

CONNECTION

FROM THE GENERAL MANAGER



Phillip Chaney
SEP General Manager

Investing in Our Community

We are all in this together — as friends, as family, as neighbors, all sharing this city, this county, this region. It is the place where we live, work and play. It is where we call home.

The old adage “it takes all of us working together” is at the heart of the cooperative spirit because we know when people work together, watch out for one another and support community efforts, it’s a win-win for everyone. From involvement in civic groups and charities, to youth organizations and economic development, SEP is supporting our community with investments with both human and financial capital.

Through the generosity of money provided by TVA’s Community Care Fund, SEP and TVA have partnered to provide help for those in need during COVID.

Jackson County Children’s Advocacy Center

The Jackson County Advocacy Center is dedicated to helping sexually and physically abused or neglected children at no charge to the victim or caregiver. With support from organizations like SEP/TVA, the JCCAC has

reached 320 children since it opened in 2019. Just last year, the JCCAC provided 725 therapy sessions, 68 forensic interviews and helped 110 children new to the JCCAC.

Nourish One Child

Nourish One Child works to stamp out food insecurity by providing food for school-age children while they are away from school. During the 2020-2021 school year, Nourish One Child provided almost 12,000 bags of food that helped feed children in this region.

United Givers Fund

SEP/TVA also supports those who support others, such as the Jackson County United Givers Fund, which supports 13 nonprofit agencies that provide health and human services within Jackson County. For 53 years, the United Givers Fund has provided support within Jackson County.

Jackson County Christmas Charities

Jackson County Christmas Charities provides help for those in need at Christmas. The group provides toys, clothes and food to children, elderly or disabled individuals who need assistance during the holidays. During 2021, for example, Jackson County Christmas Charities provided help to 408 children, 219 people with disabilities and 187 elderly people.

Main Street Alabama

Main Street Alabama selected Scottsboro into its network of communities seeking to revive and grow their downtown districts. With local support Main Street Scottsboro is working to boost the town’s economic vitality, as well as to create and promote a thriving business center we can all be proud of.

This is a great community, and it is filled with fantastic people that are the lifeblood of SEP. Supporting this community today is not only the right thing to do, it is an investment in the future of this town we love.

Learn how you can help these local organizations:

- **Jackson County Child Advocacy Center**
facebook.com/JacksonCoCAC
- **Nourish One Child**
nourishonechild.com
- **United Givers Fund**
unitedgivers.org
- **Jackson County Christmas Charities**
facebook.com/JacksonCountyChristmasCharities
- **Main Street Scottsboro**
mainstreetalabama.org/scottsboro

Fiber Update

SEP continues to make significant progress on its Fiber to the Home/Business project, bringing high-speed internet to more customers in 2022. According to SEP’s General Manager Phillip Chaney, the project is 80% complete, and crews have already installed fiber internet in 30% of households in the SEP service area.

“Fiber to the Home/Business installs are more logistically challenging than cable and require more time and dedication from our crews. They have been able to do 15 installs a day on average, and continue to work hard to bring fiber internet to our entire service area,” says Chaney.

SEP is working on its fiber project without the assistance of grants. Because SEP has been providing internet service for more than two decades, the area doesn’t qualify as “underserved,” a key element required for most fiber grants.

As SEP enters the latter stages of the build, customers across the service area will have access to speeds of up to 1 Gbps, which is about 10 times faster than what’s possible with cable internet.

For more information about SEP’s Fiber to the Home/Business service, call the office at 256-574-2680.

Employee Spotlight

KIM MCCRARY

If you've come into the SEPB office in the past 18 years, there's a good chance Kim McCrary has treated you like family when you walked through the door.

A Scottsboro native, Kim started as a cashier, before her work in customer service and accounts receivable.

"I always enjoy meeting new people and learning what brought them to Scottsboro," she says. "When someone calls or stops in to check on me, it reminds me I've met some wonderful people here."

McCrary will often turn services on or off for customers, make preparations for service calls or answer bill questions. While there's rarely an ordinary day, McCrary quickly recalls the 2009 gravity wave as one she'll never forget.

"I'd never seen anything like it that morning," she recalls. "Trees were uprooted, poles snapped into across the roads, and roof shingles everywhere. It was an eerie feeling."

Kim and her husband Stanley have been married for 28 years. She enjoys spending time with her family, singing at her church, shopping and photography.

"I spent 4 years in R.O.T.C. in high school with plans to go into military but life took me a different direction," she says. "Although, I didn't go into the military, I am thankful I took those classes. They taught me a lot about discipline, respect, and so much more. It helped prepare me for the real world."

"I am a very reserved person and like to stay in my comfort zone. Getting out of my comfort zone is very hard for me," she continues. "I recently challenged myself and spent 9 weeks in the 'citizen' police academy. I completed the class and absolutely loved it. A lot of people did not even know I had taken the class and when they find out they are very surprised."

