

Bryan Texas Utilities
 205 East 28th Street
 Bryan, TX 77803

Office Hours

Monday - Friday, 7 am - 6 pm
 www.btutilities.com

(979) 821-5700
 UCISMan@btutilities.com

BOARD OF DIRECTORS

- Emanuel Glockzin, Jr., Chairman
- Carl L. Benner, Vice Chairman
- Ralph R. Davila, Secretary/Treasurer
- Art Hughes, Ex-Officio
- Mark Carrabba
- Ronnie Craig
- Hank McQuaide
- Chris Peterson

GENERAL MANAGER

Dan Wilkerson

GROUP MANAGERS

- Joe Hegwood
- Gary Miller
- Kean Register
- Randy Trimble

DIVISION MANAGERS

- James Bodine
 - Bill Bullock
 - Shawndra Green
 - Ken Lindberg
 - Doug Lyles
 - Scott Smith
 - James Tanneberger
- Lee R. Starr, Chief Risk Officer

IMPORTANT NUMBERS

- Billing/Collections/Connects
 (979) 821-5700
- Electrical Outage/Lines Down
 (979) 822-3777
- Distribution/Line Design
 (979) 821-5770



BOARD MEETING NOTES

The topics for the discussions held at the December 2011 BTU Board of Directors meeting were as follows:

Financial

Joe Hegwood, Group Manager, Fiscal Services, presented the financial report that covered fuel cost recoveries, rate stabilization fund balance and the disposal of old meters. The report also included a consulting contract with Northstar Consulting, Inc. for the Board's review, extending services until June 2012.

Operations

Dan Wilkerson, General Manager, distributed a revised Transmission and Distribution Operating Report for the month of November to the Board. He explained that the outages in both the City and Rural zones were mostly due to inclement weather.

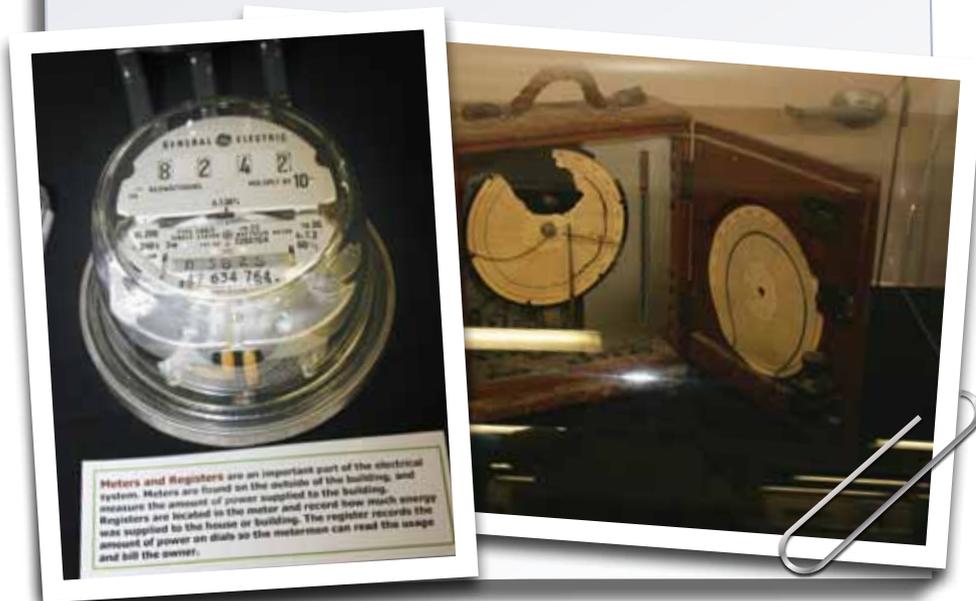
Mr. Wilkerson submitted to the Board a revised Franchise Agreement between the City of Snook and Bryan Texas Utilities.

Mr. Wilkerson also presented an Interconnect Agreement with the City of College Station. He explained that Electric Reliability Council of Texas (ERCOT) requires that electric utilities have such agreements to write out responsibilities and connection specifics if the utilities have distribution or transmission level connections. The Board voted unanimously to sign the agreement.

In other business the Board voted unanimously to

- Reappoint Board Member Ronnie Craig to the City of Bryan Investment Committee for another term starting January 1, 2012.
- Approve a corporate gift of \$10,000 to the United Way of the Brazos Valley, Inc.
- Sign an amendment to the GE contract for the Arctic Chiller.

Old and retired meters that were displayed at the BTU 100th Anniversary exhibit.



Meters and Registers are an important part of the electrical system. Meters are found on the outside of the building, and measure the amount of power supplied to the building. Registers are located in the meter and record how much energy was supplied to the house or building. The register records the amount of power on dials so the meterman can read the usage and bill the owner.

