



GREENEVILLE ENERGY AUTHORITY

P.O. BOX 1690, 110 N. COLLEGE STREET

GREENEVILLE, TN 37744-1690

www.mygea.net 423-636-6200

CUSTOMER HANDBOOK

June 2023 Edition

— A NOTE TO OUR CUSTOMERS —

Since March of 1945, Greeneville Light & Power System (now Greeneville Energy Authority) has proudly provided electricity for residents of Greene County and the surrounding areas. As an agency of the Town of Greeneville, GEA has seen its customer base grow through the years to nearly 40,000 Customers.

However, our commitment to our Customers remains the same today as it was in 1945. We at GEA strive to assist our Customers in a professional and courteous manner as we provide safe, reliable electric power and services at the lowest feasible rates.

GEA is committed to planning for the future in order to better meet the needs of our residential, commercial and industrial customer base. By implementing a well trained work force and utilizing the latest in proven technology, we will be a key link in the prosperity, growth and economic development of Greene County.

This handbook is one example of our dedication to providing our Customers with the best customer service possible! We hope you will find it of great use as we begin our service relationship with you.

Welcome to Greeneville Energy Authority,

Employees of GEA

TABLE OF CONTENTS

General Customer Service Information	3
GEA New Customer Checklist	4
Programs & Services	5
Energy Saving Tips	6-7
Understanding Your Energy Bill	8
Energy Knowledge	9
Thinking Energy Smart	10
Power Restoration Process	11

GREENEVILLE ENERGY AUTHORITY

P.O. BOX 1690 • 110 N.COLLEGE STREET • GREENEVILLE, TENNESSEE 37744
PHONE: 423-636-6200 • FAX: 423-636-6206

Account# _____

Service Location# _____

GEA provides many convenient ways to pay your bill:

Kiosks - There is an outdoor kiosk in the right lane of our drive thru. This kiosk will accept Credit or Debit Card, E-Check as well as cash (please note - no change will be given for cash payments; a credit will be applied to the account).

Phone - You can make a payment using your phone by dialing 1-866-999-4581.

Online/Mobile - You can also make payments using SmartHub on the web or with your mobile device. Go to SmartHub online to get started.

Pay Now - Quick and easy payment at our website: www.mygea.net and just click the "PayNow" button on the menu bar.

Office - You can visit our office at 110 N. College St., Greeneville, TN. We accept cash, checks, and money orders.

Bank Draft - With bank draft your bill will be automatically debited from your bank account.

Money Gram - WALMART (Customer Service) and CVS (Red Phone).

(There is a \$1.50 fee to customer for each Money Gram payment)

GEA PHONE DIRECTORY

General Information 636-6200

Customer Service 636-6200
(New Accounts/Relocation)
(Bill Inquiries/Payment Arrangements)

