

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. 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. 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 for all of their services—electric, water, sewer and garbage—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. In addition to your chosen form of payment, 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 visit the customer service counter at the BTU main office. The keycard makes it easy to have your BTU account number handy, in your wallet. The keycard has a barcode on the back that can be scanned at the kiosk and will bring up your account information immediately. Or, if you have your bill handy at the kiosk, you can scan the barcode at the bottom of the bill to bring up your account information. The same barcode is also printed on the reminder of payment due letter and the warning letter received prior to disconnection. Any of these may be used at the kiosk for quick account retrieval.

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*.

3 Convenient Locations!

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

BTU Main Office

205 E. 28th Street, Bryan

HEB

Texas Avenue at Highway 21, Bryan

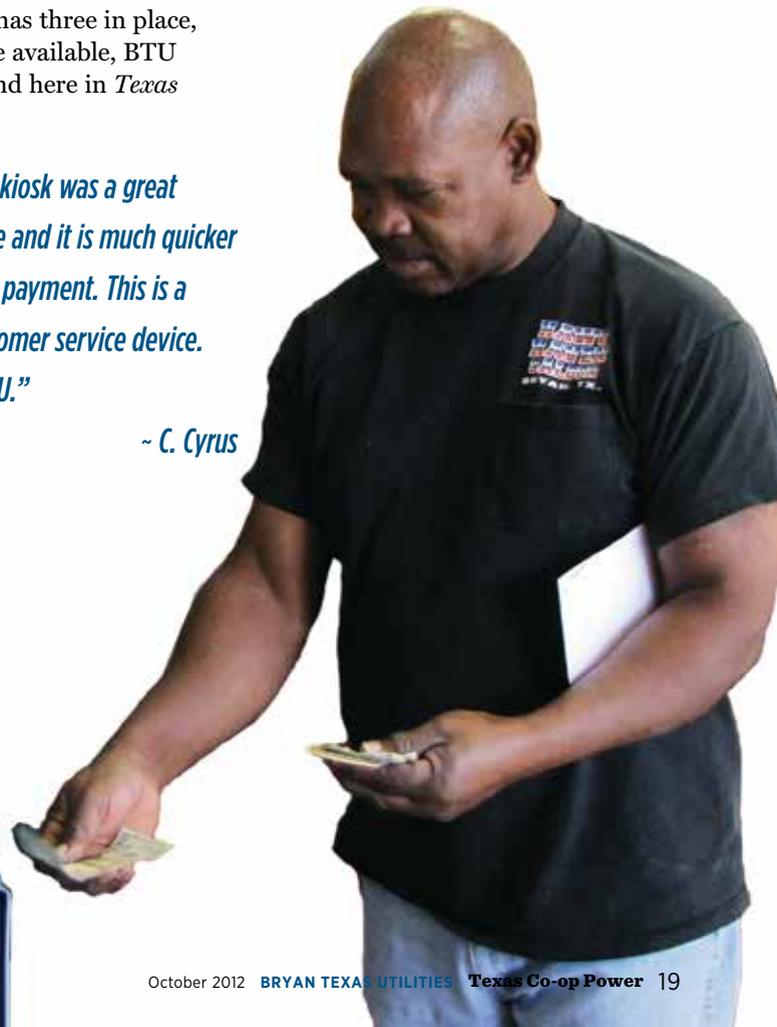
Texan Market

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

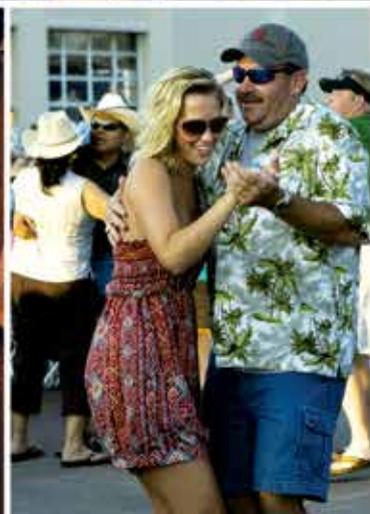
Historic Downtown Bryan, Texas



Main Stage
Entertainment
Roger Creager

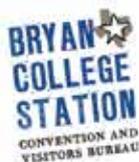


Wine, Steak,
Downtown Bryan,
Music, Shopping



Free Admission - Friday Evening Oct. 12
\$5 Admission - Saturday Oct. 13

Sponsors



TEXAS A&M
HEALTH
SCIENCE
CENTER



G-L GOODWIN-LASITER, INC
ENGINEERS - ARCHITECTS - SURVEYORS

TexasRedsFestival.com

In-Kind Sponsors



Marketing Partners





Bryan Texas Utilities

205 East 28th Street • Bryan, TX 77803

UCISMan@btutilities.com

Hours of Operation

Monday - Friday, 8 am - 5 pm

Board of Directors

Mr. Carl L. Benner, Chairman
Mr. Chris Peterson, Vice Chairman
Mr. Art Hughes, Ex-Officio
Mr. Flynn Adcock
Mr. David Bairrington
Mr. Bill Ballard
Mr. Ben Hardeman
Mr. Paul Turney

City of Bryan

Kean Register, City Manager
Joe Hegwood, CFO

Interim General Manager

Gary Miller

Group Managers

Randy Trimble
David Werley

Division Managers

James Bodine
Bill Bullock
Shawndra Green
Michael Hering
Ken Lindberg
Doug Lyles
Vicki Reim
