

BOARD MEETING NOTES

THE BTU BOARD OF DIRECTORS MET ON MONDAY, NOVEMBER 14, 2016, AND DISCUSSED THE FOLLOWING TOPICS:

GENERAL MANAGER'S REPORT

APPA Award of Excellence in Public Power Communications

BTU General Manager Gary Miller announced that Bryan Texas Utilities received two awards of Excellence in Public Power Communications by the American Public Power Association (APPA). These include one Award of Merit for the production of a Winter Energy Safety Tips video and one Award of Merit for BTU's implementation of a social media campaign.

Texas Power and Energy Conference – February 9-10, 2017

Mr. Miller presented a sponsorship request from the Institute of Electrical and Electronics Engineers' (IEEE) Power and Engineering Society (PES), Power Electronics Society (PELS), and Industry Applications Society (IAS) Joint Student Organization at Texas A&M University for a new, student-led conference.

Systems Operations Center

On October 17, 2016, BTU received authorization from the Texas Regional Entity (TRE) and the North American Electric Reliability Corporation (NERC) to move into the new System Operations Center. Employees officially moved into the new building on October 21, 2016.

OPERATIONS

Mr. Miller presented the safety statistics for the previous month, stating BTU had no recordable incidents and one vehicle incident for the month of October. Mr. Miller discussed the circumstances of the one vehicle incident with the Board; shared that all employees have completed current training; and eleven separate safety meetings were held during the month.

Ray Berger, BTU Safety Officer, presented a year in review of BTU's achievements within its safety culture.

SAFETY: For Work. For Home. For Life.



BRYAN TEXAS UTILITIES

205 East 28th Street • Bryan, TX 77803

email: ContactBTU@btutilities.com

www.btutilities.com

Hours of Operation

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



facebook.com/BryanTexasUtilities



twitter.com/BTU_BryanTX

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

SOCIAL MEDIA

Connecting with our customers

BTU is celebrating one year of being social! In January of 2016, the official BTU Facebook and Twitter pages were launched, providing us a new way to communicate with our customers.

In one year we have gained over 2,000 followers between both platforms, and were presented with an Excellence in Public Power Communications award in the social media category by the American Public Power Association (APPA).

One of the biggest benefits to being on social media is the ability to communicate with our customers in real-time, something that was vital during the tornado and flooding Bryan experienced in May of 2016. During that time, our staff were able to send timely updates to media, customers, and other City departments about efforts underway to restore power to the affected areas.

Whether it's communicating events, news, outages, or energy efficiency tips, our goal is to provide valuable information in a timely manner.



We want to thank our followers for their support of our social media efforts, and encourage all of our "social" customers to follow us on Facebook @BryanTexasUtilities and on Twitter @BTU_BryanTX!


YOUR BTU BILL

redesigned with YOU in mind

BTU is excited to reveal the newly redesigned bill to our customers! With this new layout, we hope to provide additional information about your utility usage and associated charges so you can be an educated consumer.