Emergency Service (After Hours) 636-6202

Electrical Inspector 636-6207

Tree Trimming 636-6219

OTHER IMPORTANT NUMBERS

Emergency - (Fire, Police, Sheriff) 911

Town of Greeneville..... 639-7105

Greene County Partnership/Chamber 638-4111

Greeneville Water Commission 638-3148

Greeneville Parks & Recreation 638-3143

Greeneville Public Works..... 638-6152

Greeneville-Greene County Library 638-5034

Greeneville Regional Airport..... 639-6272

Greeneville City Schools..... 787-8000

Greene County Schools 638-1678

Greeneville Community Hospital East..... 787-5000

GEA New Customer Checklist

– Electric Service Requirements –

- ✓ **ADDRESS:** Obtain property address from Greene County Emergency Communications District 9-1-1 at 111 Union Street – (423) 638-8663.
- ✓ **GEA ENGINEERING DEPARTMENT:**
 - Schedule to meet on site to discuss the location of GEA facilities to provide power to you by calling (423) 636-6200 or (423) 636-6241. Charges for installation of facilities will be then calculated.
 - Any aid-to-construction charges must be paid before GEA facility installation can begin.
 - Electrical Service Requirements are available from the Field Engineer or GEA Customer Service.
 - Electrical Service entrance location will be determined.
- ✓ **GEA CUSTOMER SERVICE:** After site visit, come to GEA Customer Service location at 110 N. College Street to:
 - Pay any aid-to-construction fees.
 - Make application for power. [I.D. requirements = driver's license & social security card]
 - GEA Customer Service Representative will assist you with this process.
 - Before GEA installs any facilities on private property, an easement will need to be obtained from the property owner(s). GEA will prepare the easement document and also provide notarization at either its Main Office located at 110 North College Street or its Operations Facility located at 200 Wren Street. If customer desires GEA to notarize easement document, a photo identification will be required for all signatories.
- ✓ **BUILD YOUR SERVICE:** The electrical service will need to be installed at your site by you or an electrician. Meter base shall be installed at the location designated during the Engineer's visit.
- ✓ **BUILDING PERMITS & INSPECTION:** Purchase building permits from one of the following:
 - Greeneville – Town Hall, 200 N. College St. – (423) 639-7105
 - Greene County – 129 Charles St. – (423) 798-1724
 - City of Tusculum – [new construction only] – (423) 638-6211
 - Mosheim – [new construction only] – (423) 422-4051
 - You must obtain a Certificate of Occupancy (CO) issued from your local Building Inspector. This certificate is required before obtaining permanent electrical service from GEA.
- ✓ **ELECTRICAL PERMITS & INSPECTION:** Permits should be purchased **before** your electrical installation has begun. Permits may be purchased at Consolidated Electrical Distributors (CED) [on Industrial Road] or at the following website:
<https://www.tn.gov/commerce/fire/licensing.htm> .
 - CED – (423) 639-4148
 - Electrical Inspector – (423) 636-6207
- ✓ **SERVICE CONNECTION:** After approval of your electric service installation:
 - The Electrical Inspector will notify GEA of the approval.
 - Your request for service will automatically be sent to the appropriate construction department for installation. Each department schedules its own work and all jobs are worked on a first-come, first-served basis.
 - Elapsed time varies depending on work load, weather and other factors.
 - You may contact GEA dispatch at (423) 636-6202 concerning the status of your service request.

NOTE: Other utilities such as phone, cable or water should be contacted during this process but are not required to obtain electrical service. The phone numbers and offices for these utilities vary depending on your property's location. Contact the water district in your area for a water tap as quickly as possible to avoid delays.

HEAT PUMPS

- 1) Homeowners may finance the purchase of a new electric heat pump through TVA (with credit approval).
- 2) Customers can, upon request, receive a free inspection by TVA of their new electric heat pump to ensure proper installation.
- 3) Monthly loan payments are made directly to the TVA's financing partner, Vanderbilt Finance.

BUDGET BILLING

Starting each year in June, GEA offers a monthly levelized payment plan based on the customer's previous billing history.

By paying a little more during low usage months, customers build up a credit to help when those high electric bills arrive during higher usage months.

Call 636-6200 and ask about our Even Pay Program.

COMMUNITY HELP

GEA customers have the option to choose to have their monthly electric bill rounded "UP" to the next whole dollar amount with all proceeds going directly to the Food Bank located here in Greeneville. The maximum contribution per customer is .99¢ monthly. All collected funds are distributed solely by the Food Bank to assist those in need of help on paying their electric bills.

Call 636-6200 to sign up.

P R O G R A M S & S E R V I C E S

PROJECT CARE

GEA customers may pay a few dollars extra each month to assist those who sometimes have trouble paying their energy bill.

For additional information regarding Project Care, contact GEA at 636-6200.

BANK DRAFTS

- 1) Convenient - no monthly checks to write for energy bills.
- 2) Never have to worry about paying late fees again.
- 3) Convenience for those who travel often.
- 4) Drafted on date of bill.

PREPAY (FLEXPAY) PROGRAM

Enrollment requirements for **New Customers** - \$50 credit balance + processing fee & small deposit.

Existing Customers - all previous balance must be paid and any unbilled consumption will be billed on first prepay billing.

Residential customers only.

Prepay bills daily.

Must maintain credit balance to keep account active.

\$\$ ENERGY SAVINGS TIPS \$\$

GENERAL LIVING AREA

When heating and cooling your home, set your thermostat at 68 during the winter season and 78 during the cooling season. Your heating cost will increase 3% for each degree above 68 and your cooling cost will increase 5% for each degree below 78.

Add insulation where needed to attic, crawl spaces and any accessible exterior walls.

Make sure all external doors and windows are tightly closed when heating or cooling your home.

Always turn off lights, televisions and other appliances when not in use.

Install light emitting diode (LED) bulbs instead of incandescent. They use 75% less energy and last 10 times longer.

Replace fireplace screen with glass doors and make sure damper is closed when not in use.

Change all air filters in your home on a monthly basis. [Tip: When you receive your electric bill, change your air filters.]

Keep heat sources such as lamps & appliances away from thermostats.

Install insulation pads on outlets and switch plate covers on exterior walls.

