

BOARD MEETING NOTES

The BTU Board of Directors met on
Monday, February 13, 2017,
and discussed the following topics:

SOUTH COLLEGE AVE. CONVERSION

Three bids were received for the labor portion of the conversion of the South College Avenue electric distribution from overhead to underground. After bid tabulations were completed and references were checked, staff determined that MP Technologies, LLC. was the lowest responsible bidder. Director Ballard made a motion to approve a contract with MP Technologies which passed unanimously.

GENERAL MANAGER'S REPORT

Lake Bryan Dam Tabletop Exercise – March 23, 2017

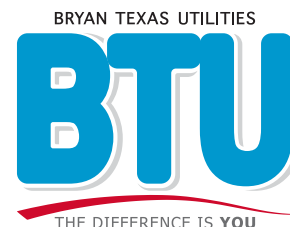
BTU will be holding a tabletop exercise regarding the Lake Bryan Dam, as required by the Texas Commission on Environmental Quality (TCEQ), where local emergency management personnel will be invited to attend.

BTU Cayenta Billing Software Upgrade

On Friday, January 13, 2017, BTU's billing software was upgraded successfully with few issues, all of which were resolved in very short order. The new bill print is now in production and BTU has received several positive comments.



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.

BOARD OF DIRECTORS

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Mr. David Bairrington, Vice Chairman
Mr. Bill Ballard, Secretary
Mr. Buppy Simank, Ex-Officio
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CITY OF BRYAN

Kean Register, City Manager
Joe Hegwood, Chief Financial Officer
Bernie Acre, Chief Information Officer

IMPORTANT NUMBERS

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





FAQ FOR HIGH-WIRE HEROES

Questions for—
and answers from—linemen

Have you ever seen a crew of BTU's linemen working high on a pole or in a bucket truck and wished you could ask them questions about their work? Not many people hold this complicated and dangerous job, so not many know the ins and outs of it. We at BTU are proud of our lineworkers and want our customers to understand exactly why. To help explain, here are a few questions that are frequently asked of linemen:

Q: It looks like a tough and scary job. What is the hardest part of being a lineworker?

A: There are lots of challenging aspects to working on electric lines, and every lineman is sure to have a different answer. Some say it was difficult initially to acquire the vast amount of knowledge it took to complete the training. Others acknowledge that it's hard to leave their homes and families to work outside in rough weather—especially if the call comes on a weekend or holiday, as often seems to happen. The sometimes grueling hours and strenuous conditions are another difficulty of the job, as is the pressure of working around high-voltage lines.

Q: How do line personnel work on energized lines and avoid being injured?

A: Lineworkers receive years of extensive training before they can work on live lines. They are highly qualified to perform intricate tasks under high pressure—often at heights of 40 feet or more—that are typically required for line work. They also receive regular training throughout their careers to keep them mindful of safety requirements and apprised of updates in equipment and procedures.

Linemen also use personal protective equipment that shields them from the high voltage of electric lines. This includes insulated rubber gloves, sleeves and boots, as well as specially designed tools and insulated vehicles. Each piece of equipment is inspected regularly to ensure that it's intact and able to protect the lineworker from harm.

Q: Aren't power lines along the road insulated?

A: Many people think that overhead power lines along roadways have insulation material around them like the electric cords they see on appliances in their homes. Not exactly. Some low-voltage power lines are insulated; however, high-voltage distribution and transmission lines are not insulated. That's part of the reason they are suspended so high in the air—and it's the reason broken lines are so dangerous when they're down on the ground. All power lines can be deadly and should be treated with caution.

Q: Why do linemen choose such a hazardous line of work?

A: Lineworkers understand that their career choice might seem strange to other people, especially when they're outside working on lines in freezing conditions or driving rain. The reasons vary from one lineman to the next, but many say they enjoy the mastery of a complicated skill and the satisfaction of being challenged daily by work that is never repetitive. Some appreciate being part of a hardworking brotherhood. Others love the excitement and fulfillment of being called on to come through in an emergency. Nearly all linemen agree that the best aspect of their work is the opportunity to help their neighbors when things look darkest.

Each BTU customer benefits from the courage and dedication of our lineworkers. **Please help us honor these "high-wire heroes" April 10 as we celebrate National Lineman Appreciation Day.**

EFFICIENCY, EXPANSION, AND WORKING AS SMART AS WE CAN

Andrew Nelson is a successful businessman who has lived and worked all over the world. He's now using that experience, and his commitment to service, as the Mayor of Bryan.

By Kenneth W. Smith Jr.

When I first sat down with Andrew Nelson, there were a few things that stood out immediately. This was a man who had places to be and things to do. An aura of efficiency emanated from him. Right away, I got the sense that this was a person who knows how to get things done, and isn't one to settle for subpar situations.

None of that was really surprising. Those traits would make sense in the CEO of Lisam America, the American division of a successful global software company. After we were introduced, though, he started asking about my life and career, and not just to make small-talk. He really wanted to know and was genuinely interested. That offered insight into why this successful businessman is now Bryan's Mayor.