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
Toll Free	1-(877) 363-7448



Board Meeting Notes

The BTU Board of Directors met on Monday, August 13, 2012 and discussed the following topics:

Financial

Joe Hegwood, Chief Financial Officer City of Bryan/BTU, presented the financial report to the Board stating that retail revenues remain 2% over budget in both City and Rural. He further explained that capital spending is significantly below budget as most of the City's substation and feeder construction has been postponed to the 2013 fiscal year.

Vicki Reim, BTU Division Manager of Customer Service, Energy Management and Key Accounts, next presented to the Board BTU's collections process for past due accounts.

The Board also passed a motion to recommend BTU's 2013 fiscal year budget appropriation to the Bryan City Council.

Mr. Hegwood presented phase two of the retail rate implementation that will be effective on October 1, 2012.

Operations

Randy Trimble, BTU Group Manager of Transmission and Distribution, presented the Board with the SAIDI and SAIFI reports for July. He explained the outages which occurred in both City and Rural were caused by a summer storm and a failed transformer.

The Board passed a motion to recommend to the Bryan City Council approval of an agreement between the Cities of Bryan, Denton, Garland and Greenville regarding prepaying fixed-cost power purchase payments to the Texas Municipal Power Agency.

The Board awarded contracts to the lowest bidders for the following:

- constructing a transmission line for the South Loop 138 Kv phase one and two;
- constructing the Koppe Bridge, Wellborn and Greens Prairie substations;
- constructing the Snook and Thompson Creek 138 Kv substations; and
- annual line clearance and tree trimming for 2013 fiscal year.



Giving Back to the Community

Lee R. Starr Receives Roll of Fame Award from Rotary Club of Aggieland

Story by Florence Ridlon, PhD. Photos by Bob Wheeler and Bill Crawford.

Bryan Texas Utilities (BTU) employees not only serve the community through their work at BTU, but also they and their families are frequently involved in many charitable causes throughout the Brazos Valley and beyond. BTU is proud of the work of its employees to “keep the lights on”

for its customers and equally proud of their service to the community through their volunteer efforts.