Use low-wattage bulbs in areas where lighting is not critical.

LAUNDRY ROOM AREA

Dry one load of clothes immediately after another to minimize heat loss.

Clean dryer lint filter after each load and be careful not to overload dryer.

Read the labels on your clothes. Many fabrics do better washed in cold water. If you do wash with hot water, rinse with cold water.

Make sure outside dryer vents are clean and clear of obstruction.

KITCHEN AREA

Set the refrigerator temperature at 36-39°F and freezer at 0-5°F.

Clean refrigerator coils regularly to keep compressor running efficiently.

Keep your freezer full. You use lose less cold air when opening the door.

Defrost frozen foods in the refrigerator before cooking.

Plan meals so several foods can cook simultaneously in the oven.

Use a microwave whenever possible – it cooks faster and doesn't create as much heat as a stove burner.

Use a timer and avoid opening the oven door until food is cooked.

Use only cold water with your garbage disposal.

Air-dry your dishes instead of using the dishwasher's heat drying option.

Cool cooked foods to room temperature before placing them in refrigerator.

In summer, use dishwasher and other heat producing appliances during the coolest part of the day.

Grill out in the summer to reduce your ovens heat inside your kitchen.

When purchasing any new appliance, look for the ENERGY STAR® label.

BATHROOM AREA

Installing aerating low-flow faucets and showerheads can reduce water usage by 50%.

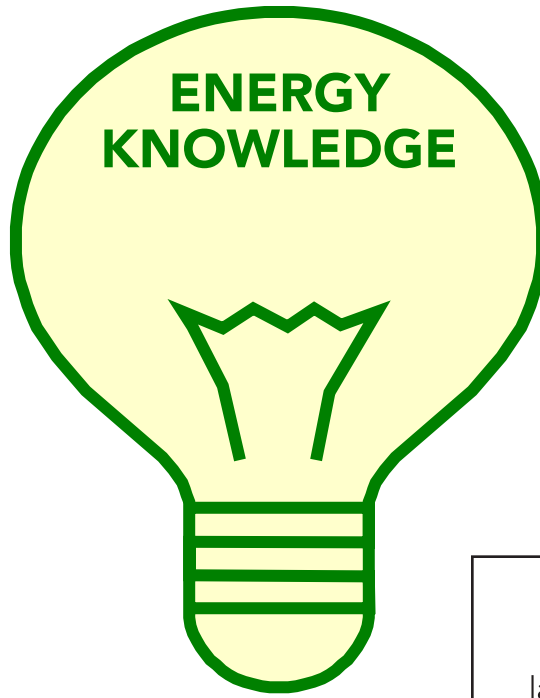
Reduce your hot water usage by taking shorter showers.

Don't let hot water run while shaving.

Fix any leaky faucets – one drop per second can add up to 165 gallons per month.



ENERGY KNOWLEDGE



SEER

Energy efficiency of heat pumps is measured by the seasonal energy efficiency ratio (SEER). The higher the number, the better the efficiency. GEA recommends to customers at least a 15 SEER heat pump.

CUSTOMER CHARGE

The customer charge is a fixed monthly charge designed to evenly distribute costs GEA incurs when providing electric service to customers. Examples of this are: distribution maintenance, metering, capital expenses, and customer records. To ensure the costs of supplying electric service among customers are shared evenly, all accounts for residential, commercial, and industrial are charged a monthly customer charge.

ENERGY STAR®

Look for the Energy Star® label when shopping for home appliances and electronics.

These products meet strict efficiency guidelines set by the U.S. Environmental Protection Agency and the U.S. Department of Energy. They also contain Energy-Guide labels estimating annual energy consumption.

AIR SEALING

Air leaking through exterior walls of basements, attics, crawl spaces, or garages can make your house drafty, uncomfortable and cost you money on your energy bill.

Air sealing these leaks with caulk or spray foam insulation is a relatively quick fix that both saves you money and makes your home more comfortable.

GREEN ENERGY

Green Energy is a non-polluting, environmentally friendly source of power and energy. Sometimes known as Renewable Energy, it is found in (5) main sources: Solar, Wind, Biomass, Geothermal, and Hydro.

LED's

Light emitting diodes or (LED) bulbs can cut lighting costs 80% and last 25 times longer than incandescent bulbs. They emit almost zero heat, operate on very low voltage, work well in both hot and cold temperatures, and are environmentally safe. In addition, LED's provide instantaneous turn-on and operate with dimming capability.

