



Historical Event Caused December Power Interruptions

On behalf of our Board of Directors and Hartselle Utilities (HU), we would like to thank our customers who experienced power outages over the holidays when TVA directed us to implement rolling power interruptions.

On Friday, Dec. 23, at 9:30 a.m. and Saturday, Dec. 24 at 4:50 a.m., TVA mandated all local power companies to implement planned, short-duration, intermittent power interruptions to maintain the overall power system reliability. The measures taken were unprecedented in the history of both TVA and Hartselle Utilities. During the 24 hours of Dec. 23, TVA supplied more energy than any other time in its history: 740 gigawatt-hours, or 740 million kilowatt-hours. The cold also produced a winter record for peak power demand, 33,425 megawatts at 7 p.m. CT, when the region-wide average temperature was nine degrees.

We understand these events impacted some of our customers at a time when families were preparing for Christmas, primarily on the morning of the 24th. From 6:00 a.m. to 10:30 a.m., Hartselle Utilities implemented preplanned rotating power outages to comply with TVA's requirement. By complying with this order, and working alongside all the local power companies that TVA serves in the Valley, we were able to avoid further drastic measures that could have affected even more customers – and possibly our entire electric system.

Again, thank you for your understanding, patience, and cooperation during this historical event. Our goal is to always provide our customers with reliable and consistent power, and to control what we can control. However, as this event serves as an example, some things are out of our control. We are obligated to comply with TVA's requests to help ensure the overall reliability of the power grid that serves the Tennessee Valley.

On Dec. 23 and 24, the measures we took were what TVA staff believed were absolutely necessary to maintain the power grid, but it could have been much worse. We can probably all agree that we want to avoid the extreme measures – hours-long total blackouts over entire systems – that have been implemented in other parts of the country during weather events similar to what we experienced.

We would also like to thank the HU employees who were called on during this time to assist with these two TVA-requested events, those who assisted in restoring power from a tree falling and causing an outage that Thursday night, and those who assisted our customers who had frozen water pipes by responding and turning off water meters so repairs could be made. Your willingness to perform in extreme weather conditions for extended periods of time does not go unnoticed. We thank you for your commitment, dedication, and willingness to respond to unforeseen events and serve our customers.



Why is it important that the power grid remain stabilized?

The power grid in the Tennessee Valley is the network of power stations, transmission lines, and infrastructure from TVA's power generating facilities and outside suppliers to large industrial customers and local power companies like Hartselle Utilities and Joe Wheeler Electric Cooperative. The flow of electricity through the power grid requires a delicate balance between supply and demand.

What would happen if the system got out of balance? The circuit breaker in your home is a perfect example: if several appliances try to draw too much power at the same time, a circuit will trip. In the power grid, if a system 'trips,' it can trigger a domino effect: one system failing could trip the next, and the next, and on down the line, severely damaging equipment as each system fails. The catastrophic result would be region-wide blackouts lasting for days, possibly even weeks. To prevent this from happening, grid operators like TVA must be proactive in monitoring the system and responding to any issues that arise.

Hartselle Utilities and other local power companies have emergency plans that outline how we would curtail electricity should demand in the Valley ever exceed supply. The first phase of our plan is to ask customers to voluntarily reduce their power usage. While we hope that this was an isolated incident, if you are asked to curtail your energy usage in an emergency situation, here are some things you can do that will have an immediate impact:

- 1) Lower your thermostat by one or two degrees. Public safety is of utmost importance during dangerously cold weather, so don't make big adjustments, but every degree can help.
- 2) Avoid using clothes washers and dryers, dishwashers, and other appliances that consume large amounts of electricity.
- 3) Turn off unnecessary lights.
- 4) Turn off and unplug all non-essential electronics and appliances, such as televisions and computers.
- 5) Open window coverings on the sunny side of your home or office to let the sun heat your home; close window coverings on the shady side to help keep heat in.