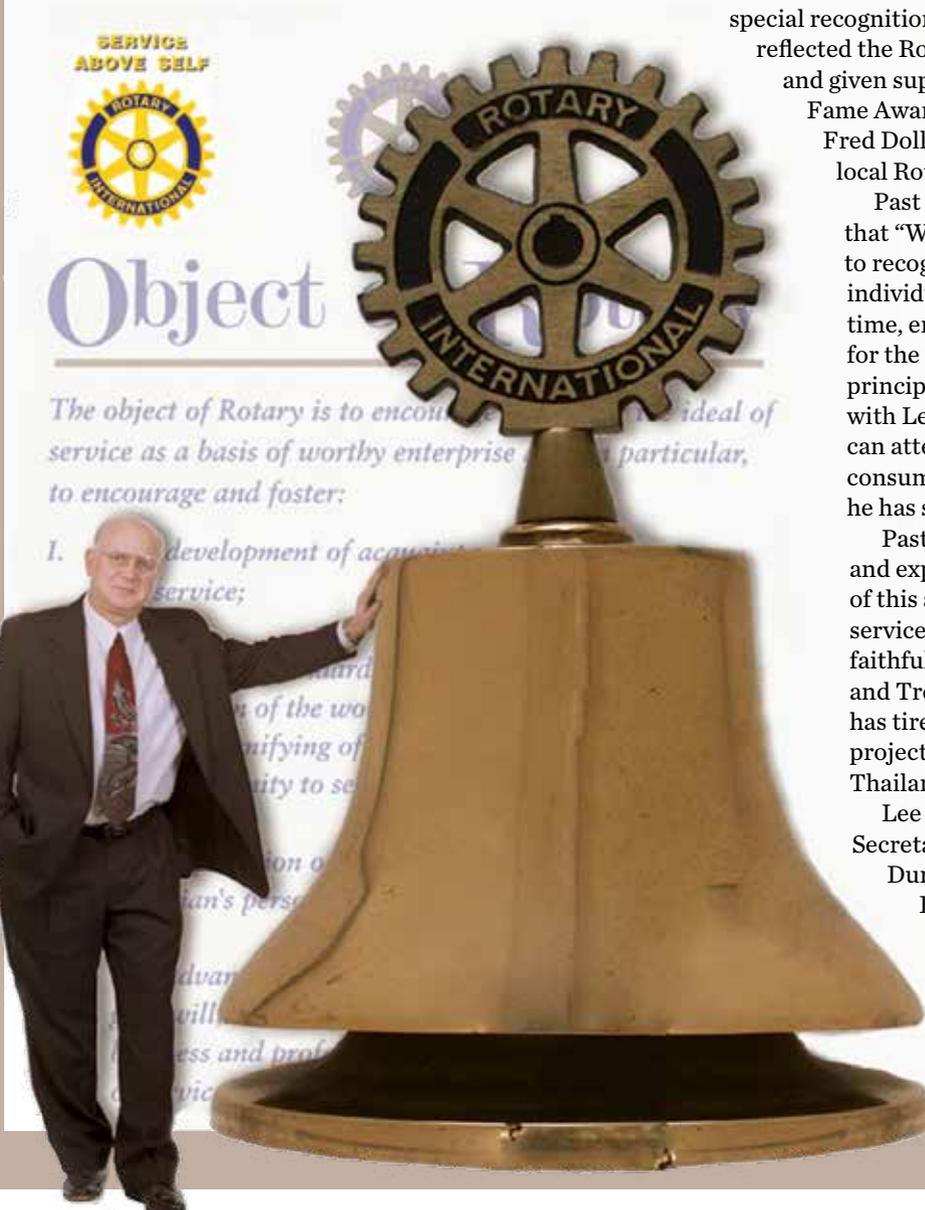
Lee R. Starr, Bryan Texas Utilities Chief Risk Officer and his wife, Kathy, are just such a couple. Lee recently received the Roll of Fame Award from the Rotary Club of Aggieland. This award is not an annual award but was initiated to give special recognition to a club member who has, over time, reflected the Rotary service ethic, “Service Above Self,” and given support to others within the club. The Roll of Fame Award was created two years ago and Colonel Fred Dollar, one of the founding members of the local Rotary, was the first and only other recipient.

Past President, Jarrod Hix further elucidated that “We created the Roll of Honor Award to recognize the pillars of our club. These individuals, through the contributions of their time, energy and vision, have shaped and provided for the long-term growth of our club with the core principals of Rotary. Anyone who has worked with Lee, especially the Club’s Past Presidents, can attest to his steadfast dedication and consummate perfection in all the capacities that he has served the Rotary Club of Aggieland.”

Past President, Sarah Misemer, concurred and explained: “Lee is a most deserving recipient of this award because of his many years of service and dedication to our club. He has faithfully served numerous times as Secretary and Treasurer of Rotary Club of Aggieland and has tirelessly and most effectively spearheaded projects securing funding for orphanages in Thailand and El Salvador.”

Lee has been either Club Treasurer, Club Secretary, or held both positions since 2003.