Meet your BTU Board

Chris Peterson

Story by Keri Honea. Photos courtesy the City of Bryan and Bob Wheeler.

Chris Peterson is one of the newest members of the Bryan Texas Utilities (BTU) Board of Directors, but he is no stranger to board membership or serving in a leadership position. In addition to being on the BTU Board and running his own law firm, The Peterson Law Group, he currently serves as Chairman of the Board of The Research Valley Partnership, the local economic development corporation consisting of the cities of Bryan and College Station, Brazos County and the Texas A&M University System. In addition, he is the Vice President for the Bryan-Brazos County Economic Development Foundation, which oversees Texas Triangle Park. In the past he has been the President of the Bryan Independent School District Board of Trustees and President of the Bryan Business Council, which promotes retail and other forms of economic development for the City

of Bryan.

As one can gather, Mr. Peterson greatly enjoys staying involved in the Bryan community. He even owns and runs a community newspaper for Bryan/College Station called the *About Town Press*, which is direct mailed monthly to homes and businesses in Bryan and College Station. "It focuses on sharing what's going on in the community from a unique standpoint, including city development, new restaurants and businesses, profiles of community leaders and highlights of non-profit work within the community," Mr. Peterson explained.

His law practice also concentrates on furthering the economic development of Bryan-College Station and helping citizens of Bryan plan their personal economics. The Peterson Law Group works with clients in estate planning, probate, corporate formations and mergers, outside general counsel service, partnership formations and real estate

development. Mr. Peterson especially enjoys working with young families in their estate planning and with small business owners.

"Young families are great to work with," he reflected. "It's fun to introduce them to issues that they have not thought of outside of guardians for their children and make sure they know of the best ways to financially take care of their children in the future."

He continued, "For small business owners, it's interesting because they have a vision of what they want their business to be, a product or idea,



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and so I love talking to business people about new ideas and watch them go through the creative process. If I can assist them a little and help them move further along that path, it is exciting. Helping folks realize their full potential is a neat deal.”

Mr. Peterson applies his same enthusiasm for helping out the people of the City of Bryan with his Board position at BTU. In his words, “My best and most important job with BTU is to make certain lights are on at a reasonable cost and that the citizens and tax payers of Bryan can be assured that public money is being handled in an appropriate fashion.” He utilizes his experiences from law school, running his own business and other community involvements to assist the BTU Board. Additionally, his marketing expertise assists him in advising BTU and the Board on how to communicate to the public what BTU is doing and what is going on

with the electric industry as a whole.

“I was so surprised to learn when I got on the Board just how low Bryan’s rates are compared to the rest of the state and surrounding area and that this was not being communicated,” he said. He further commented that BTU is such a “hidden jewel in Bryan, Texas that even we don’t realize the extent of the jewel.” As such, his goal to try to show BTU customers just how fortunate they are to have such a well-run company.

He is pleased to work with a Board of Directors who have the community’s best interests in mind. “The BTU Board is filled with people who are very talented and very smart, who are giving quite a bit of time for no tangible reward other than serving the community and building a vision for the future,” he praised. “I’m excited to be part of a group like that.”

Serving the Bryan community takes up most of Mr. Peterson’s time,

but he does his best to balance it by spending time with his family. His wife, Debbie, is his college sweetheart from Wheaton College in Chicago, and they have two children—Bethany and Caleb, 13 and 10. Both youth are involved in soccer, and the entire family participates in church activities at Westminster Presbyterian.

So really, he never stops staying involved with the Bryan community even when he’s with his family. Whether it’s publishing articles regarding community goings-on, helping Bryan citizens plan their futures and the future of their businesses, being involved with his church or helping BTU make the best decisions for the Brazos Valley, it’s apparent that he will always find a way to actively participate in and with the Bryan populace. Chris Peterson is definitely a man who truly loves his community and wants to use his many talents to help it improve.

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“hidden jewel in
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GENEROUS DONORS BRING IN OVER \$115,000 AND 241,000 POUNDS OF FOOD AT KBTX MEDIA'S 16TH ANNUAL FOOD FOR FAMILIES FOOD DRIVE

STORY BY BRITTANY HORTON. PHOTOS BY BOB WHEELER.

BTU employees offered their support for KBTX Media's 16th Annual Food for Families Food Drive in the pre-dawn hours and beyond of December 7, 2011. They loaded and sorted food items at the Brazos Center—contributed by hundreds of charitable donors—into the waiting trucks, helping KBTX Media to achieve a successful campaign.

"Each year BTU looks forward to participating in KBTX Media's Food for Families Food Drive event," said Dan Wilkerson, BTU's General Manager. "KBTX Media has provided an environment showcasing the benefits of teamwork where the community and our employees come together for a great purpose."

