

BOARD MEETING NOTES

THE BTU BOARD OF DIRECTORS MET ON MONDAY, SEPTEMBER 12, 2016 AND DISCUSSED THE FOLLOWING TOPICS:

OPERATIONS

Gary Miller presented the safety statistics for the previous month, stating BTU had two recordable incidents and no at fault vehicle incident for the month of July. Mr. Miller discussed the circumstances of the two incidents with the Board and stated BTU's current incident rate is 2.65 for Fiscal Year 2016 to date.

All departments are having safety meetings, either as a separate group or combined with other groups. Employees have utilized the Safety Calendar and it has helped improve overall safety meeting attendance.

FINANCIAL

Joe Hegwood presented the financial report and noted that customer revenue is down due to weather. However, that is offset by other factors such that net revenue for the utility is better than budgeted.

BTU's Capital Improvement Program (CIP) spending in the City system is currently under budget due primarily to the timing of transmission and distribution feeder work. BTU's CIP spending in the Rural system is slightly under budget due to project timing. Spending is projected to be on budget by year end.

TRANSMISSION AND DISTRIBUTION REPORT

The SAIDI (System Average Interruption Duration Index) and SAIFI (System Average Interruption Frequency Index) report for the month of August was presented. Mr. Trimble stated the outages with the longest duration were due to equipment failure in the Rural system and lightning and fallen trees in the City system. Overall August was a good month.

SAFETY: For Work. For Home. For Life.

BTU

CUSTOMER SATISFACTION SURVEY RESULTS

BTU hired GreatBlue Research to conduct a survey of approximately 800 randomly selected BTU customers with the goal of collecting detailed data that can be used to initiate positive changes in business processes, including field operations, customer operations and customer communications.

CUSTOMER PERCEPTIONS WERE POSITIVE, WITH OVER 93% OF RESIDENTIAL AND COMMERCIAL CUSTOMERS RESPONDING THAT BTU "EXCEEDS", "SOMEWHAT EXCEEDS", OR "MEETS" THEIR EXPECTATIONS. BTU RANKED WELL OVER THE NATIONAL AVERAGE SCORE OF 79.9% FOR PUBLIC POWER UTILITIES.

HAS BEEN POWERING OUR COMMUNITY FOR OVER 100 YEARS.



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.



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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

THANKSGIVING COOKING TIPS

HERE ARE SOME EASY WAYS TO REDUCE UNNECESSARY ENERGY USE WHILE STILL ENJOYING ALL OF YOUR FAMILY'S FAVORITE DISHES.

DON'T PEEK!

When using the oven, it's tempting to frequently open the door to check on a dish's progress. But every time the oven door is opened, the temperature inside is reduced by as much as 25 degrees, forcing it to work even harder (and use more energy) to get back to the proper cooking temperature. If you need to check on a dish, use the oven window instead.

GIVE YOUR FURNACE THE DAY OFF.

Most of us find ourselves with a houseful of people at least once between now and the New Year. If your next party involves a lot of work for your stove, think about turning down your furnace to compensate. The heat of the oven - and all those guests - will keep the temperature comfortable.

DON'T NEGLECT YOUR CROCKPOT.

Or your microwave, toaster oven, or warming plate. Most of us have a veritable smorgasbord of small kitchen cooking appliances that we rarely use. Putting them to work more often, instead of the oven or stovetop can mean significant energy savings.

TURN IT DOWN OR TURN IT OFF.

For regular cooking, it's probably not necessary to have your oven on as long - or set as high - as the recipe calls for. For recipes that need to bake for longer than an hour, pre-heating the oven isn't always necessary. And if your stovetop or oven is electric, you can usually turn it off 5-10 minutes before the dish should be done and the residual heat will finish the job. Just remember to keep the oven door closed or the lid on until time is up.