- 1 Customer Mailing Address** - Location where you receive your utility bill.
- 2 BTU Mailing Address, Contact Phone Number, Office Hours, and Web Address** - Did you know you can manage your utility bill online by logging onto our website and setting up your own username and password? Here, you can pay your bill, view your consumption, email BTU Customer Service questions, and much more.
- 3 Account Summary** - This section has information about your account.
 - Your BTU account number that will assist you when calling in to inquire about your account or to make a payment through the Interactive Voice Response (IVR) system.
 - Each location in the BTU service area has a billing cycle number associated with it. This cycle number determines the approximate day of the month your utility meter is read.
 - Previous Balance - The amount your account was billed last month.
 - Payments - The total amount paid since you received your last bill.
 - Balance Forward - The amount billed last month that was not paid.
 - Current Charges Due - Includes the due date and the charges you were billed for this billing period.
 - Total Amount Due - The current amount due on your account.
 - Amount Due After Due Date - The bill total for that month if paid after the due date, including a 5% late penalty.
- 4 Message Board** - Message area to include information about holiday office closures, energy savings tips, and much more.
- 5 Meter Reading Summary** - Includes your service address, location class, service date range, number of days billed for this billing period, meter number, previous and current readings, and total consumption.
The Meter Multiplier is the the number by which the reading on the meter must be multiplied to determine the correct consumption in kilowatt hours (kWh) or kilowatt (KW) units.
- 6 Electric**
 - Electric Service - Includes the meter number, total consumption, the amount billed for electric service, and a graph of up to 13 months of your electric consumption in kWh.
 - Regulatory Charge - This pass through charge includes transmission costs billed to BTU by other entities within the Electric Reliability Council of Texas (ERCOT) and other state or federal regulatory fees.
- 7 Water**
 - Water Service - Includes the meter number, total consumption, the amount billed for water service, and a graph of up to 13 months of your water consumption in gallons.
 - Water Irrigation - Water used for commercial irrigation. Irrigation meters will not have a graph of historical usage.
- 8 Other Charges** - These include additional municipal services provided such as:
 - Wastewater - Monthly service charge for sanitary sewer service.
 - Solid Waste - Monthly service charge for garbage collection.
 - Drainage & Transportation - Monthly fee allocated for the maintenance and improvement of drainage and transportation infrastructure.
 - Security Light - An unmetered lighting service (if applicable).
- 9 Tax** - Local and State taxes that BTU is required to collect.
- 10 Total Current Charges** - Total charges due for this billing period including all services and applicable charges shown above.

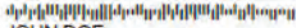
- 11 **BTU Address** - The physical location of the BTU office.
- 12 **Bill Stub Message** - Include your bill stub with your payment. If you are on Budget Billing, Recurring Credit Card, have a Credit Balance on your account, or this is your final bill, this section will state that information.
- 13 **Barcode** - Use this barcode at one of our four convenient kiosk locations to make a payment on your account.
- 14 **Scan Line** - Used by BTU when processing your payment.

BRYAN TEXAS UTILITIES

BTU
 THE DIFFERENCE IS YOU

BTU
 P.O. BOX 8000
 Bryan, Texas 77805-8000
 (979)821-5700
 Monday - Friday 8:00am - 5:00pm
 www.btutilities.com

Account # 2366862	Cycle 05
Previous Balance	\$142.78
Payments	-\$142.78
Balance Forward	\$0.00
Current Charges Due 11/28/2016	\$187.53
Total Amount Due	\$187.53
Amount Due after 11/28/2016	\$196.76

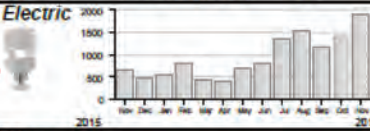
Manage your account online! www.btutilities.com

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JOHN DOE
 123 USA ST
 BRYAN, TX 77803

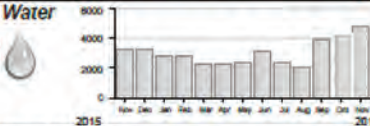
4 We are excited to bring you a new look to your utility bill. This new version provides more information regarding your utility account. For explanations about the new look and more details, please visit our website and click on Understand My Bill for the new bill explanation. You may also contact us at (979) 821-5700 for more information.

Service Address: 123 USA ST		METER READING SUMMARY				Location Class-Residential	
DESCRIPTION	SERVICE PERIOD	NO. OF DAYS	METER NO.	PREVIOUS READING	CURRENT READING	METER MULTIPLIER	TOTAL CONSUMPTION
Electric	10/04/16 - 11/03/16	30	102899	74066	75263	1	1197 kWh
Water	10/05/16 - 11/03/16	29	COB79	104	131	1	2700 Gals

5 **Electric**



6 **Water**



7 **Other Charges**

Meter : 102899 Rate: Electric Res City Winter/Summer

Electric Res City Summer	815 kWh	\$77.83
Electric Res City Winter	382 kWh	\$27.99
Regulatory Charge	1197 kWh	\$15.92
Electric Total Charges		\$121.54

