



**BRYAN
TEXAS
UTILITIES**

REGULAR BOARD OF DIRECTORS *Meeting Notes*

July 9, 2018

Approve Purchase of 1033 ACSR Conductor

The Board approved the purchase of 1033 ACSR conductor for the Snook to Steele Store Transmission Line project.

Approve Contract for the Steele Store Substation Project

A contract was approved for the construction of the Steele Store Substation project.

Approve Revised Rate Ordinance

Mr. David Werley, Executive Director of Business and Customer Operations, presented information about the proposed rate changes to the current electric ordinance including a new renewable rate for the purchase of renewable-only energy, an LED streetlight rate, and new low and high load factor rates for industrial customers. In addition to these, the ordinance also reflects a reduction in the Rural Wholesale Rate due to a projected reduction in TMPA fixed costs.



SOCIAL MEDIA



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BRYAN TEXAS UTILITIES



THE DIFFERENCE IS YOU

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. Flynn Adcock, Vice Chairman
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Mr. Jason Bienski, Ex-Officio

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EXECUTIVE DIRECTORS

Randy Trimble
David Werley

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Bill Bullock
Shawndra Curry
Ken Lindberg
Clay Lindstrom
David McIntyre
Kristi Nash
Vicki Reim
Scott Smith

Doug Lyles, Chief Risk Officer
Wes Williams, Regulatory Compliance Officer

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

(979) 821-5700 | www.btutilities.com

FREE TO THE PUBLIC

OCTOBER 20

4:00 P.M. - 9:30 P.M.

**FOOD TRUCKS
BOUNCE HOUSES
FREE POPCORN
FACE PAINTING
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& MORE!**



MOVIE ON THE LAWN

FEATURING

**Disney·PIXAR
MONSTERS, INC.**

**Showtime
at 7:00 P.M.**



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- Family friendly costumes encouraged
- Coolers allowed - no glass bottles
- Free activities & popcorn
- Food available for purchase
- Lawn chairs welcome

BRYAN TEXAS UTILITIES
BTU
THE DIFFERENCE IS YOU

A Typical Day for a BTU Crew?

Expect the Unexpected.

A Culture of Reliability

In truth, we take our electricity for granted most of the time. We turn on a switch, and there's light. We press the remote buttons, and the television turns on. Our automatic coffee pots brew coffee while we are just waking up.

But when a severe storm topples a tree onto the power lines, then we quickly realize what we've been taking for granted. Texas weather can have a mean streak, and losing power is a punch in the gut for us.

Thankfully, power distribution to homes and businesses is more secure than ever thanks to modern construction, the improved quality of cables, and the proactive work of maintaining the lines' integrity. Thirty or forty years ago, losing power was quite common—a fairly strong wind could blow down lines, and it might take days before power could be restored. For BTU customers, the loss of power is a rare inconvenience.

BTU's system reliability is one of the very best in the United States. Nationwide, on average, electric customers can expect four outages annually; BTU customers can expect one outage every four years. The duration of the average outage nationally is 94 minutes; in the BTU service area, it is 19.6 minutes.

So, what makes BTU's 640 square mile system so reliable? It would be easy to simply list the strengths: planning, construction, maintenance, and outage response. And too, the recent improvements in hardening overhead lines, pole reinforcement and more aggressive tree trimming have greatly lessened the number and duration of outages.

"I think there's a culture at BTU that certainly contributes to the reliability," says Randy Trimble, Executive Director of Energy Delivery. "BTU is not an investor-owned utility. We are owned by the citizens of

Bryan, and the folks who work at BTU—the line crews, management, support staff—they live throughout the Brazos Valley, and they very much feel a personal responsibility to the customers. I see and feel that in our folks every day. On a more concrete level, our linemen are really good at what they do."

Maintenance and Reaction

Whether privately owned or publicly owned, a reliable electric utility is constantly maintaining and strengthening its existing infrastructure, ensuring the integrity of the poles, wires, and transformers.

That's how a typical day for a BTU linemen begins—with a plan for each of the five overhead crews, the four underground crews, and the seven service crews, perhaps strengthening poles, trimming trees or other routine maintenance, but everything can go downhill quickly. Every day, at least one crew could be pulled from a job in an emergency outage. First, for safety, they need to secure the job site they are leaving because they do not know when they'll return to it.

And then there are days that even the seasoned utility professional can't believe.

"It was a most unusual day," says Mark Telg, Supervisor of Overhead Distribution. "It's not unusual to have an auto-pole collision, but six in a single day! It was 'all-hands-on-deck' that day."

