management interns for these positions to help give them hotel experience prior to graduation.

"Bryan-College Station already has a great pool of college students, and we are more than happy to help them find part-time jobs or get their feet wet in the industry," Mr. Albers said. "We even offer training programs for these students where they can learn about the hotel business, in general, and, of course, about Best Western hotels specifically."

Atrea's steady success can also be credited to their focus on being very business-traveler friendly. The Atrea is a Best Western Premier hotel, which is the company's top tier hotel for their hotel chain.

"Best Western Premier hotels are designed to compete with other upper tier select service brands such as Courtyard by Marriott, the Hilton Garden Inn and Hyatt Place," Mr. Albers explained. "Currently, there are seventeen Best Western Premiers in the nation."

As a top-tier hotel, the Atrea is able to provide first class service as part of their very competitive rates, which is of extreme importance for business travelers. For example, the Atrea offers a full service bar, full breakfast and free high speed Internet in the rooms.

Since these amenities are so attractive to business travelers, the Atrea sees many repeat customers, some of whom stay for extended periods of time. "As the guests get to know the employees and vice versa, it becomes a far more friendly place to stay and work for everyone," Mr. Albers happily remarked.

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The Atrea also actively assists local businesses as well as charities. They are proud to provide local non-profit organizations with donated meeting spaces and accommodations for raffles, auctions and other events when possible.

“One thing we have noticed is that business owners in Bryan make it a point to support the hotels in Bryan with their lodging needs,” Mr. Albers reflected. “It’s reassuring to see the community patronize local businesses, and we like to do what we can to bolster other local businesses and community charities.”

Bryan’s Best Western Premier hotel is located on 1920 Austin’s Colony Parkway in Bryan. It’s three miles from Bryan’s historic downtown and Texas A&M University, making it a perfect place for both business travelers and college visitors. Even pets are allowed!

Contact the Atrea at their local number (979) 731-5300 or toll free at (888) 884-3774 to make a reservation. Come find out for yourself why they keep winning awards!



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Celebrate Public Power at BTU's 20th Annual Power Pedal

Bryan Texas Utilities (BTU) will once again participate in the annual Public Power Week, scheduled to take place from October 7-13, 2012. Public Power Week is a nationwide celebration of the role of public power in people's lives. BTU's celebration will include the 20th annual Power Pedal (p²), a series of biking and running races, which has been scheduled for Saturday, October 13 at Lake Bryan. Proceeds from the event will be donated to a local non-profit organization.

Mark your calendar now and plan to participate in the

annual event that not only encourages physical fitness but also friendship, companionship and community involvement.

Early registration ends on Wednesday, September 26th at 5:00 pm. Online registration will close Tuesday, October 9th at 3:00 pm.

For more information about this event, please visit www.powerpedal.com. You may contact the Race Director, Adam Snidow, at asnidow@btutilities.com, if you have questions.



SAVE THE DATE Celebrate the Power

Early registration ends
September 26th at 5:00 pm.

BTU's 20th Annual
power pedal

10⁰² 13⁰² 12

www.powerpedal.com

Employee Spotlight

Terry Toole

Lead Lineman ~ Distribution & Transmission Departments



Story by Maria Hannabelle Puig.

Photos by Bob Wheeler.

“The perfect lineman has a size 6 hat and a 60 chest,” said Terry Toole, Lead Lineman at Bryan Texas Utilities (BTU), who has worked in the Distribution and Transmission Departments for 27-and-a-half years. “I’ve done it all—transmission, distribution, substation; those are all part of being a lineman.”

As a lineman at BTU, Terry’s job, put simply by him, is to “keep the lights on.”

“We take a transmission voltage of about 138,000 and bring it down to the appropriate level depending on its use, commercial or residential,” he explained. “We make the power usable.”

The day-to-day life of a lineman varies according to Terry. Routine maintenance must be done, new power lines must be built and existing power lines must be maintained and repaired as needed. As one of the front lines of customer service, linemen diligently seek to carry out their jobs in the most convenient and safest manner for their customers, which includes coning off streets, setting up barriers and always keeping the power flowing, if possible, while performing these tasks.

When asked what he enjoys most about his job, Terry jokingly responded, “It has changed over the years depending on how much older I have gotten.” After a short pause, he continued in a serious tone, “The crew environment. You spend more time with your crew than with your family at times. Keeping the power on is a 24/7 job. Customers can make calls at any time, day or night, and their lights will go back on because of us.”



In regard to his co-workers, Terry said, “I really and truly can say that they are wonderful individuals.”

In 34 years of being a lineman, I have worked with a lot of different people, and some of those who are fixing to retire at BTU are the best.” Terry greatly emphasized teamwork as a vital part of his job. “No one person sets a pole; it takes a whole crew to do that.”

A challenge for Terry in his career is the thoroughness and planning it takes to complete the steps necessary to make certain the job is as safe as possible for the crew and not disruptive for the customer. As most of the jobs that Terry works on are considered “hot” jobs (where the electrical current has not been shut off, as opposed to “dead” jobs where the power is off), he emphasizes the importance of safety measures as being the difference between life or death.

Terry also plays an active role within the BTU community. He has been a part of Safety City, a safety program designed to teach elementary-aged children the safe way and benefits of using electricity as a tool. He has served as Safety Committee member as well, a committee within BTU that examines protocol and safety regulations. Also, he is a member of the Apprentice Committee which is a mentoring program for new linemen completing the four-year apprenticeship at BTU. He enjoys teaching apprentices in the transformer bank (a group of transformers) ensuring that they are properly taught the trade.

Terry was born in Conroe, Texas and graduated from Cap Rock High School in Amarillo. He completed the four-year lineman apprenticeship with the International Brotherhood of Electrical Workers (IBEW) and has worked at L.E. Myers Co. in Kansas. When Terry came to work for BTU, he decided it was home and has lived in Bryan ever since with his wife, Karen, and two children, Kayana and Zachary.

When Terry is not on the job, he enjoys being with his family for their annual summer vacations to the beach or water park, riding one of his two Harley-Davidson motorcycles, and visiting his parents, Joe and Kay Toole, in Buffalo, Texas.

“Keeping the power on is a 24/7 job. Customers can make calls at any time, day or night, and their lights will go back on because of us.”