

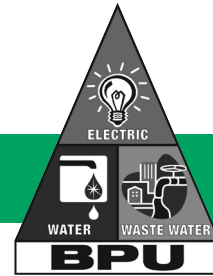
PARIS BPU INFORMATION LINE

Our Communication Link

SPRING/SUMMER 2017

We are on the web at www.parisbpu.com

Email your questions or comments to parisbpu@parisbpu.org



FROM THE GENERAL MANAGER

BPU serves 21,000 electric customers, 5,000 water customers, and 4,000 wastewater customers with 73 full-time employees. We are busy to say the least. The employee group is well trained and competent to meet your needs. While meeting your needs, we also want to build a positive relationship with you as our customer. As I stated in the last newsletter, we are making an effort to do just that. Each customer is valuable and we appreciate your business. BPU has a strong desire to earn your trust and respect as the provider of your utilities. Do let us know how we can better serve you.

I believe that any local utility should be a good community citizen. I want you to see BPU and its employees contributing to the overall good of Paris and Henry County. Already in 2017, we have donated 107 items to Helping Hand, volunteered in the concession stand at HCHS, presented programs in every school in both school systems, visited day cares with our mascot Sparky the Squirrel, had entries in the Fish Fry Grand Parade, and volunteered to serve at the Fish Tent. We have enjoyed every minute of it and look forward to being part of a community event near you soon!

BPU has some great offerings! In this newsletter, we will highlight some of those. Be sure to read through the article on where BPU water comes from. We are certainly blessed with a great source of raw water. Find out more about it! We also have a smartphone app that you will want to learn more about. I think you will be surprised at what BPU has to offer right at your fingertips!

TERRY WIMBERLEY, GENERAL MANAGER

STAY CONNECTED TO BPU WITH SMARTHUB

Do you want to stay connected to BPU? Check out our SmartHub app available through the iTunes store and Google Play store or visit the website through the link on parisbpu.com. Originally offered as BPU's E-Bill option, the app has evolved and grown to help BPU better serve the needs of our customers in a variety of ways. As BPU continues to invest in technology, we want to ensure we can provide as much of the information gathered to our customers. With our new smart meters, we read every meter on the system on a daily basis and SmartHub provides a platform for our customers to access that information. The two biggest influences on your electric usage are the weather and your daily activities, and now you can see exactly how they influence your usage with SmartHub. Not only do you have access to your daily meter readings, you can compare your usage to the temperature to see how the weather influences your electric usage.

SmartHub offers far more than just access to your daily meter readings though. With just a few clicks, SmartHub is one of the easiest and quickest ways to report an outage. Once you report your outage through SmartHub, our dispatchers are immediately notified and restoration efforts are set in motion. As well as reporting an outage, you can view all of the existing BPU outages through a link on the app or website. SmartHub also provides an easy way to send an e-mail to BPU and will ensure your questions and comments arrive at the appropriate person. Since SmartHub is our E-Bill solution, you will have access to your current and previous bills. As we all know, electric bills fluctuate and SmartHub gives you the information you need to monitor those fluctuations. Looking to the future, BPU remains focused on continuing to improve how we provide services to our customers. This means continuing to expand what information is available to our customers through SmartHub. We are exploring options to use SmartHub to notify our customers when we know about an outage affecting you, as well as notify you when your power has been restored after an outage.

If you would like assistance downloading and signing up for SmartHub, please contact one of our customer service representatives and they will be happy to assist you. We also want to ensure our customers understand that since SmartHub is the E-Bill solution for BPU, you will no longer receive a paper bill once you sign up, but look at all the additional benefits that come with signing up for SmartHub.

Thank you
Board of Public Utilities

WHERE DOES BPU WATER COME FROM?

BPU water customers are fortunate to have one of the greatest natural resources available in North America right under their feet. This resource is a buried treasure in the truest sense and supplies some of the world's finest drinking water. The Memphis Sands Aquifer, aka McNairy Aquifer, supplies water for thousands of people across West Tennessee. Scientists believe the aquifer's formation results from movement of continental plates more than 100 million years ago and has been supplying public water since late 1800's. This aquifer is similar in size to Lake Ontario of the Great Lakes and covers about 7,500 square miles. This body of water sets 350 to 1000 feet below surface in a sand layer that naturally removes impurities and solids. BPU pumps from 3 wells that are approximately 500 feet deep. The new BPU water plant under construction will provide up to 4.0 million gallons of water per day to the City of Paris, South Paris Water Co-Op, Springville Utility, and Northwest Utility District. Since this water is highly pure, treatment costs are much less than systems treating surface or river water. This allows BPU to offer water rates that are among the cheapest in the nation.

Tony Brown
Director of Water / Wastewater

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this offer, call
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(731) 642-1322, ext.123.

