

# BOARD MEETING NOTES

THE BTU BOARD OF DIRECTORS MET ON THURSDAY, JULY 11, 2016 AND DISCUSSED THE FOLLOWING TOPICS:

## OPERATIONS

Gary Miller presented the safety statistics for the previous month, stating BTU had no recordable incident and no at fault vehicle incident for the month of June.

Mr. Miller stated that all employee training for the "Speak Up, Listen Up" module continues and that most departments have completed training. All departments are having safety meetings, either as a separate group or combined with other groups.

## FINANCIAL

Joe Hegwood presented the financial report and highlighted several items illustrating net revenues and operating and capital costs of the City and Rural systems. Net revenue is over budget to date this year due to the elimination of power plant construction financing, lower departmental O&M and the reclassification of an Atkins 7 improvement to capital. BTU's Capital Improvement Program spending in the City system is currently under budget due primarily to the timing of transmission and distribution feeder work. BTU's Capital Improvement Program spending in the Rural system is slightly under budget due to project timing.

## TRANSMISSION AND DISTRIBUTION REPORT

The SAIDI (System Average Interruption Duration Index) and SAIFI (System Average Interruption Frequency Index) report for the month of June was presented. Mr. Trimble stated the outages, which occurred in both City and Rural systems, were mostly due to summer storms. The outage with the longest duration was due to equipment failure in the City system and lightning and fallen trees in the Rural system.

**SAFETY: For Work. For Home. For Life.**

BRYAN TEXAS UTILITIES



THE DIFFERENCE IS YOU

### BRYAN TEXAS UTILITIES

205 East 28th Street • Bryan, TX 77803

email: [ContactBTU@btutilities.com](mailto:ContactBTU@btutilities.com)

[www.btutilities.com](http://www.btutilities.com)

Hours of Operation

Monday - Friday, 8 a.m. - 5 p.m.



[facebook.com/BryanTexasUtilities](https://facebook.com/BryanTexasUtilities)



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### BOARD OF DIRECTORS

Mr. Paul Turney, Chairman

Mr. David Bairrington, Vice Chairman

Mr. Bill Ballard, Secretary

Mr. Buppy Simank, Ex-Officio

Mr. Carl L. Benner

Mr. Flynn Adcock

Mr. A. Bentley Nettles

Mr. Art Hughes

### GENERAL MANAGER

Gary Miller

### GROUP MANAGERS

Randy Trimble

David Werley

### DIVISION MANAGERS

James Bodine

Bill Bullock

Shawndra Curry

Ken Lindberg

Vicki Reim

Scott Smith

James Tanneberger

Wes Williams

Doug Lyles, Chief Risk Officer

### CITY OF BRYAN

Kean Register, City Manager

Joe Hegwood, CFO

Bernie Acre, CIO

### Important Numbers

Billing/Collections/Connects (979) 821-5700

Electrical Outage/Lines Down (979) 822-3777


Distribution/Line Design (979) 821-5770

# THE DIFFERENCE IS YOU.

*Our loyalty is to you - our customers - not shareholders.*

## CELEBRATING NATIONAL PUBLIC POWER WEEK

October 3-7, 2016



SINCE 1909, BTU HAS BEEN PROVIDING RELIABLE, NOT-FOR-PROFIT, ELECTRIC UTILITY SERVICES TO OUR COMMUNITY, AND IS ONE OF ONLY 2,000 STATE AND LOCAL PUBLIC POWER UTILITIES IN THE NATION.

BTU will be celebrating national Public Power Week, October 3-7! As a public power utility, BTU is proud to be owned wholly by the City of Bryan, and, therefore, the citizens of Bryan.

