



# Get Connected

Johnson City Power Board Line News for Everyone April - June 2017

## Right Tree, Right Place

JCPB wants to provide dependable, reliable electric service to its customers. Trees that grow too close to power lines or plants placed in the wrong location have the potential to threaten public safety and your source of power. Our community depends on the benefits made possible by safe, reliable electricity!

### Look up, down, and around before you plant!

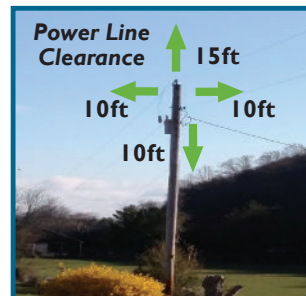
Before you invest in a tree that will grow tall, look around the area where you intend to plant. Carefully match the tree species with the location. Trees with mature heights over 25 feet should be planted at least 25 feet from any overhead utility lines. We will not trim or remove any tree unless it poses a threat to either public safety or electric service reliability.

- **Look up: Are power lines overhead?**  
Never plant trees directly under power lines. Be sure to plant new trees at least 25 feet from the power lines.
- **Look down: Are there power lines underground?**  
Call before you dig! Your safety is of utmost importance. Call TN-One Call to locate JCPB underground utility lines before you dig. Customers are responsible for the TN-One's locate fees on private property. Don't forget to plant trees and shrubs at least three feet away from underground lines.
- **Look around: Do you see a green box in your yard?**  
If you do see a green, metal box in your yard, then it could be a JCPB transformer. Never plant trees or shrubs around transformers. Never use probes to water or fertilize shrubs around transformers.



### Power Line & Transformer Clearance

Keep in mind that JCPB may trim or remove any plants (trees, shrubs, etc.) that grow too close to the power lines. This safety zone is intended to prevent power line and plant conflicts which are costly, dangerous, and could cause power outages.



For more information, contact JCPB's Service Department at (423) 952-5025 or visit [www.jcpb.com](http://www.jcpb.com)!

# CEO Comments



It was one of those March days when the sun shines hot and the wind blows cold: when it is summer in the light, and winter in the shade. ~Charles Dickens, Great Expectations

We are at the time of year when the weather seems to change quickly, which means that in the course of the day you may run your heat and even your air conditioning, to ensure your family is comfortable. This may be a great time to contact our Energy Services & Marketing Department to discuss home energy consumption and learn ways to save energy and money. Maybe a home inspection will provide ideas for improved energy efficiency. We want to be of service to you. Our employees are some of the best trained and knowledgeable in our industry. Contact Energy Services & Marketing at 952-5142 to learn more about how we can help you meet current and future energy needs.

Jeffrey R. Dykes,  
Chief Executive Officer

## Johnson City Power Board

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## JCPB Mail Box

*Just wanted to say thanks for acting so quickly to fix our street light. Awfully dark on this corner. You guys are great.*

**-Ruth Roberts, Johnson City**

*No one is ever happy when they have a power outage. However, any time we have one, we have been blessed to have Harvey (JCPB Lineman) respond. No matter the time of day or night, he is always the kindest, sweetest gentleman. My family really appreciates him and his devotion to his job!*

**-Lisa Newlon, Chuckey**

*Think we live close to that downed tree [3/1/2017 storm damage]!! Thanks for the quick response! Didn't take long at all for someone to be there. Thanks to all the linemen who were there so late to fix it in that horrible weather! Your hard work and dedication are much appreciated by this family!*

**-Kim Miller Campbell, Johnson City**

*Our power just came back on [3/1/2017 storm]. Off for maybe an hour here in Jonesborough. Thank you!*

**-Jason McDermitt, Jonesborough**

*Thank you JCPB!!! Be safe!!!  
[3/1/2017 storm]*

**-Erica Jones Byrd, JCPB service area**

**Your cell phone has already replaced your camera, your calendar, and your alarm clock. Don't let your phone replace family and friends.**

## Recipes

### Diabetic Pie

Doris O., Kingsport

- 1 pkg Sugar Free Jello of choice
- 3/4 c water
- 2 small yogurts (same as jello) or vanilla
- 1 softened lite or Sugar Free Cool Whip
- graham cracker pie shell

Dissolve jello in medium sauce pan. Add yogurt one at a time. Stir each yogurt well. Add cool whip and mix well. Pour into graham cracker pie shell and chill for 10 to 15 minutes.

## JCPB & TVA Helps Mobile Food Pantry

JCPB and TVA employees volunteered with Second Harvest Food Bank Mobile Pantry on February 27th. Volunteers helped distribute food from the mobile pantry to people in Downtown Johnson City. The mobile pantry helps Second Harvest reach people who may not be able to get to a community food pantry. They can also give those in need more perishable items that pantries cannot keep on hand.