Including BTU's donations of food staples and \$1,000, the Food for Families Food Drive, throughout the Brazos Valley, collected over 241,000 pounds of food and over \$115,000 from generous benefactors. The donations will be used to help families in need all across the region.

In response to the heartfelt support of the community, Theresa E. Mangapora, Executive Director, Brazos Valley Food Bank (BVFB), affirmed, "The KBTX Media's Food for Families Food Drive is a great event—the largest one day food drive in the Brazos Valley. BVFB really does feel that it is more than just an event; it is a celebration of community service. It is an opportunity to be a part of something larger than one's self. The Food Drive brings together all segments of the community for one common cause, collecting resources to ensure that children, families and seniors—our neighbors in need—are fed. There is nothing more fundamental and fulfilling than that."

Mike Wright, KBTX Media General Manager, commented, "To the businesses who make this part of their annual holiday tradition, the families who use this effort to teach the next generation the importance of giving, and the hours of preparation and event day execution graciously donated by

literally hundreds of people, KBTX Media humbly thanks you for your dedication and love."

Ms. Mangapora emphasized, "The KBTX Media's Food for Families Food Drive is needed; it makes an impact far greater than any of us really know and is greatly appreciated. On behalf of the BVFB, the partner agencies we assist and the individuals who benefit from their assistance, thank you to all of you who took the time to give and the time to care. It is needed now more than ever."

The restocking of pantries and efforts of volunteers who assisted with the Food Drive began before the actual event. Although it was extremely successful, the BVFB will rely upon additional volunteers to help sort and distribute the donations throughout the year. Individuals or groups who are interested in supporting this cause can visit www.bvfb.org or contact the BVFB at (979) 776-3663.

Keep updated; this year's event will be on Wednesday, December 5, 2012.





FOOD FOR FAMILIES



MOST NEEDED ITEMS FOR 2012

Canned Meats & Proteins

beef stew, tuna, soups and chicken

Canned Vegetables

especially corn and green beans

Canned Fruit

peaches, pineapple and mixed fruit

Dry Staples

macaroni & cheese, pasta and rice

Paper Products

toilet paper and child diapers

Pop-top Can Items

tuna, fruit and soups

We cannot accept items that are:

- homemade
- perishable (frozen or refrigerated)
- already opened
- without labels
- in glass containers.

**ENTRIES DUE
FRIDAY,
FEBRUARY
17, 2012**



GOVERNMENT-IN-ACTION YOUTH TOUR 2012

BTU OFFERS TEENS THE “TRIP OF A LIFETIME” FOR FREE!

THIS YEAR’S CONTEST

You could win an all-expenses paid trip to Washington, D.C.! BTU will select four touring youths from their Government-in-Action Youth Tour competition to join hundreds of other teens from around the United States to visit our nation’s capital, June 14-22, 2012. Children of BTU customers

who are not employed by BTU and are area high school students in their sophomore, junior or senior years are eligible to enter.

Students must write an essay about what smart grid technology means for the future of electricity. Their essays must also include why they are the best candidates for this year’s Tour.

For complete information about the

contest and to enter online, please look up Youth Tour under the Communities section at www.btutilities.com. Entries are due Friday, February 17, 2012.

You may submit your application and essay online, email it to Paul Buckner at pbuckner@btutilities.com, as well as mail or deliver it in person to Paul at the BTU headquarters at 205 East 28th St. in Bryan , TX 77803.

STUDENT TESTIMONIALS

“The youth tour made what I have already learned in government class seem so much more real, to actually see where our nation is ruled and talk to congressional leaders. It no longer seems like some far off place with a different species called “politicians;” it seems like a real place with real people helping solve our real problems. The various museum tours also opened my eyes up to all the history in this country, actually

seeing many important artifacts, such as SpaceShipOne, which inspires me because I want to work in the space industry someday.”

—John Mayo, Youth Tour Participant 2009, A&M Consolidated High School
“...Youth tour is the trip of a lifetime. You get to see the great history of our nation while building lasting relationships with people from all over the state. This trip also exposes you to a whole different level of politics which is hard to find here in Texas. This is

an awesome opportunity and for you to not consider to enter is your loss.”

—Josef Orsak, Youth Tour Participant 2010, Snook High School

“The youth tour is a once in a lifetime experience. It was amazing; the sights we saw were awesome and very well organized. The chaperones were hilarious. Also the parties at night were pretty cool. If you are an outgoing person, this is a great experience.”

—Ethan Olive, Youth Tour Participant 2011, St Michael’s Episcopal School

Bryan Texas Utilities' dansby duo to Attract Local Participants

Story by Brittany Horton. Photos by Louellen S. Coker.

