

SEPB CONNECTION

Spring 2019

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Scottsboro
ELECTRIC POWER BOARD



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A fresh start

Even though the new year is long past, there's something about spring that feels like the beginning of something new. Maybe that's why the concept of spring cleaning has stuck around for so long. After a long winter huddled inside, it's natural to feel like tidying up for a fresh start.

Here at Scottsboro Electric Power Board, we're in the middle of making some changes ourselves that will prepare our electric system for the future. By the time you read this, work will be near completion on rebuilding the TVA substation on Willow Street.

The substation has served SEPB customers for over 50 years, and our hope is that, with these much-needed upgrades, it can continue to be an important part of our system for another 50 years.

However, while work is ongoing, the Willow Street station will be out of service for six weeks, for completion and commissioning beginning on February 25. During that time, there is a possibility some outages may take longer to repair than usual.

I would like to thank all of our customers in advance for their patience as we make these improvements. Much like a good spring cleaning, it may be a brief inconvenience, but it will help make our system stronger in the long term.

If you're looking for ways to clean up your electric bill this spring, I would also like to take a moment to remind everyone that the Customer Portal is a valuable tool. When you sign up and access the portal at sepb.net, you can monitor your usage, sign up for email notifications and view usage trends.

Having these reminders of how much energy you have used can prevent surprises when you receive your bill at the end of the month and could even help you possibly save money. Simply being more aware of the times customers use the most electricity makes it easier to limit usage at key times of the day.

There's no better time to turn over a new leaf, so I hope you'll join SEPB in making positive changes for the future of our electric system. And good luck to each of you with your own spring cleaning.



Elijah Johnson, a co-op student with SEPB, plans to attend the University of Alabama in Huntsville after high school and major in electrical engineering.



Courtney Wilcox learned how to use technology in the workplace during her time as a co-op student with SEPB.

Co-op students get on-the-job experience at SEPB

For Scottsboro High School junior Courtney Wilcox, working at the Scottsboro Electric Power Board isn't her first job, but it is a big change from her time working in the fast food industry. As a co-op student in the SEPB office, she learns more about what makes an organization tick.

"It's good to get this kind of experience because it's a whole different ballpark than my previous job," she says. "This way, I'm learning what goes into a business."

Wilcox is one of two Scottsboro High School students working afternoons at SEPB as part of the school's co-op program. SEPB began bringing on students during the fall term last year.

"We actually called students in and interviewed them just like any other person interviewing for a job," says General Manager Phillip Chaney. "Then we hired them as co-op students."

The program gives students a chance to develop real-world skills that will be useful no matter what profession they choose to pursue after graduation. Just a couple of months into her time at SEPB, Wilcox already feels more comfortable working with technology.

"I'm not very tech savvy and I wasn't very good with computers before this job," she says. "But I've definitely learned a lot about that from working in the equipment room and being able to use my creativity to build ads to run on Channel 2 and 10."

For Elijah Johnson, a junior who works in the warehouse, the job is an opportunity to familiarize himself with concepts he may later apply to his career.

"I've enjoyed being able to work with the power meters and learning about circuits," he says. "I'm hoping to get a better feel for electrical engineering, because I'm planning to go to the University of Alabama in Huntsville for that."

Chaney, who believes the experience helps them learn what it's like to work in a professional environment, hopes to continue bringing students on for future terms. But the co-op program has also been useful for SEPB as it prepares for a new generation of employees.

"It just teaches them skills that will benefit them in the future, whatever they do," Chaney says. "But it also lets us see what the next generation of the workforce is going to be like."



Teresa Scott began her career at SEPB in 1998 as a cashier. Today she works as an accounting assistant.

TERESA SCOTT embracing a career of service

“I’m just so thankful,” says Teresa Scott, as she describes her time at the Scottsboro Electric Power Board and her personal life.

Scott started at SEPB in 1998 as a cashier, and she has watched the company grow and change. After moving through several positions in various departments, she is now an accounting assistant.

While Scott feels lucky to have held so many positions in the company, she knows the source of the true joy in her job. Scott finds herself reflecting on each of the positions and departments with the same sentiment: a true admiration for the people she has worked with over the years.

“I absolutely love the people,” Scott says.

For her co-workers, the feeling is mutual. Finance Manager John Powell has worked with Scott for nine years, and he has always seen her as a crucial part of the team.

“She’s very friendly and always brings a good spirit to work,” he says. “I’m just glad I get to work with someone like her.”

ALWAYS LEARNING

Even so, Scott has continued to find new ways to improve at her job so she can better serve SEPB customers. That includes getting a two-year business degree, which she applies to handle payroll for Power Board employees and vendor accounts.

“She’s very accurate and dependable,” says Powell. “You can always depend on her work.”



Her colleagues are not the only people to whom Scott devotes her time and love.

Outside of work, Teresa and her husband Larry enjoy spending most of their free time with their children, grandchildren and family.