Cleeton Springer



David Taylor



Tammy White

HU Recognizes Employees for Years of Service

These are our employees who achieved five-year anniversaries in 2022. Thank you for your dedication.

20 years of service:

Cleeton Springer, Field Operations Superintendent
David Taylor, Sewer System Operator
Tammy White, Mapping/GIS Technician

15 years of Service:

Jerry Bridges, Electric Lineman
Carol Kirby, Human Resources Manager

10 years of service:

Tim Mitchell, Customer Service Manager

Five years of service:

Kevin Pope, Sewer System Equipment Operator
Austin Peinhardt, Electric Foreman

PHOTOS BY RACHEL HOWARD,
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Jerry Bridges



Carol Kirby



Tim Mitchell



Kevin Pope



Austin Peinhardt



Austin Young

Welcome Our Newest Meter Reader

Austin Young joined Hartselle Utilities' meter reading team in August 2022. You may see Austin along with our other hard-working meter readers on their daily routes throughout our service area. Austin and his wife, Ayla, along with their three young children reside in Falkville, AL. As a small business owner in his previous career, Austin is very customer service driven and strives to help and serve his community. We welcome Austin to the HU family!

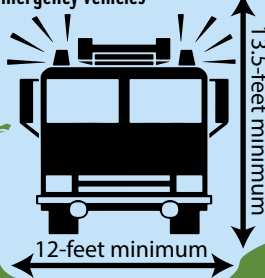
A message from the Hartselle Fire Department:

Will a fire truck fit down your driveway?

When fighting fires, every second counts. Make sure firefighters can get to your house!

Don't let vegetation and trees block your driveway: large emergency vehicles need 12 feet minimum width and 13.5 feet minimum height for access.

Also, make sure your address is visible from the road from either direction!



To contribute to Operation Warm, complete this form and return it to Hartselle Utilities

- ☐ Please add \$_____ to my monthly Hartselle Utilities (HU) bill. I understand that I have the right to stop this contribution at any time by giving HU written notice, and that the amount I have indicated will be added to my monthly bill until such notice is received.
- ☐ I'm already an Operation Warm partner. Please increase my monthly donation to \$_____.
- ☐ Please add a ONE-TIME donation of \$_____ to my bill. I understand that this amount will be added to ONE of my monthly bills.

Name _____ Account Number _____

Address _____ Phone Number _____

Customer Signature _____

Operation Warm is administered by Community Action Partnership of North Alabama, Inc.
All monies donated are used for local families in need.

Manage Your Account Online

Customer Portal



Mobile App



Scan the above codes with your smartphone to access Hartselle Utilities' Customer Portal or to install our Mobile App.

Hartselle Recycling Calendar

Here are the next four months of Hartselle's Recycling Calendar. If you have a question about sanitation pickup or containers, or need to know your Recycling Pickup Zone, visit hartselle.org or call Public Works at (256) 773-2643.

February '23						
Sun	M	Tu	W	Th	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

March '23						
Sun	M	Tu	W	Th	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

April '23						
Sun	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

May '23						
Sun	M	Tu	W	Th	F	Sa
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Zone 1-A	Zone 2-A	Zone 3-A	Zone 4-A
Zone 1-B	Zone 2-B	Zone 3-B	Zone 4-B

For the full Recycling Pickup Calendar and Zone Map, visit hartselle.org

Have a non-emergency question or a question about your bill? Email us at inquiries@hartselleutilities.org. We try to respond to billing and general questions within 24 hours; service issues that need investigation may take up to 48 hours. **To report a gas leak, sewer backup or power outage, call our office.** Our phones are answered 24 hours a day, seven days a week. During business hours (M-F, 7:30 am - 4:30 pm), call (256) 773-3340. After hours, call (256) 773-2533 or (256) 773-2588.

SMELL GAS? ACT FAST!

256-773-2533 or 256-773-2588 or 911



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