CROCK POT DRESSING

Ingredients


- 1 cup chopped onion
- 1 cup chopped celery
- 1/4 cup butter
- 6 cups cubed day-old white bread
- 6 cups cubed day-old whole wheat bread
- 1 teaspoon salt
- 1 teaspoon poultry seasoning
- 1 teaspoon rubbed sage
- 1/2 teaspoon pepper
- 1 can (14-1/2 ounces) reduced-sodium chicken broth or vegetable broth
- 2 large eggs, beaten

Directions

1. In a small nonstick skillet over medium heat, cook onion and celery in butter until tender.
2. In a large bowl, combine the bread cubes, salt, poultry seasoning, sage and pepper. Stir in onion mixture. Combine broth and eggs; add to bread mixture and toss to coat.
3. Transfer to a 3-qt. slow cooker coated with cooking spray. Cover and cook on low for 3-4 hours or until a thermometer reads 160°.

Yield: 10 servings.

ENERGY SAVINGS TIPS FOR COLD WEATHER



We want to help you control your energy costs. Instead of reaching for the thermostat when the cool weather comes, here are some winter energy tips to help you stay warm and keep costs down.

TAKE ADVANTAGE OF HEAT FROM THE SUN

- Open curtains on your south-facing windows during the day to allow sunlight to naturally heat your home, and close them at night to reduce the chill you may feel from cold windows.

COVER DRAFTY WINDOWS

- Use a heavy-duty, clear plastic sheet on a frame or tape clear plastic film to the inside of your window frames during the cold winter months. Make sure the plastic is sealed tightly to the frame to help reduce infiltration.
- Install tight-fitting, insulating drapes or shades on windows that feel drafty after weatherizing.

FIND AND SEAL LEAKS

- Seal the air leaks around utility cut-throughs for pipes ("plumbing penetrations"), gaps around chimneys and recessed lights in insulated ceilings, and unfinished spaces behind cupboards and closets.
- Planning to upgrade your old windows to Energy Star rated models? Be sure to apply for BTU's **SmartHOME** rebate to receive 10%-20% of your project cost back! Visit btutilities.com/smarthome-programs/ for more information.

ADJUST THE TEMPERATURE

- When you are home and awake, set your thermostat as low as is comfortable.
- When you are asleep or out of the house, turn your thermostat back 10° to 15° for eight hours and save around 10% a year on your heating and cooling bills. A programmable thermostat can make keeping your thermostat at a more efficient temperature quick and easy.

MAINTAIN YOUR HEATING SYSTEMS

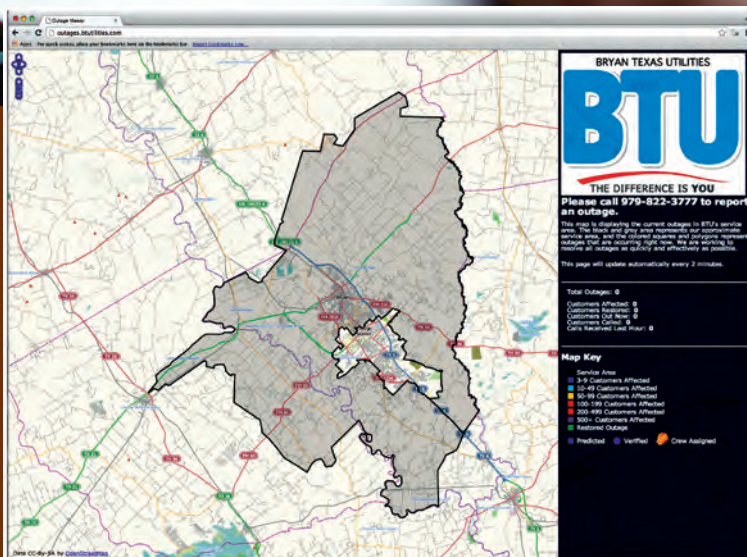
- Schedule service for your heating system.
- Furnaces: Replace your furnace filter once a month or as needed.
- Wood and Pellet-Burning Heaters: Clean the flue vent regularly and clean the inside of the appliance with a wire brush periodically to ensure that your home is heated efficiently.

LOWER YOUR HOLIDAY LIGHTING COSTS

- Use light-emitting diode - or "LED" - holiday light strings to reduce the cost of decorating your home for the winter holidays.