Meter : COB79 Rate: Water Res City


Min Charge up to 30,000 Gals	2700 Gals	\$15.76
Water Total Charges		\$15.76

Total Other Charges

Wastewater Res City	\$19.16
Solid Waste City	\$14.09
Drainage/Transportation	\$14.00
Total Other Charges	\$47.25

9 **Total Current Charges**

10 **\$187.53**


BRYAN TEXAS UTILITIES

BTU
 THE DIFFERENCE IS YOU

Please include this stub with payment
 Please make checks payable to BTU

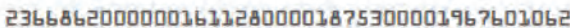
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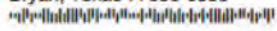
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 Bryan, Texas 77803
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 123 USA ST
 BRYAN, TX 77803

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January 2017 BRYAN TEXAS UTILITIES Texas Co-op Power 21



LOOKING FOR OUR NEXT GENERATION OF LEADERS

What do 1,500 high school students, our nation's capital, and electric utilities have in common? The Government-in-Action Youth Tour.

Youth Tour was established with one thought in mind: to inspire our next generation of leaders. Since 1964, more than 50,000 young Americans have taken advantage of this special opportunity offered by their electric utilities. Over the years, BTU has sent more than 40 students to participate in the Youth Tour.

While in Washington, D.C., participants have the opportunity to meet with their elected officials and discuss the issues that are important back home. Youth Tour has grown into an invaluable program that gives young Americans an experience that will stay with them for the rest of their lives.



It is so much more than a sightseeing trip. Participants have reported that this experience helped them grow into successful professionals. It has also benefited our local communities. Participants return home with a deeper understanding of what it takes to be leaders and many put their newly acquired skills to use right here in our community.

BTU has begun the application process to select local students to attend Youth Tour 2017. If you are a high school student interested in traveling to Washington, D.C. to experience the trip of a lifetime, please contact Meagan Brown at (979) 821-5859 or mbrown@btutilities.com for more information. The application can be found at btutilities.com/government-in-action-youth-tour/ until February 24, 2017.

Do you know of an exceptional student who would be a great candidate for the program? If so, we encourage you to share this opportunity with them to help us find the next generation of leaders.

INSULATE AND SAVE

Are you looking to improve your home? If so, you may be eligible to receive incentives as part of BTU's **SmartHOME** program. **SmartHOME** is designed to educate and assist residential customers on energy efficiency projects, whether you choose to do it yourself or hire a contractor.

One of the ways you can save money and live more comfortably throughout the year is by installing proper attic and wall insulation.

ELIGIBILITY

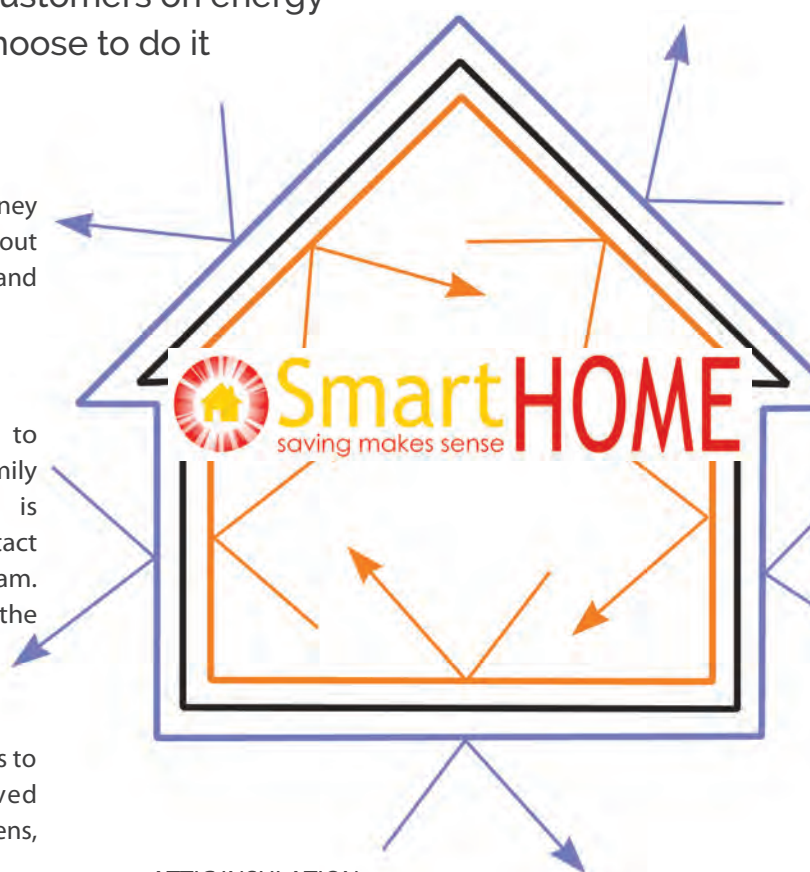
The BTU **SmartHOME** program is available to any owner of an existing single- or multi-family dwelling within the BTU service territory that is billed at a residential rate. Tenants should contact their landlords about participation in the program. Incentive payments will only be paid to the property owner.