SEPB General Manager Phillip Chaney says McCrary has valuable experience that makes her a great employee.

"Kim came to SEPB from the banking business and has been a valuable employee in customer service and cashiering," he says. "Kim is very dedicated and detail oriented."

If you haven't had the pleasure of meeting her yet, she plans to stay at SEPB a while longer.

"It's a very rewarding job because we're always helping people," says McCrary. "I love to make someone's day a little easier."



You get to wear many hats, and it's a very rewarding job.

ROGER SMART

Being an SEPB cable technician for the past 17 years, Roger Smart knows a thing or two about solving problems. From helping with internet, phone and cable TV issues, he knows how to fix a problem and ensure the customer is happy.

"I get to help them resolve issues," says Smart. "I'm usually able to get it working again and help them understand their services better. It's rewarding."

Smart is also proud to provide local services to customers from local employees, instead of what people may encounter with national providers.

"People don't want to call someone three states over. They call us and get to talk with someone right here in Scottsboro," he says.

SEPB General Manager Phillip Chaney says Smart is dedicated to getting the job done.

"Roger works in the telecommunications department of SEPB and has extensive experience in construction and fiber optic operations," Chaney says. "Roger is someone you can count on when difficult events occur in the utility business."

After traveling for work across several states, much like customers receiving local service, Smart was happy to find work at home with SEPB.



"One of the toughest things in my life was working on the road and being gone several weeks at a time," says Smart. "I had a newborn at the time and it seemed like I missed so much while I was gone. This gave me an opportunity to be at home with my family every night, instead of seeing them every two to three weeks. I got lucky. It's 17 years later and I'm still living the dream."

He and his wife, Vickie, have two daughters, Alyssa and Ashley.

WANT TO WIN \$50.00?

Help SEPB update our customer contact information and earn a chance to win a one time \$50 credit on your bill. Fill out the form below and drop off at 404 E. Willow Street or mail to Scottsboro Electric Power Board; P.O. Box 550; Scottsboro, AL 35768. **(Deadline: September 30, 2022)**

Name: _____

Mailing Address: _____

Email Address: _____

Home Phone: _____

Cell phone: _____

BRANDON WHITLEY

People who know him know Brandon Whitley isn't a talker. A lineman at SEPB, Whitley is a man of few words.

"There's nothing interesting about me," says Whitley. "I raise children, go fishing and come to work... that's about it."

He and his wife, Jennifer, have three daughters, Gracie, Emma and Ruby.

For someone who can sum up his priorities in such a matter-of-fact way, there's nothing ordinary about the work done by Whitley or any of the SEPB linemen each day.

Working a dangerous job, Whitley attended lineman school and started as an apprentice lineman at SEPB 17 years ago. He's now part of the team that transfers the lines onto a new pole after it's set, and works no matter the conditions.

"I enjoy being outside every day," he says. "Some days are better than others, but you've still got to get the work done on the cold days."

SEPB General Manager Phillip Chaney agrees that Whitley is not extremely vocal, he leads by example and is a valuable part of the team.

"Brandon is an exceptional lineman crew leader that goes about his job in a quiet way," Chaney says. "SEPB is fortunate to have Brandon as a team member."

Working during rough weather, or after it's happened, Whitley's helped rebuild after dozens of storms.

"The worst one was probably Hurricane Michael," says Whitley as he recalls his trip to Florida for the 2018 storm. "Everything was down and the whole system was out. It was a pretty bad storm. It's always a good feeling to restore power for people, especially when it's been out for a long time."



I enjoy being outside every day. Some days are better than others, but you've still got to get the work done on the cold days.

Employee Spotlight

JIMMY SHARP

While he could likely go anywhere and find work as a lineman, Jimmy Sharp chooses to stay close to family.

“It’s hard to leave a place you’ve been for so long,” admits Sharp. “It’s one of the better jobs you’ll find in Scottsboro, and people at SEPB are kind of like family, everyone knows everyone. There’s a good group of people around you who are willing to help.”

Outside of work, Sharp stays busy turning bowls and wooden turkey calls. He is fortunate his career has allowed him to travel. He also enjoys spending time with his wife, Felicia, and children, Kaitlyn and Gabriel.

“It’s given me the opportunity to see lots of places around the country,” he says. “I don’t travel much unless I’m hunting, so it’s been neat to see places like New York, Orlando, South Carolina, Virginia and others.”

In New York, Sharp worked alongside thousands of other linemen, some from as far away as Hawaii, to restore power after Hurricane Sandy.

“I’ve seen some pretty bad stuff when it comes to hurricanes and tornadoes,” says Sharp. “You might see nothing but a foundation, but these people will unload boxes of food for you as a way to say thank you. It gives you a sense of gratitude.”

SEPB General Manager Phillip Chaney says Sharp adapts well to a variety of duties and is always dedicated to serving our customers.