ESTIMATING ENERGY CONSUMPTION

You can use this formula to estimate an appliance's energy use:

$\text{Wattage} \times \text{Hrs. Used Per day} / 1000 = \text{Daily Kilowatt Hour Usage}$

$(1 \text{ Kilowatt (kW)} = 1,000 \text{ Watts})$

Example – Personal Computer & Monitor
 $(120 + 150 \text{ watts} \times 4 \text{ hrs/day} \times 365 \text{ days/year} / 1000$
 $= 394 \text{ kWh} \times 8.5 \text{ cents/kWh} = \$33.51/\text{year}$

THINKING ENERGY SMART

THE (5) BIGGEST ENERGY GUZZLERS

To make a sizable reduction in your monthly energy bill, it is **smarter** to start at the top with the largest energy guzzlers in your home. Below are the (5) areas you can make the biggest impact.

Heating & Cooling – consumes approximately **45%** of a home's total energy costs. **

Water Heaters - use approximately **11%** of a home's total energy costs. **

Washers & Dryers – together use approximately **10%** of a home's total energy costs. **

Refrigerators – account on average for **6%** of a home's total energy costs. **

Dishwashers – use approximately **2%** of a home's total energy costs. **

** According to the U.S. Department of Energy

LOOK UP BEFORE YOU PLANT

One of the main reasons for power outages are trees and tree limbs falling across power lines. Trees that grow too close to power lines threaten public safety as well as your source of power. GEA has the legal authority to cut, trim or remove trees that obstruct or impede poles and power lines which are used for the system's electrical distribution system. Research the growth rate of the tree you are considering to invest in. Trees which reach mature heights over 25 feet should be planted at least 25-35 feet away from any overhead utility lines. In other words, for a **smarter** long-term solution, look-up before you plant.

PROS & CONS OF TANKLESS WATER HEATERS

Of the total energy consumed in the average home, approximately 11% goes towards heating water. Whole-house tankless water heaters are becoming more popular in today's home because they supply hot water only when needed. However, they are not perfect. If you are considering the possibility of going tankless, it may be **smarter** to weigh the pros and cons to see if this is the right water heater for you.

PROS – Tankless water heaters use 10-20% less energy than standard models.
– Tankless water heaters are compact, use less room, and mount to the wall.
– Since they are made of copper and stainless steel, they have double the lifespan of standard water heaters.

CONS – Tankless water heaters are expensive, ranging in price from \$800-\$1200.
– Cold water may accumulate in pipes between uses which, when heating a fresh water supply, can lead to cold water bursts.



POWER RESTORATION PROCESS

Understanding The Delivery Process – The journey for providing electricity into the homes of GEA customers begins with purchased power from TVA. High-voltage TVA transmission lines deliver electricity into various GEA substations where large transformers reduce the electrical voltage from 69,000 volts to approximately 13,000 volts. From there, 3-phase distribution lines carry the 13,000 volts out to commercial and industrial customers, as well as single-phase lines. Voltage is then reduced to 7,200 volts on these single-phase lines which supplies electricity to residential areas throughout the service territory. The final step generally is to reduce the voltage down to 120/240 to provide electricity to individual homes.

What To Do When Interruptions Occur – There are several steps you can take which will assist you in preparing for power interruptions more effectively.

- *Keep flashlights, candles, kerosene lamps and other forms of portable lighting conveniently located where they can be easily accessed when needed. It is also good to keep extra batteries on hand. This will allow you to function in your home until power is restored.*
- *It is important to determine whether the outage is a large scale outage or confined to your home. Check your fuse or breaker panel to see if there is a problem and look out your window to see if other neighborhood lights are operating.*
- *Turn off all electrical appliances that were on such as heat pumps, air conditioners, computers, etc. This precautionary measure will prevent the system from overloading once power is restored.*
- *Call GEA or go online to report your power outage and provide service address as well as name and/or account number.*
- *If extreme conditions exist and power outages are widespread, it may be best to make alternate arrangements for safety concerns until*

What Causes Power Interruptions – There are many unavoidable factors that may lead to power interruptions for our customers. Here are just a few:

- *Severe weather in the form of thunderstorms, high winds, snow and ice storms, tornadoes, etc.*
- *Animals such as birds, squirrels, snakes and other wildlife interfere by causing damage to electrical equipment.*
- *Automobile accidents which break or damage utility poles are a common occurrence.*
- *Transformer malfunctions (i.e. fuses blowing, etc).*
- *Trees or other heavy vegetation falling on transmission/distribution lines.*



**Proudly Serving
Greeneville
and
Greene County
Since 1945**