Repairing an outage is a dangerous job, and the safety of our crews and customers is always the first priority. Once proper safety protocol is ensured, our crews focus on getting power restored as quickly as they can. It's not just about the television or refrigerator not being available—a prolonged outage has numerous intangible effects: the stress and anxiety it causes, food spoilage, and the economic impact on commerce.



The last Thursday of May 2016 was about as bad as it can get. The Wheeler Ridge tornado put more stress on the system than any previous event and it wasn't just the destruction in the path of tornado—the heavy rain and fierce winds caused outages throughout the service area, impacting approximately 2,300 customers in all. All the overhead, underground and service crews were put into action, in 16-hour shifts throughout the long Memorial Day weekend, and sub-contract crews were called in. (Though the BTU overhead and underground crews have different responsibilities on a day-to-day basis, they are cross trained.)

"I never heard any complaints, and a lot of these guys had plans for that long weekend," says Trimble. "Their homes were without power—and, just as importantly, their neighbors' homes were without power."

It goes without saying that a lineman's job can be treacherous, working in inclement weather while carrying 40 pounds of equipment and clothing—steel-toed boots, heavy garments, thick rubber gloves with leather protectors, and a belt load of tools. BTU has a deeply ingrained safety culture.

"No matter what may happen on any given day, we have two priorities," says Telg. "Make sure everything is working the way it should be, and—most importantly—that everybody goes home safely."

WINE + STEAK + BEER



SEPTEMBER | UNCORK^{the}
28-30 2018 FUN!

HISTORIC DOWNTOWN BRYAN

Pour on the Texas wine! Top off the Texas beer! Slice in to Texas steak! Mark your calendars now for September 28-30, 2018 as plans are underway for the annual Texas Reds Steak & Grape Festival in Historic Downtown Bryan. Texas Reds is a Downtown Bryan Association event generously sponsored by the City of Bryan.

Bryan Mayor Andrew Nelson states, "Texas Reds weekend is, without a doubt, one of the biggest, best, and proudest weekends for our city. Its impact on our economy is substantial. The annual festival attracts thousands of attendees from over 100 counties and more than a dozen states. In keeping with the Texas Reds name, our city is ready to roll out the proverbial 'red carpet' to welcome everyone to our historic downtown community on the last weekend in September."

This year's festivalgoers will enjoy wine from more than 25 Texas wineries, beer from more than 15 Texas craft breweries, artisans, food vendors, kids zone, live music, and of course, plenty of mouth-watering steak.

The festival will kick-off with a headliner concert by none other than Wynonna and the Big Noise on Friday night on the Main Stage at 28th Street. On Saturday, the festival will welcome prize seeking master grillers as part of the annual Steak Cook-Off. The festival fun continues throughout the day on Saturday with the opening of the wine and beer tents at 11 a.m., the ever-so-fun kids zone and live music. Saturday evening will feature the popular steak dinner served with all the fixins by J. Cody's Steaks and Barbecue. Sunday welcomes the return of the steak and egg brunch accompanied by mimosas and selected Texas wines. A full festival schedule will be released in the coming weeks.

Downtown Bryan Association's Executive Director Sandy Farris states, "Since the DBA has been producing the festival, we have learned that people love lots of things about Texas Reds. In their feedback to us, they emphasize the specialness of the food, wine, and beer components. We have been responding to that feedback by expanding those parts of the festival these past few years. That continues this year with the addition of the 'Unwind & Dine' dinner."

New to the festival, "Unwind & Dine" is a multi-course wine tasting dinner that will be hosted on Saturday night at Madden's Casual Gourmet (202 South Bryan Avenue). The dinner menu will be created by Chef Tai Lee with each course accompanied by a specifically-selected Texas wine. Farris explains, "This new pairing dinner is the result of recommendations from past festival attendees. We are very excited to partner with Chef Tai on testing the idea out this year. I think it will be a win for the festival!" Seating will be limited to this dinner so early purchase is encouraged.



Admission to the festival and the Kids Zone is free. Tickets must be purchased for Wine Tastings, Beer Tastings, the Saturday Night Steak Dinner, the Sunday Brunch, and the new Unwind & Dine multi-course dinner. 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. More information, including a festival schedule, will be available in the coming weeks at www.TexasRedsFestival.com.

Vendor applications for the steak cook-off, wine, craft beer, arts and crafts and food vendors are now being accepted. Applicants should contact the Downtown Bryan Association office at (979) 822-4920 or visit www.TexasRedsFestival.com.