“Jimmy has recently moved from being a lineman to working in our engineering department,” Chaney says. “Jimmy’s ability to communicate and perform multiple tasks make him a great asset in a small utility like SEPB.”

“It’s one of the better jobs you’ll find in Scottsboro, and people at SEPB are kind of like family, everyone knows everyone.”



**No more late fees! No more standing in line!
No more worrying about postage!**

Enjoy the convenience of SEPB’s bank draft service. It costs nothing to participate, and participants will **receive a \$10 credit.**

For more information call 256-574-2680.



TVA Program Boosts the Bottom Line

As a municipal utility, it is SEPB's obligation to control expenses and keep energy costs low, but we took that a step further in 2016 when SEPB joined TVA's Conservation Voltage Regulation (CVR) program.

As a CVR participant, SEPB installed technology on its grid that will provide savings to thousands of area residents and businesses.

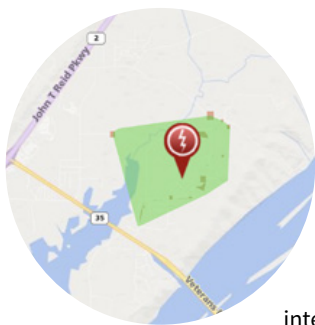
"This is another way we are working to keep energy costs low for our customers," says SEPB General Manager Phillip Chaney.

According to TVA Senior Program Manager Troy Eichenberger, SEPB has saved 13.3 gWh of energy and reduced energy bills more than \$1.3 million since joining the program.

The program doesn't only save money. Eichenberger says it also has a positive impact on the environment. He says SEPB's energy savings have the same environmental benefits as any of the following:

- Carbon sequestered by 45,631 tree seedlings for 10 years
- Carbon sequestered by 3,381 acres of U.S. forest for one year
- Greenhouse gas emissions avoided by switching 104,594 incandescent lamps to LEDs
- CO2 emissions from 310,527 gallons of gasoline consumed
- Greenhouse gas emissions from 600 cars driven for one year

To learn more about TVA's CVR program, visit tva.com and search "voltage optimization."



INTERACTIVE MAP KEEPS CUSTOMERS OUT OF THE DARK

SEPB is always working to limit service disruptions and keep its customers informed about scheduled and unscheduled power outages.

One of the ways SEPB is keeping you out of the dark is with its interactive Power Outage Map on its website. The online map allows members to report an outage, as well as view how widespread the outage is. Customers can also search current outages and view all scheduled outages for maintenance.

"This is another way we can keep our customers in the loop about any service disruption whether we are conducting maintenance or working to restore an unscheduled power outage," says SEPB General Manager Phillip Chaney. "This is also a way we can learn from our customers about isolated service issues as well."

The outage map was added to SEPB's website as part of an Interactive Voice Response System which allows customers to report an outage by phone without having to wait for a customer service representative to be available.

"This is a valuable resource for our customers," Chaney says. "We are always looking for ways to keep them connected."

To see the Outage Map or to learn more, visit outages.sepb.net.

Online service connect

sepb.net is your convenient at-home solution.

Request electric service from SEPB from the comfort and convenience of your home by visiting sepb.net.

Click "Change Service" and follow the directions to email all the required information to sepbcs@scottsboro.org. SEPB will take care of the rest.

Keeping the Community Connected — For Less

Customers who need help paying for internet service can get discounts through Scottsboro Electric Power Board and the Affordable Connectivity Program (ACP).

SEPB is participating in the ACP program, which is a federal program administered by the Federal Communications Commission to provide discounts for households that meet certain qualifying criteria.

"This is a great program that can help low-income members in our community pay for broadband service that they might otherwise be unable to afford," says SEPB General Manager Phillip Chaney. "Broadband service is no longer a luxury. It is a necessary tool one needs to be successful in a modern world."

The benefit provides a discount of up to \$30 per month toward internet service for eligible households and up to \$75 per month for households on qualifying Tribal lands.

A household is eligible for the ACP program if residents' income is at or below 200% of the Federal Poverty Guidelines, or if a member of the household meets at least one of the criteria below:

- Received a Federal Pell Grant during the current award year
- Meets the eligibility criteria for a participating provider's existing low-income internet program

Participates in one of these assistance programs:

- The National School Lunch Program or the School Breakfast Program, including through the USDA Community Eligibility Provision
- SNAP
- Medicaid
- Federal Public Housing Assistance
- Supplemental Security Income (SSI)
- WIC
- Veterans Pension or Survivor Benefits

Participates in one of these assistance programs and lives on Qualifying Tribal lands:

- Bureau of Indian Affairs General Assistance
- Tribal TANF
- Food Distribution Program on Indian Reservations
- Tribal Head Start (income based)

To see if you are eligible for the program, call SEPB at (256) 574-2680 or visit fcc.org/acp for more information.