### PUBLIC POWER WEEK SCHEDULE OF EVENTS

**MONDAY** - Donuts and Coffee in the Lobby from 8:30-10:00am

**TUESDAY** - Popcorn in front of the building 1:30-3:00pm

**WEDNESDAY** - Public Power Lunch and Learn

- register at [bryantx.gov/lunchandlearn](http://bryantx.gov/lunchandlearn) to reserve your spot -

**THURSDAY** - Small giveaways in the drive thru

**FRIDAY** - 1/2 price appetizer special at the Lakeside Icehouse

Public Power Week is an annual national event that is coordinated by the American Public Power Association (APPA) to celebrate the impact that publicly owned utilities have on the communities they serve. BTU's loyalty is to our customers - not shareholders - and the BTU Board of Directors is comprised of Bryan citizens who volunteer their time to ensure that the citizens of Bryan receive reliable power at the best possible price.



# ANNUAL STEAK & GRAPE FESTIVAL



Cheers! Fans of sizzling steak, live music and, of course, terrific Texas wine will have much to enjoy, celebrate, and toast at the 10th annual Texas Reds Steak & Grape Festival in Historic Downtown.

This year's festival, to be held Friday through Sunday, September 23-25, 2016, will attract visitors from across the Lone Star State (and beyond). Over 30 Texas wineries, along with numerous craft beer breweries, more than 30 bands, talented artists, the annual steak cook-off, a Kids Zone, and a variety of food vendors, will be featured. The Saturday night steak dinner, which was revived to great (and sold out) success last year, will return thanks to a partnership with J. Cody's Steaks and Barbecue in Bryan.

But that's not all! A number of new elements are being added to the festival this year, including a Thursday night kick-off dinner at Messina Hof Winery and Resort and a steak and egg brunch on Sunday at 11 a.m.



Live music by Texas artists is a cornerstone of Texas Reds. To celebrate the tenth anniversary, officials confirm that festival favorite Ray Wylie Hubbard ("Snake Farm") will return for a performance on Saturday night. On Sunday afternoon, Texas Reds will welcome Grammy Winner

Rodney Crowell. A native of Crosby, Texas, Crowell is best-known for his numerous country music hits including "After All This Time" and "I Couldn't Leave You If I Tried."

Other music acts confirmed for this September's festival include Austin Meade, Bri Bagwell, Continental Drift, Daniel Gonzales, David Ramirez, Edison Chair, Ian Moore, John Fullbright, Katye Hamlin, KP & The Boom Boom, Mama K & The Shades, Randy Pavlock, Roxy Roca, Shinyribs, Soul Track Mind, Steady Legend, Texas Twisters, The Departed, The Docs, The Nightowls, Uncle Lucius and Vandoliers.



Texas Reds Festival is by the City of Bryan &



# IN HISTORIC DOWNTOWN BRYAN



*“We are so excited to continue building on the success of the festival. We were worried it was going to be hard to top last year’s success. But with the addition of the Messina Hof kick-off dinner, the return of Ray Wylie Hubbard, and the Sunday morning brunch, we will create even more lasting Texas Reds memories together. We can’t wait to ‘Toast Our Tenth’ with everyone at Texas Reds!”*

*- Sandy Farris, Downtown Bryan Association Executive Director*



Admission to the festival is free. Tickets must be purchased for Wine Tastings, Beer Tastings, the Saturday Night Steak Dinner, the Messina Hof kick-off dinner, the new Sunday Brunch, and Kids Zone participation. All tickets will go on sale on August 1. Tickets will also be available at the festival, however, the prices are lower for tickets purchased in advance. For ticket information, please visit: **TexasRedsFestival.com.**

*“Texas Reds is such a great signature event for the City of Bryan and BTU loves being a part of the event. BTU has partnered with the Festival for several years as sponsor of the Kids Zone, which fits very well with our vision of community involvement.”*

*Gary Miller, BTU General Manager*

**generously sponsored  
Bryan Texas Utilities.**

# A COMMITMENT TO

*I*t seems like there's a designated day or week for everything. We honor administrative assistants on a particular day, bosses on another.

Other ideas, like customer service, are important enough to merit an entire week. Although we think National Customer Service Week is a fine idea, we don't need it: We celebrate customer service every day of every year. It's that important to us.

Designated week or not, we at BTU pride ourselves on our customer service all the time. From our customer service advocates at the front counter to each lineworker and meter technician, or right-of-way trimmer, we make every attempt to ensure that you have a positive experience with our staff.