"There's always been a calling to service in me," Nelson said. "I love serving our community, volunteering in charities and other activities. So, the only thing that's really new (about being Mayor) is this is an elected position, but I'm very happy to be serving Bryan."

Elected Mayor in November 2016, Nelson has lived in the Brazos Valley most of his life. He's a graduate of Bryan High and Texas A&M, so he knows the area, but he's also lived and worked in other states and countries around the world. That gives him some different perspectives on the possibilities and challenges for Bryan moving forward and how the City addresses them.

"There's efficiency, and then there's expansion, and there's working as smart as we can work, all those things are important," Nelson said. "If you look, in the last 30 years, we've added 14 million people in Texas. In the next 30 years, Texas is going to add 30 million people, so we're going to double our population. If the trend continues, 80 percent or more of that population is going to be in a triangle where Bryan sits perfectly positioned in the center. So, we're going to see a lot more growth. It's going to happen, and the question is how do we make sure that we're maintaining our infrastructure?"

Nelson said it's vital to maintain the City and the lifestyle we enjoy here, while not just accommodating, but thriving with growth in a way where we grow smart and provide more opportunities for our existing and future citizens.

"I think Downtown Bryan has a great role to play there. We're right on the cusp," he said. "We're getting to that critical mass and the word's getting out throughout this entire area that Downtown Bryan is a special place and it's becoming more and more trendy."



“There’s always been a calling to service in me... I’m very happy to be serving Bryan.”

"I would like us to be a City that we can all be proud to say is our community, and continue to grow and have success in this community. And I'd like to play a small part of serving to facilitate that with a wonderful community that does most of the work already."

Nelson believes that the City is very close to the point where Downtown Bryan won't have a need for special programs to spur interest in downtown, like the popular "First Friday" events, where on the first Friday of the month downtown stores stay open later, and there's live music and vendors.

"We're just going to be able to call it 'Friday Night in Downtown Bryan,' and maybe Thursday night and Saturday night, too," he said. "That's what happens in flourishing downtowns, and I think you're going to see that there's art there, there's restaurants, and lots of entertainment opportunities. So that's wonderful."

He also touched on the growth in other parts of the City, specifically new developments on the east and west sides that are important to future sustainability and growing the City's tax base. New commercial development spills over into the needs for new residential and retail development and it creates a cycle of success in a community.

"We've now got high-end apartments, we've got family homes, not just starter homes, but nicer home options, too," he said. "We've got options for people, whatever stage of their life they're in right now, and that's something that's new, that we haven't had as much. So, our housing growth is strong."

"We need to work smart, though," he continued. "We need to be efficient and smart and ask where can we work together and partner with other entities such as College Station, Texas A&M, and Brazos County. If we need a big facility, maybe we could combine our work together and save millions of dollars for the taxpayers of both cities. ... We're not here to make a profit. We're here to serve and improve the quality of life and provide the essential services that we need effectively and efficiently for our citizens."

Being a CEO, Nelson is used to being in a leadership position and thinking about customers. He said first and foremost, the Mayor's customers are the citizens of

Bryan. While his executive experience is helpful in his new role, he says there are things that he's learning on-the-go, and that the analogy can only be taken so far.

"I think until we get through this year's budget cycle, everything I do will be my 'first rodeo,'" he said. "So, I'm getting advice from people for how to approach the different things that happened in the calendar year for the City. And that's really been the balancing act: To understand how much time is too much time or not enough time, and making sure I'm juggling that with my family, and my business, and the employees at my software company."

He also credited City staff members for making his first few months as smooth as possible.

"I knew we had a strong City Manager and strong staff here," he said. "They made sure I was ready on day one. It really had to do with them, and their professionalism, not as much the homework or anything that I've been doing. City staff takes great care of the elected officials here in Bryan."

As we were finishing our interview, Nelson leaned slightly back from the conference table where we were sitting. He looked me straight in the eye and delivered a statement that seemed practiced and yet deeply heartfelt at the same time.

"I want to be the mayor for all," Nelson said. "I would like to see prosperity for all. I would like us to be a City that we can all be proud to say is our community, and continue to grow and have success in this community. And I'd like to play a small part of serving to facilitate that with a wonderful community that does most of the work already."

It might best be described as a "mission statement" for mayors across the nation. But when delivered by someone who actually believes it, it becomes a very powerful message. And that's the point. Andrew Nelson believes in Bryan.



The City of Bryan recently launched two new mobile apps to share information about City services with residents. Both are free and available for download via the iTunes app store for Apple users and Google Play for Android users. Each app serves as yet another tool for citizens to remain informed and engaged as a Bryan resident!



The City of Bryan main mobile app provides quick link access for users to learn more about municipal services and important contact information for City departments. Users are able to report quality of life and non-emergency issues; access the Bryan Texas Utilities website and the outage map; find park and facilities locations; and access a direct link to download Bryan Waste Works, the new mobile app for garbage collection information.



The Bryan Waste Works mobile app is a tool for residents to quickly identify their garbage collection schedule based on their service address. In addition, users can learn what items are eligible for pick-up and may choose to receive push notifications about special collection events such as household hazardous waste recycling. This free mobile app is also available for download directly from the app store and is accessible from the City of Bryan's official Facebook page.