Scott was born and raised in Scottsboro, and to this day, she continues to devote her time and energy to the community and is an active member at First Baptist Church.

On Wednesday, you can find Scott enjoying lunch with her two sisters for their weekly lunch.

Scott, who prefers attention to be focused away from her and

on to her colleagues or family, is grateful for her 21 years at a job she loves.

“The ability and dedication that is required to complete all of the jobs she has had during her career at such a high level defines Teresa,” says SEPB General Manager Phillip Chaney. “Teresa has provided customer support and dispatch duties 24/7. These abilities are critical to providing the level of support that is needed in small utilities like SEPB.”

Teresa’s positive attitude is what stands out most to her coworkers and the community. Thank you, Teresa for all that you do for SEPB.

Loudermilk to retire from SEPB after 21 years

When Ronnie Loudermilk started working for Scottsboro Electric Power Board in 1998, he was told that the warehouse was his blank canvas. During his time at SEPB, Loudermilk saw more changes and growth than he anticipated.

As the company expanded, Loudermilk's hard work and positive attitude has made a permanent mark on the way the warehouse functions. Now, after 21 years, Loudermilk is prepared to retire.

For more than two decades, his job has consisted of handling all electric, internet, cable and telephone purchases, as well as managing the warehouse and the workers in the warehouse.

SEPB General Manager Phillip Chaney appreciates the diverse ways Loudermilk's efforts have benefited the power board since he arrived in 1998.

"He brought a wealth of knowledge in inventory control," Chaney says. "Over the last 20 years, Ronnie has continued to account for the inventory but has also excelled in purchasing and maintenance of the warehouse facility. Ronnie has been extremely helpful in day-to-day operations and storm recovery. We will forever be thankful to him for his years of dedicated service to SEPB."

Loudermilk's career is marked by his humble attitude and kind management techniques, evidenced through his insistence on being called "Ronnie" rather than "Mr. Loudermilk." And his willingness to patiently offer instruction demonstrates his devotion to his co-workers.

Since January, Loudermilk has trained Jimmy Culver as his replacement. Culver, who has been with SEPB for 18 years, will take over as the purchasing and warehouse manager after Loudermilk retires. In the 18 years he has worked with Loudermilk, Culver has been impressed by his ability to plan ahead.

"Ronnie is an expert at what he does. I've worked other places that didn't keep their facility stocked and ready to go as Ronnie does," Culver says.



Ronnie Loudermilk has seen a lot of change and growth during his 21-year career at SEPB, but through it all he has helped shape the warehouse into an efficient operation.

Over the last few months, Loudermilk has taught Culver about the importance of keeping as much inventory information as possible memorized and learning which vendors to trust. Culver has taken to the job so naturally that Loudermilk has no worries about stepping down when the time comes.

"He'll do such a good job that I've been telling my manager I could just leave now," Loudermilk said of his colleague.

While Loudermilk is appreciative and fond of his two decades with SEPB, he also looks forward to spending more time on his various interests.

A lover of hot rods, Loudermilk will restore his wife's '55 Chevrolet, and he hopes to restore other similar classics. He and his wife



Shelia will also devote time to repairing and then selling houses in and around Scottsboro.

He is so proud of his family and enjoys spending time with his daughter, Wendy (Bryan) Dulaney; son, Chris (Sebrina) Calloway and grandsons, Logan and Wyatt. Sadly one of his sons, Jason Calloway, passed away in February.



The cost of rising retransmission fees

At Scottsboro Electric Power Board, we work hard to bring you high-quality service at an affordable price. Some services, however, bring challenges. Providing cable television means negotiating with networks, including local networks in Huntsville and Chattanooga, for the right to retransmit their programming to our customers.

Since the Cable Television Consumer Protection and Competition Act passed in 1992, those local networks have been able to charge a fee for these retransmission rights. In 2008, those monthly, per-customer fees totaled \$1.08 for every local station in Huntsville and Chattanooga. Today, those fees have increased to \$16.45 for every customer, every month.

That amounts to a more than 1,500 percent increase in the last 11 years. At SEPB, we don't think it's right that those increasing costs should be passed on to customers who could get those same channels for free with an antenna.

There is little SEPB can do to stop these increases, but our customers can speak up. If you agree that transmission fees are rising at an unreasonable rate, call your local Huntsville and Chattanooga television stations and let them know. You can even call your elected national officials to tell them you think legislation allowing these stations to continually raise their fees should be changed. When wholesale fees are kept under control, we all win.

CELEBRATE SEPB'S 80TH ANNIVERSARY AND WIN!

SEPB is celebrating its 80th anniversary and we want you to celebrate with us. When you pick up an 80th-anniversary yard sign from our office and put it in your yard, you will be entered into a monthly drawing to win an **\$80 credit** on your account.

Your sign has to be clearly visible to win, so display it proudly and join the celebration!

(Promotion available from May until the end of September 2019)

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Scottsboro
ELECTRIC POWER BOARD