To us, customer service encompasses all we do. It certainly begins with a cheerful face when you stop by our office, and a friendly voice when you call on the phone. It continues with the folks who make service calls to your house or business.

Customer service also includes the programs and services we offer to customers, such as our SmartHOME and SmartBUSINESS incentive programs. If you want tips on how to make your home more energy efficient, or if you've heard about renewable energy options and need more information, give us a call.





# CUSTOMER SERVICE



We also have a major obligation to our customers when their power goes out. We wish we could just flip a switch and turn those lights right back on, but unfortunately, most of the time the repair isn't that easy. But please know that our crews work to find the problem and fix it as safely and quickly as they possibly can. This is a commitment each one of us takes very seriously.

The next time you're in our office or on the phone with one of our employees, please let us know if you're happy with the customer service you receive. We want to offer you the best service we can.

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Here at BTU, we are proud of our relationship with our customers. Public power utilities are all about working together, and we try to uphold that philosophy as we work for you.

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# MORE LIGHTS, MORE COMFORT

We all know what it's like trying to pull a sliver from your finger with the light that comes through windows or from an overhead bulb.

It usually is not bright enough to help you see what you're doing. And it's not bright enough to make cooking, reading or sewing tasks easier.

Think about what you do in each room: Ever wish you could see better while you're doing it?

Add task lighting - extra lights installed right where you focus your attention in each room: on the counterop where you prepare food; in the bathroom where you shave or apply makeup; in the garage where you work with tools; in your hobby room where you put together scrapbook pages.

Here are the spots where shedding more light can help:

## CLOSETS

Nonfluorescent lighting is more flattering, especially in a roomy closet where you dress and look in the mirror.

## BATHROOM

Replace the over-the-mirror strip of lights with vertical wall sconces so the light is focused on your face rather than on the mirror.

## HALLWAYS & STAIRCASES

A common cause of falls at home? Not enough light. Consider theater-style path lighting that goes up every staircase and stays lit 24/7.

## KITCHEN

Install small LED lights underneath cabinets to shine directly onto countertops where you chop, blend and arrange food.

## HOBBY ROOM

Consider whether you sit or stand as you work on your projects, and aim eye-level task lighting right at your workspace.





## EMPLOYEE SPOTLIGHT



JOHN MOORE

Thirty-three years may seem like a lifetime with one company, but not for John Moore. Moore is Supervisory Dispatch Operator in the BTU Transmission department. He's the guy who monitors and operates the electric grid, and helps respond to an emergency if a customer's power goes out.

Although he admits he could never do the same job for 33 years straight, Moore has had the opportunity to experience many jobs at BTU. Before moving into his current role in 2001, he worked as a lineman, in power plants, and in substations.

"I was able to take my aptitude and adapt to whatever position I was promoted to," Moore says. "That kept things fresh and exciting, because you always have to learn something new."

He says life monitoring the grid can be challenging. "There's no autopilot here," he says. "We're here 24-7, holidays, nights, weekends."

One of the responsibilities that Moore and BTU shoulder is staying in compliance with government requirements that seem to change on a daily and weekly basis. "It's a very dynamic environment and you wake up in a new world every day," he says. "When I was a young man I didn't like change, but now I think it's kind of exciting and rewarding."

It's a fast-paced job, one not for the faint-of-heart, says this husband, father of four, and grandfather of three. But Moore says his experiences throughout his many years at BTU, and then his continuing certifications and training, have given him the insight he needs to succeed.

"Line work, substation work, power-plant work and then being in here, it all wraps together," he says. "Because having knowledge of this equipment in the field and how it works, and what the switching action is going to do when you operate that piece of equipment, and the effect it has on the electrical grid is very, very helpful for an operator."

Knowing he makes a difference is one of the things that he says is rewarding to him. And another rewarding part of his job is getting to share his knowledge with newer employees.

***"Do your best job every day because the quality of your work follows you wherever you go, and you leave an impression even after you are gone."***