Bryan Texas Utilities SmartHOME Program, *because saving makes sense.*

We know you take pride in your home and in being energy efficient. You keep HVAC filters changed, weather stripping in place, and use ceiling fans to reduce energy consumption. And from time to time, you opt to upgrade your insulation or windows and install solar screens to further improve residential energy efficiency. Bryan Texas Utilities wants to help you make these investments in your home through the SmartHOME incentive program!

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 on a residential rate. The program offers incentives to customers who adopt any of these three approved energy-efficiency measures and meet program guidelines. These measures are intended to improve the building envelope:



INSULATION



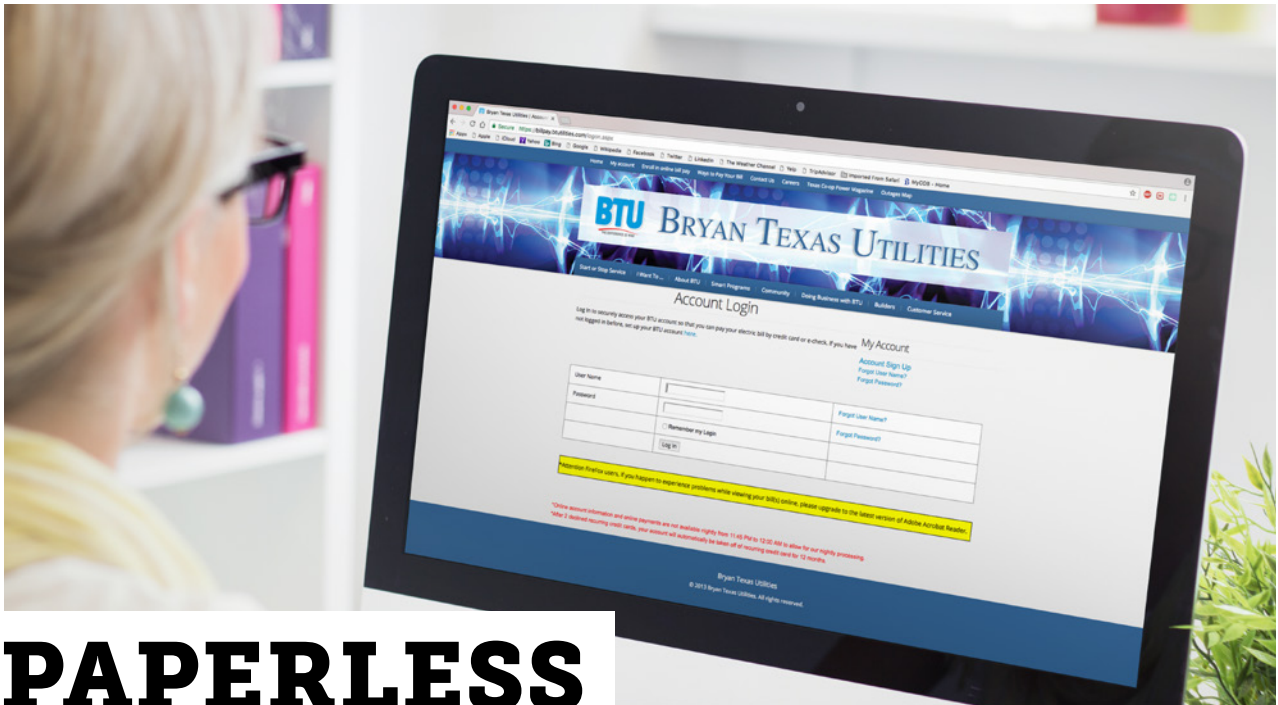
WINDOWS



SOLAR SCREENS

The incentive rate for all three measures is based on BTU's cost for new peaking generation. Incentive payments will be a minimum of 10 percent, not to exceed 25 percent, of the total installed cost per customer project. The total annual incentive payment to any one customer cannot exceed 20 percent of BTU's annual program budget.

For more information and details about SmartHOME, visit www.btutilities.com.



PAPERLESS BILLING

BTU's paperless billing option provides you with convenience in managing your utility bill online.

So, what's in it for you?

Here are five advantages of going paperless:

- 1 Receive your bill faster** – no need to wait for a paper bill to arrive in your mailbox.
- 2 Grow accustomed to the convenience** – your bill will be accessible via your email.
- 3 Receive our monthly newsletter, Plug-In, as well as other informational inserts.**
- 4 Still be able to pay over the phone using our e-payment option.**
- 5 Save paper** – be a friend to our environment!

Ready to go paperless?

Once you create your BTU online account, just select the "Go Paperless" option and you'll be on your way to making a big impact. You want to know how big? If one household switched to electronic bills for one year*, we would:

- **Save 6 pounds of paper**
- **Prevent 29 pounds of greenhouse gas**
- **Reduce our use of wood by 23 pounds**

These savings are comparable to using 2 less gallons of gas, driving 30 fewer miles, or planting one seed and letting it grow for 25 years. That is a huge impact. Visit btutilities.com and sign up for your online account today to opt into paperless billing.

**Statistics provided by the PayItGreen Alliance.*