Duathletes are invited to Lake Bryan on April 28 to enjoy the natural beauty of the park and compete in Bryan Texas Utilities' fourth annual dansby duathlon (d²). Proceeds from the event will be donated to a local charity.

Whether you are an experienced athlete or a novice and if you like to run, walk or cycle, this is the race for you. This local event, better known as d², is a great activity for people of all fitness levels. You're encouraged to go your own speed and make it a fun, fulfilling experience.

Event Race Director and BTU Key Accounts Manager, Adam Snidow, is excited that d² is a viable and challenging race for all types of people, athletic or otherwise. "It is a great opportunity for BTU to promote healthy lifestyles in the lives of Brazos Valley residents."

The shotgun start on Saturday will commence the 5k run/walk, followed by a 12 mile road bike ride that finishes up on the shores of Lake Bryan with another 5k run/walk.

The competition is divided into three categories: men, women and relay. Within each category are age levels, including a collegiate level, and winners will receive cash prizes.

D² has great participant premiums and an early registration discount if you register by April 16. Early registrants are also guaranteed a complimentary T-shirt. All participants will enjoy well-stocked aid stations, traffic control and medical aid, along with post race snacks and drinks.

Take the challenge; race d² on your own. Not a multi-sport person? We encourage single sport enthusiasts to consider partnering up for the d² relay. Give it all you've got in either running/walking or cycling and let your partner take care of the rest.

Participants of all ages are encouraged to come out, race and have a great time! Please visit the website at www.powerpedal.com to register and to get more information. We will see you out at Lake Bryan on Saturday, April 28 for the fourth annual d²!

"It is a great opportunity for BTU to promote healthy lifestyles in the lives of Brazos Valley residents."



d²

dansby duo
Run-Bike-Run

www.powerpedal.com
Saturday, April 28, 2012
Lake Bryan, Texas

Early Register by April 16, 2012

New Payment Kiosks Coming Soon, Plus Other Easy Payment Options

Story by Keri Honea.

Bryan Texas Utilities (BTU) is proud to offer even more new ways to pay your utility bill. Not only can you make bank draft payments, pay your bill online or pay through the IVR system, in the near future you will also be able to pay your utility bill through payment kiosks that will be conveniently located around the City. The payment kiosks will accept cash, credit cards and check payments. We will update you as locations are announced. Until these payment kiosks are available, you will be able to make payments through the systems listed below.

BTU Bank Draft Payment Options

Take the hassle out of paying your utility bill. Sign up for BTU's automatic bank draft bill payment option.

It is easy as 1-2-3. First, fill out the information sheet that can be found at www.btutilities.com under the Residential or Commercial tabs, at Bank Draft. Second, print and fill out the form. Third and final, mail the completed form with a voided check to: BTU, Attention: Customer Service, P.O. Box 8000, Bryan, TX 77805. BTU will take care of the rest so you can enjoy doing the things you like best!

To fill out the form, you will need your bank's routing number, your checking account number, the name that your utility bill is under (as it appears on your bill), your utility account number and a voided check. All forms must be signed and mailed to or dropped off at the BTU office, located at 205 East 28th Street,

Bryan, TX 77803.

You can also pay your bill by:

- Bank Draft
- Online E-Check
- Online Credit Card
- Recurring Credit Card

IVR System Payment Options

Looking for a more efficient method for you to pay your utility bills?

Thanks to the new Interactive Voice Response (IVR) system, you no longer have to mail your payments or visit our main office to drop them off. You can now call a number and pay your bill over the phone!

"It's incredibly convenient for our customers because they no longer have to come into the office to make their payments," April Bonifazi, BTU's Customer Service Training Coordinator, reiterated.

When you call, by simply pressing the appropriate button in the opening menu, you can, in addition to paying your bill, get immediate answers to the following:

- confirming the last three payments made on your account;
- reporting a service outage;
- finding out customer service hours of operations;
- inquiring about current collections' processes; and
- learning about the waste management pick-up schedule.

"The system will be available seven days a week, so customers can call and make payments even on weekends," April emphasized.

You can also visit BTU's website to set up your account for online

To pay your utility bill with the IVR system, simply follow these steps

1. Call (979) 821-5700.
2. Select English or Spanish.
3. Press 1 for E-Pay System.
4. Enter and confirm your utility account number.
5. The system will tell you the last three payments made on the account, the current amount due and the due date.
6. Enter your credit card information and confirm.
7. You're finished! Hang up.

payments, including scheduling automatic payments. Payments via the website can be made with either credit cards or e-checks. At this time, only credit cards are accepted when paying over the phone.

Please visit
www.btutilities.com
or call
(979) 821-5700
with any questions.