During that time, he anchored the Rotary District matching grant requests and raised money for medical supplies for a small community in Mexico near Monterrey; two grants for an orphanage in Thailand and three separate grants for an orphanage in El Salvador. The



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work at the El Salvador orphanage is in conjunction with the assistance of Bryan Councilwoman, Ann Horton, an honorary member of the Rotary Club of Aggieland.

“I am just one of many of the BTU employees who feel we should give back to the community that has so richly blessed our lives,” said Lee. “It is a shared belief among my coworkers that we all need to strive to help others to make our world a better place.”

Lee began his employment at BTU on December 28, 2000 as the Division Manager, Fiscal Services and joined the local Rotary club shortly thereafter. He assumed the new position of BTU Group Manager, Fiscal Services in 2001 and currently serves as its Chief Risk Officer. Lee and his wife, Kathy hailed from Nebraska where he was Chief Financial Officer and Director of Business and Strategic Planning for NMPP Energy. He also worked at Lincoln Electric System from 1972 to 1980 in Finance and Planning.

In his current role, Lee also represents BTU in the stakeholder process at ERCOT and participates on various subcommittees.

Volunteering is a family affair in the Starr household. Kathy is not only supportive of her husband’s efforts but also is heavily involved in the community herself. She volunteers at St. Joseph Hospital in Bryan and is active in the St. Joseph Auxiliary, serving over 3,000 hours since she joined.

Ms. Cara Charanza, Director of Volunteer Services, St. Joseph Regional Health Center, describes Kathy’s contributions: “Kathy has been an active and integral part of St. Joseph since she began volunteering in September 2001. She volunteers once a week at the information desk, served as President of the St. Joseph Auxiliary in 2004, chaired the Ambassador Committee, where she helped develop several customer service initiatives, and she teaches knitting to her fellow volunteers and St. Joseph Gold Medallion members. Kathy is a warm, loving person who is always quick to offer a helping hand. Even though she likes to tell us she is from Nebraska, Kathy has a heart the size of Texas.”

Lee and Kathy have two grown daughters, Jennifer and Michelle. Jennifer, a staff psychiatrist for the Denver,

Colorado Veteran’s Administration, and her husband, David Rowan, have two daughters, Claire, 5, and Brooke, 3. Michelle works at Columbia Business School and is completing a master’s degree from Columbia University in Strategic Communications focusing on branding. She and her husband, Christian Jungers, live in New York City.

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

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 the Brazos Valley Rehabilitation Center.

Come out to participate in the annual event that not only encourages physical fitness but also friendship, companionship and community involvement. Online registration closes Tuesday, October 9th at 3:00 pm.

Please visit www.powerpedal.com for more information or email your questions to the Race Director, Adam Snidow, at asnidow@btutilities.com.



Therapy That Heals

Brazos Valley Rehabilitation Center Restores Independence

Story by Keri Honea. Photo courtesy of Brazos Valley Rehabilitation Center.

Brazos Valley Rehabilitation Center (BVRC), a local, non-profit outpatient treatment facility dedicated to helping people with disabilities live the independent lives they want is the BTU 2012 Power Pedal (p²) beneficiary. BVRC does this amazing work for every individual who comes through their doors.

“We work to ensure all people with disabilities have equal opportunities to live, learn, work and play in the Brazos Valley through our various therapy programs,” Kari Krueger, Executive Director for BVRC, explained.

The center was founded in 1957 by a group of local citizens who wanted to establish a public rehab center to help anyone who needed it. Currently, the center is run by a Board of Directors consisting of 22 members who volunteer their time to set its policies and procedures. BVRC’s paid support staff, therapists and numerous volunteers work in collaboration with a medical director and social worker to ensure that all patients are provided the opportunity for comprehensive care through autism services, physical therapy, occupational therapy and speech therapy.

BVRC, the area center for Easter Seals East Texas, provides autism services, physical therapy, occupational therapy, speech therapy, hippotherapy (therapy that includes using horses), aquatic therapy and sensory

integration therapy as part of its rehabilitation services.

The team at BVRC are top professional therapists who have received the most up-to-date training in their respective fields. They all work together in what the center calls “multidisciplinary teams” to create the highest level of functional independence for their patients. They strive to not release patients from treatment until they can return to as much of their independent lives as is physically possible.