MEASURES

The BTU **SmartHOME** Program offers incentives to customers adopting any of the three approved energy efficiency measures (insulation, solar screens, and windows) and meets program guidelines.

PROGRAM INFORMATION

For additional information regarding BTU's **SmartHOME** program, visit btutilities.com/smarthome-programs/ or call Elisabeth Thompson, Energy Accounts Manager, at (979) 821-5772.



ATTIC INSULATION

Loose-fill or batt insulation is typically installed in an attic. Loose-fill insulation is usually less expensive to install than batt insulation and provides better coverage when installed properly.

WALL INSULATION

Many older homes have little or no exterior wall insulation, resulting in unnecessarily high heating and cooling energy costs. While retrofitting exterior wall insulation can be difficult, it can yield significant energy savings as well as enhanced comfort.

LIGHTING BOONVILLE ROAD

Many communities long for what Bryan has to offer: well-paying job opportunities, well-planned recreational areas, and well-established neighborhoods perfect for raising a family. Life in Bryan is good, and its only getting better as this historic Texas city expands.

Growth brings new residents, new neighborhoods, new schools, and new infrastructure. It also creates the opportunity to better serve the citizens who keep the community thriving while keeping taxes low and standards high. This is where different funding mechanisms come into play.

Boonville Road, also known as FM 158, is a gateway connecting residential areas to the convenience of retail shopping. A Texas Department of Transportation (TxDOT) roadway, this particular farm-to-market road already boasts four lanes for vehicular traffic as well as six-foot-wide sidewalks on one side and a twelve-foot-wide shared-use path on the other for pedestrians. So, what is missing you might ask? The answer is lighting.