Source: energy.gov

KEEPING YOU CONNECTED



ONLINE TRACKING TOOL

BTU customers can view a map of the BTU service territory and zoom in to individual outages to determine where the outage is located, streets affected, when the outage started, and number of customers affected. David Werley, BTU Group Manager said, "When an outage occurs, we know our customers want information in real-time. The outage map allows for us to communicate with them quickly and make them aware that we are actively working to resolve the issue as safely and efficiently as possible."

"This tool helps our customers stay informed of what's going on in our service territory, and frees up our System Operators to communicate with our Linemen in the field during restoration efforts."

- Randy Trimble, Group Manager

FOUR EASY PAYMENT OPTIONS

We know how busy life gets and how hard it is to find time to get everything accomplished. BTU offers four easy options for convenient and quick payment without leaving home.

AUTOMATIC BANK DRAFT

Visit btutilities.com and fill out the bank draft form; send it to us with a copy of a voided check and we will do the rest.

INTERACTIVE VOICE RESPONSE

You can check your account balance and pay by credit card or e-check by calling our interactive voice response system at (979) 821-5700.

ONLINE

Pay online at btutilities.com 24 hours a day. We accept VISA, Mastercard and Discover.

RECURRING CREDIT CARD

Create an online account and set up your recurring credit card. It is simple and you can manage your own account.

THE HOLIDAYS... BIGGER IN TEXAS AND BETTER IN BRYAN

With a wide variety of holiday events and special activities for the whole family, a trip to Bryan to experience the good life, Texas style is well worth it! Nestled in the heart of Aggieland, Bryan offers a historic charm and sense of community you really cannot find anywhere else. Whether you are sledding down a hill of snow, sipping a cup of hot cocoa, or enjoying a visit with Santa, there is sure to be something for everyone in the family to enjoy.

- 1 Join us for the **LIGHTS ON!** celebration on **NOVEMBER 18th** in historic Downtown Bryan. This annual lighting of Main Street has become a local family favorite kicking off the holiday season! Enjoy free music and treats beginning at 6:00 p.m. at Gloria Stephan Sale Park.
- 2 Experience "old time" holiday traditions on **DECEMBER 1st** at the City's Parks and Recreation Department annual **HOLIDAY MAGIC** event at Sue Haswell Park from 5:30 p.m. to 8:30 p.m. Bring your whole family for an evening of fun with train rides, real snow sledding, pictures with Santa, holidays crafts and games, hot cocoa, and of course, holiday cookies! Looking for a fur-ever friend? Visit with staff and meet adoptable pets from the Bryan Animal Center.
- 3 Don't miss the monthly **FIRST FRIDAY** on **DECEMBER 2nd** in historic Downtown Bryan! Local eateries, boutiques, and nightlife venues stay open late just for you. Invite your family and friends to enjoy live music at the Palace Theater, unique vendors, local art exhibits, pet adoptions from the Bryan Animal Center, and much more!
- 4 Come on down for the annual **DOWNTOWN BRYAN LIGHTED CHRISTMAS PARADE** on **DECEMBER 9th** at 6:00 p.m. Floats will be decorated in festive themes (it's a contest!) that are sure to bring a smile! The parade will begin at the intersection of Bryan Avenue and Main Street in historic Downtown Bryan. Still looking for your fur-ever friend? The Bryan Animal Center will be there to help you find and adopt your new best friend.
- 5 Last but certainly not least, let your little ones share their wish list at **BREAKFAST WITH SANTA** brought to you by the City's Parks and Recreation Department on **DECEMBER 17th** at the Neal Recreation Center. From 9:00 a.m. to 11:00 a.m., celebrate the most wonderful time of the year with holiday crafts, cookies, hot chocolate, and you guessed it - photos with Santa!





Interested in learning more about these events and what the City of Bryan has to offer year round? Visit us online at www.bryantx.gov/visit. Don't miss out on your opportunity to experience the good life, Texas style!