# ENERGY STAR Changes for eScore

The Environmental Protection Agency (EPA) has increased the minimum HVAC efficiency standards for ENERGY STAR equipment which means the requirements for JCPB's eScore Program have changed to meet the new standards.

All Air Source Heat Pumps and Central AC Systems installed on or after March 15, 2017 will be subject to these new efficiency requirements. Qualifying ENERGY STAR heat pumps will be eligible for eScore participation, eScore Program, and JCPB's Heat Pump Loan Program. Non-ENERGY STAR equipment is not eligible for eScore Program rebates.

*Effective March 15, 2017, the ENERGY STAR minimum requirements for Air Source Heat Pumps and Central Air Conditioners applicable in the eScore Program are as follows:*



<b>Product Type</b>	<b>SEER</b>	<b>EER</b>	<b>HSPF</b>
Air Source Heat Pump Split System	15.00	12.50	8.50
Air Source Heat Pump Packaged System	15.00	12.50	8.20
Central AC Split System	15.00	12.50	N/A
Central AC Packaged System	15.00	12.00	N/A

## eScore Program

The eScore Program is a residential energy efficiency program that provides homeowners a clear path to make their home a 10 – its most energy efficient. Qualifying participants may even receive cash incentives or financing assistance for installing certain home energy improvements. This is our way of encouraging and rewarding you to become more energy efficient—saving you money and saving our region's energy. We'd like everyone to receive an eScore of 10!

**To learn more about this program, please visit [jcpb.com](http://jcpb.com) or call 952-5142!**

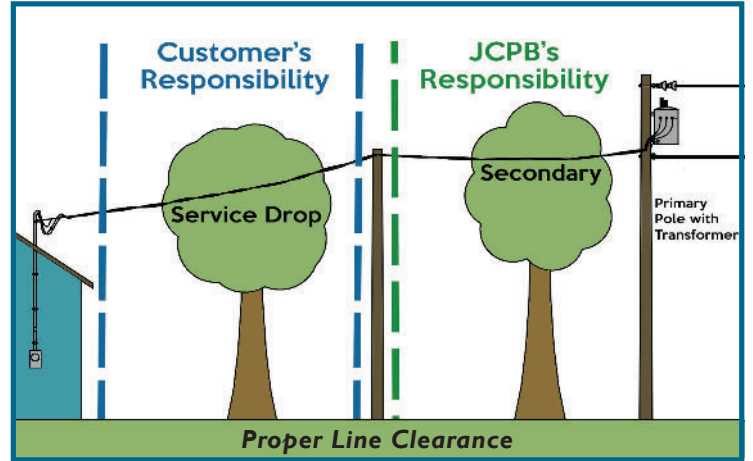


# More About Trees...

## Customer's Responsibility

JCPB assumes responsibility for maintaining proper clearance around all its substations and most electric utility lines. It is the customer's responsibility to maintain proper clearance from the last pole to their house (i.e. the "service drop").

JCPB will provide "cut-loose" service to customers for the purpose of de-energizing the lines so that trees may be removed or trimmed. This service is available at no charge provided the "cut-loose" request is made during these times: Monday thru Friday, 8am - 3pm. Customers will be billed for "cut-loose" service provided beyond the times indicated. If you would like to schedule "cut-loose" service, please call the JCPB Service Department at (423) 952-5025 during normal business hours. All "cut-loose" requests must be made 24-hours prior.



# Tree Maintenance Tips:

- New trees should be watered weekly.
- Water the tree slow and deep; let the water soak and saturate the soil.
- Don't hit it with the lawn mower or weed eater.
- Remove any dead or dying branches.
- Prune unwanted sprouts or "suckers" from the base of the trunk or major branches.
- Maintain a mulch ring around the tree base to help retain moisture, minimize weeds, and keep mowers away from the tree.
- Fertilize the tree every few years.
- Watch for insects and disease, treat as needed.
- Consult with a garden center for further tree maintenance tips.



Please use this return coupon to send us your recipes, quick tips, questions, and/or comments. You may return the coupon along with your payment or you may email [ashrews@jcpb.com](mailto:ashrews@jcpb.com). \*Please include your mailing address on this form so that we may send you a free gift if your recipe, quick tip, or question is printed.

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Visit [jcpb.com](http://jcpb.com)  
or  
[2escore.com](http://2escore.com)  
to learn more!

See how easy it can be  
to live comfortably.



Whatever the weather brings, you'll be ready! Participate in Johnson City Power Board's newest residential program, eScore, to improve the energy efficiency of your home and save money!

JOHNSON CITY  
POWER BOARD