NEW THIS YEAR

- The weekend of fun gets off to a rousing start with a headliner concert on Friday night!
- On Saturday, enjoy all of your favorite parts of the steak and grape festival including Texas wine and beer, the steak cook-off, steak dinners, artists, food vendors, kids zone and great music. Plus, the wine and beer tent hours have been extended (11 AM - 8 PM)!
- "Unwind & Dine" - a multi-course wine tasting dinner hosted on Saturday night at Madden's Casual Gourmet. The dinner menu will be created by Chef Tai Lee with each course accompanied by a specifically-selected Texas wine.
- "Wine Down" on Sunday with the Steak & Egg Brunch accompanied by mimosas and jazz! Beer and wine tasting tickets can be redeemed at the bar at the Palace Theatre on Sunday.
- Kids Zone is FREE and at the Palace this year on Saturday!

Featured LIVE MUSIC WYNONNA & THE BIG NOISE

Respected by the millions of fans who are drawn to her music and undeniable talent, Wynonna's rich and commanding voice has sold over 30-million albums worldwide spanning her remarkable 34-year career. As one-half of the legendary mother/daughter duo "The Judds," Wynonna was once dubbed by Rolling Stone as "the greatest female country singer since Patsy Cline." This iconic performer has received over 60 industry awards, with countless charting singles, including 20 No.1 hits such as "Mama He's Crazy," "Why Not me," and "Grandpa, (Tell Me 'Bout The Good Ole Days)."

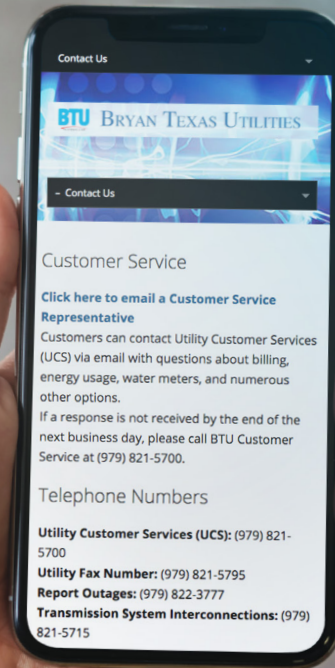
Wynonna and her band The Big Noise, led by her husband/drummer/producer, Cactus Moser, released their debut full-length album in February 2016 via Curb Records to critical acclaim. Wynonna has described the new sound as "vintage yet modern" and a "return to the well." It's a rootsy work encompassing country, Americana, blues, soul and rock. The album features special guests Derek Trucks, Jason Isbell, Susan Tedeschi and Timothy B. Schmit. NPR's Ann Powers noted that, "With her tight band behind her after touring together for several years, she just sounds like she's home... You can just feel the grin on her face."





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CUSTOMER SERVICE



The Customer Service department is a central hub for BTU's customer operations. When our customers set up service, make a bill payment, or have questions about their account, our experienced Customer Service Advocates (CSA) are there to help.

When you call BTU's main phone number, you will speak to a representative right here in Bryan. And with over 58,000 customers throughout three counties, they receive a lot of phone calls. In fact, in 2017 they answered approximately 112,000 calls with an average hold time of just 34 seconds.

Our 15 representatives are responsible for running the front counter at BTU's main office as well as the call center and the two drive through lanes. They also field all email inquiries and ensure that they are forwarded to the appropriate departments.

"Our representatives strive to provide excellent customer service to every person who contacts BTU," said Vicki Reim, Division Manager of Customer Operations. "Whether they are calling in, or visiting our lobby, we want to efficiently handle our customer's requests in a professional manner."

In addition to setting up customers for new service and receiving payments, our CSAs are also our customers' first resource for billing questions, efficiency tips, and information on BTU programs as well as setting up online profiles.

As a new employee, each CSA goes through a 6-week training program to learn BTU's customer database, proper terminology, and money handling procedures. They also receive continuing education through in-house seminars and presentations, and are assigned a mentor to guide them through new situations that they encounter.

"It's important to provide comprehensive training to each new CSA and to partner them with an experienced representative who can assist them when needed," Ms. Reim explained. "We find that this enhances their training and enables them to work independently with customers faster."

If learning their own department wasn't enough, every CSA is also expected to have an understanding of other BTU departments as well as those within the City of Bryan so they can get customers the information they need as quickly as possible.

At BTU, we take pride in providing great customer service and in keeping jobs right here in the Brazos Valley.

GAMEDAY SHUTTLE

DOWNTOWN BRYAN, TEXAS



Don't miss our live music, locally-owned venues, and free gameday shuttle to campus.

Park for free in historic Downtown Bryan just minutes from Texas A&M University then catch the free gameday shuttle to each home football game. Want covered parking? The Roy Kelly Parking Garage is available in Downtown Bryan for just \$10 a day. We've got everything you need to get ready for that big game and to celebrate after the victory.

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RESTAURANTS ★ CAFES ★ WINERIES *PLAY* **LIVE MUSIC**
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