

Municipal Power News



Scottsburg Electric Utility

Volume 28, Issue 1 | Summer 2023



Scottsburg Utilities Plans to Launch SmartHub

The City of Scottsburg recently announced the implementation of a new billing and payment system called SmartHub, helping their customers save time and money by managing their account at anytime from anywhere. Starting late summer 2023, the utility will launch the SmartHub web portal and mobile app that allows customers to view and pay their bill, receive account notifications, report service issues, and more.

"We want to give our customers the information they need to make decisions that can save them time and money," said Malina Jeffries, Utilities Office Manager. "Our customers will now have access to their account information at anytime from anywhere. This new system will give our customers the control over their account they deserve."

Since Scottsburg's utility will be integrating this new billing system, every account holder with the utility will receive a new account number found on their monthly bill. Utility customers will use this new account number to register for online utility payments and activate their account with SmartHub. Once customers are registered, they'll be able to make utility bill payments,

-continued on page 4

Inside this Issue

Page 2

IMPA Responds to Winter Storm Elliott

Winter storm reminds the utility industry of the importance of reliability.

Page 4

Tidbits and Trivia

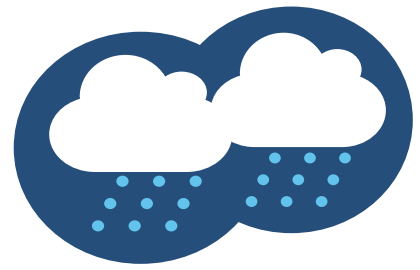
Give your answer for a chance to win a prize from IMPA!

Page 7

How Do I Save Energy in Hot Weather?

See how readers of the newsletter responded to this question.

IMPA Responds to Winter Storm Elliott



From December 22 to the 26 of 2022, Winter Storm Elliott swept across North America, causing record low temperatures and severe winter conditions throughout the United States. Snowfall, ice, and blizzard-like conditions blew through much of the Midwest while hazardous road conditions kept many of us hunkered down inside through the holidays. During these days of sub-zero temperatures, approximately 1.5 million utility customers throughout the country lost power (according to www.poweroutage.us).

Fortunately, Indiana utility customers were only a small portion of those without power, and the Indiana Municipal Power Agency (IMPA) worked diligently with neighboring utilities and the state's Regional Transmission Organizations to ensure the reliability of the power grid. IMPA's seven combustion turbines—totaling 249 megawatts (MW) of capacity in Anderson, Indiana, and Richmond, Indiana—were staffed and operational through the winter storm. The Anderson and Richmond units are run by IMPA employees who worked day and night through December's winter storm to ensure power was delivered to utility customers. These units,

which primarily run on natural gas and are built to operate in temperatures down to -20 degrees Fahrenheit, are a vital dispatchable resource in extreme weather events due to their capability to utilize ultra-low sulfur No. 2 fuel oil as a backup. The backup fuel allowed the units to run and provide power during the whole severe winter weather event.

Other staff members who were out in the field during the cold weather event included IMPA Service Corp's linemen and operations employees who responded to outages in member communities. During Winter Storm Elliott, IMPA Service Corp's crews responded to eight IMPA member communities to assist with power restoration to keep utility customers warm in their homes.

IMPA is grateful to the dedicated staff members who braved the historic winter conditions to ensure the rest of us could remain safe and warm at home. The Agency's reliability, whether during a typical day or an extreme period of uncertainty, is its upmost priority. Now, as we head toward the warmer weather of spring, IMPA looks forward to continuing its legacy of reliable operations and excellent electric service for all member communities. •

How Does Reliable Electricity Reach Me?

Your power is unique as it is distributed not by a for-profit electric utility, but rather by your municipally-owned, locally controlled electric utility. Your municipal electric utility—also known as a “public power” utility—receives its power from the Indiana Municipal Power Agency, a not-for-profit organization created by 61 public power utilities in the Midwest. This is where your electricity begins!

STEP 1

IMPA is the wholesale power provider to your community, meaning that it produces or purchases electricity (depending on what is most economically advantageous) and transmits that energy to your local utility. IMPA's power supply portfolio is made up of coal, natural gas, solar, wind, and nuclear energy. By providing its member communities with power from multiple sources, IMPA can maintain stable costs.

STEP 2

Once the power is generated, no matter from which type of resource, a set of equipment located within a substation is used to “step up” the electricity's voltage. A higher voltage means that the electricity can travel longer distances over high-voltage transmission lines with lower energy losses.