The multidisciplinary teams excel at treating numerous disabilities, some of which include:

- Arthritis
- Back and Neck Injuries
- Cerebral Palsy
- Closed Head Injuries
- Congenital Birth Defects
- Developmental Delays
- Hand Injuries
- Muscular Dystrophy
- Speech Disabilities
- Spinal Cord Injuries
- Sports Injuries
- Stroke

Every dollar donated to the center goes to help treat both children and adults with disabilities. Therefore, all of the proceeds donated to BVRC from BTU’s p² will stay within Bryan and the Brazos Valley region.

“We were both excited and grateful when we heard our center had been chosen to receive proceeds from Power Pedal,” Ms. Krueger reflected. “One hundred percent of these funds will enable us to provide much-needed therapy services to patients in the Brazos Valley.”

Ms. Krueger emphasized, “BVRC exists because of the vision and generosity of very caring local community members.”

To donate or volunteer your time to this notable and worthy facility, please visit the center directly at 1318 Memorial Drive in Bryan, complete a volunteer form on their website, <http://east-texas.easterseals.com>, or call 979-776-2872.

BVRC is fully accredited and Medicare has designated it as a Comprehensive Outpatient Rehabilitation Center.



Employee Spotlight

Bill Bullock

Division Manager, Information Technology



Story by Keri Honea.
Photos by Bob Wheeler.

When people think of a company's IT (Information Technology) department, they mostly envision tech support and those who are responsible for keeping the office email up and running smoothly. While these tasks are part of the IT department's responsibility, Bill Bullock, the Division Manager of BTU's IT department, can attest that their responsibilities reach far above and beyond maintaining a typical business office network.

In fact, Bill has only been with BTU for six years, but during that time, he says, "It seems like we have been constantly working on implementing new [tech] systems since I began."

He explained that his IT team works to ensure that the applications and computer systems BTU purchases are installed successfully. Some of the ones he has helped install include the new customer billing system and the new Smart Meter system—the automatic meter infrastructure (AMI) that BTU installed for all of its customers in the summer of 2011.

"Currently, we're working on a new Meter Data Management system and a new PrePay system for BTU customers," Bill said.

Of course, integrating the new systems is only part of Bill's job. He also ensures that an operational support system is in place for each new application and system that is installed. A support system involves responding to help desk tickets, fixing bugs in the system and enhancing the system so that it meets the needs of BTU's employees.

Bill noted that keeping up with the technical support and making certain the systems are indeed helping other

departments is definitely challenging. "It's important that we utilize technology to enhance, simplify and streamline processes at BTU," he explained. "To do this, we have to work closely with the each department to understand its business operation and see where we can help out. We try to assist them in eliminating manual tasks so that their time can be freed up for other assignments." Although demanding, this daily challenge is part of what Bill believes makes his job so enjoyable.

His coworkers and the community of Bryan also contribute to how much Bill loves his job. He said that his BTU cohorts are a great group who support one another, and he's found Bryan community members have the same helpful attitude. Bill and his wife, Shannon, lived in the Brazos Valley while the two of them attended Texas A&M University, but it was shortly after they moved to Houston after graduation that they began dating. While there, Bill worked as the Team Lead for the IT group at CenterPoint Energy. He stayed with CenterPoint for 12 years, but he and Shannon both missed living in the Bryan-College Station area, and, as Bill phrased it, he "was lucky enough to find a job at BTU." He and Shannon have loved living here since.

Bill is a member of the Bryan Noon Lions Club. The Lions Club devotes its members' time toward volunteer charity projects to help the surrounding community, including arranging for scholarships and working to clean up and beautify Bryan. The Bullocks attend First United Methodist Church in Bryan, where they are active in the Blaze Sunday School class. Bill and Shannon are both members and volunteers of Rudder High School's Ranger Club.

They also love spending time outdoors. "We enjoy sporting events, hunting, fishing and basically anything else that involves the outdoors and our friends," Bill stated. Their three-and-a-half-year-old son, Jackson, also appreciates the outdoors, and Bill looks forward to teaching him how to hunt and fish when he gets a little older.



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