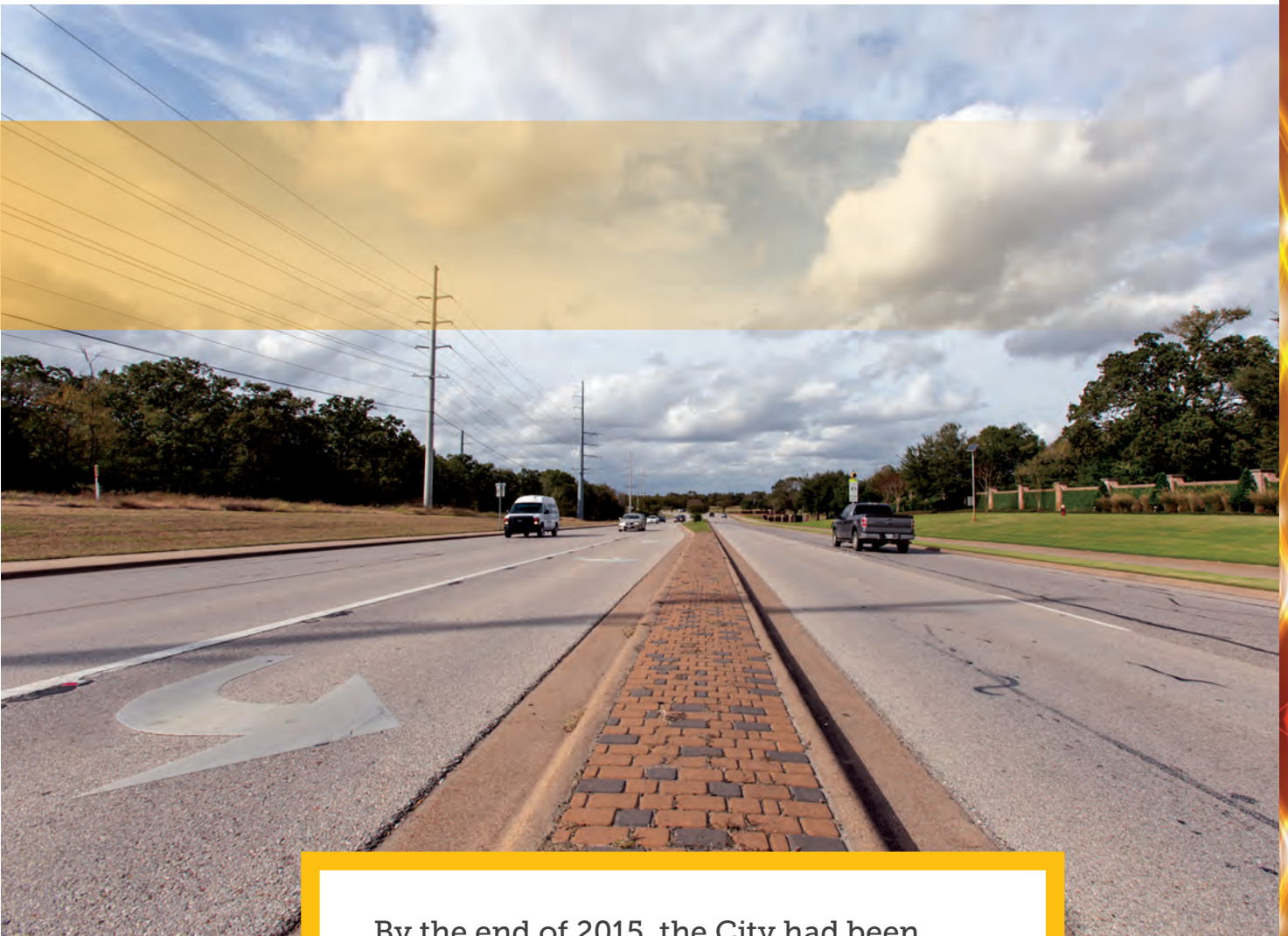
While it is a relatively short drive between State Highway 6 and State Highway 30 on Boonville Road, you will find a growing number of neighborhoods and shopping centers, even a grocery store and five public schools, along the way. The City found that usage of this convenient and easily accessible roadway

decreased during low-light conditions. In April of 2015, the Bryan City Council passed a resolution in support of the City's application for federal funds from the Transportation Alternatives Program, a funding source administered by TxDOT, to facilitate lighting improvements.

By the end of 2015, the City had been awarded the funds for the project with an estimated cost of about \$2.4 million. As a stipulation to receive the federal funds, a local match was required. This was met through the commitment of just under \$682,000 by Bryan Texas Utilities. Construction is anticipated to begin in January of 2017 and is estimated to continue for the next nine months.

Once this TxDOT managed project is complete, street lighting will be in place every 200 feet providing adequate lighting for pedestrian and bicycle safety. In addition to improving safety for citizens, this project will improve mobility along the corridor during low-light hours and poor weather conditions while leveraging the shared-use paths already in place.

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