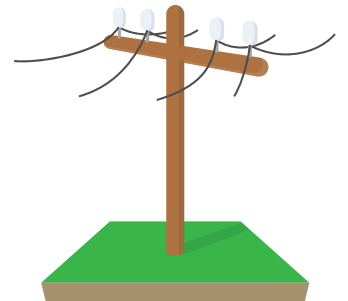
STEP 3

Once “stepped-up,” the electricity is sent along transmission lines, allowing it to reach IMPA's member communities. IMPA jointly owns a portion of the state's transmission system, which covers about 2/3 of Indiana.



STEP 4

Once the electricity reaches a community like yours, it is “stepped down” by a local substation, bringing the power to a lower voltage that will allow it to travel on your local community's distribution power lines.



STEP 5

The power then travels along local distribution lines owned by your public power utility to reach homes and businesses in the community.



Tidbits & Trivia

The **Indiana Municipal Power Agency** (IMPA) is a not-for-profit organization that provides a low-cost, reliable, and environmentally-responsible power supply to its members. IMPA provides this wholesale power to 61 communities in Indiana and Ohio, who collectively make up the Agency's membership.

Question: What is one benefit of driving an electric vehicle rather than a gas-powered car?



Send your answer to newsletter@impa.com, along with your name, e-mail address, and address for a chance to win an energy efficiency prize pack!

Reader Survey

Is there more about your community that you would like to know? Do you have questions about how public power or your municipally-owned utility works? Would you like to learn more tips and tricks as to how you can improve your home's energy efficiency?

Reach out to newsletter@impa.com to suggest topics for future *Municipal Power News* newsletters and let us know what articles you enjoy most, and what you'd like to see next!



SmartHub

-continued from page 1

view billing history, see important notices, and contact customer service with just a few clicks. Users will be able to customize how they want to be alerted about their bill, including email and text messaging. The SmartHub tool will ensure all utility customers always have complete control of their account at their fingertips.

The City of Scottsburg's new SmartHub system will begin rolling out in August 2023. Customers will be able to begin registering shortly before going live. Many of these features will have an impact on the time and money the customer can start saving.

The utility's new SmartHub billing and payment system puts the citizens of Scottsburg back in control of their own account. Mayor Terry Amick adds, "This moves us forward in the age of technology and provides access to our residents. I appreciate the work that our departments are putting in to get the software up and running."

A SmartHub app that will give you complete access to all of the tool's features is available on the Apple or Google Play store. If you have any questions, you may contact the Scottsburg utility office at (812) 752-3199. •

BEST DEAL



**FIBER PLUS
150 MBPS**

MODERATE BROWSING

EMAIL/LIGHT WORK FROM HOME

SOCIAL MEDIA

MODERATE STREAMING

MULTIPLE DEVICES

\$50/Month



**FIBER UNLIMITED
500 MBPS**

ONLINE GAMING

HEAVY USAGE/STREAMING

WORKING FROM HOME

VIDEO CONFERENCING

E-LEARNING

MULTIPLE DEVICES

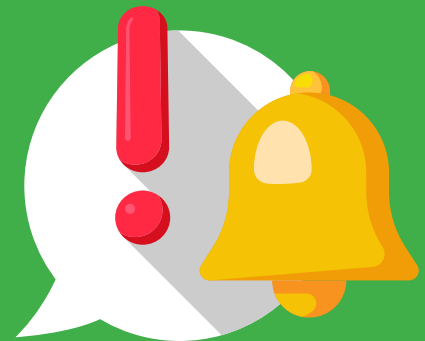
\$75/Month

**FIBER BASIC
25 MBPS**

LIGHT BROWSING - EMAIL - SOCIAL MEDIA
MINIMAL STREAMING - ONE DEVICE

\$30/Month

**Current available areas for
fiber optic service are north
of 56 and east of I65.**



For a chance to be featured in the newsletter and win a prize, send your recipe to:

MPN Recipes
11610 N. College Ave.
Carmel, IN 46032
or
newsletter@impa.com

The MUNICIPAL POWER NEWS is a periodic publication of the Indiana Municipal Power Agency and the 61 communities that it serves with wholesale power.

Editor: Niki Dick
Senior Director of
Marketing Communications

Correspondent:
Whitney Hicks
Communications
Coordinator

Cooking Corner

Broccoli Casserole

Recipe submitted by Kimberly of Paoli, Indiana

- 2 lbs broccoli, frozen or cooked
- 1 roll ritz crackers, crumbled
- 1/2 lb velveeta, cubed
- 1 stick butter divided in half

Cook broccoli according to package directions. Add velveeta and 1/2 stick butter. Cook until melted. Butter a 2 qt casserole dish. Pour broccoli into casserole dish. Pour crumbled crackers on top. Melt remaining 1/2 stick butter and pour on crackers. Bake on 350 degrees for 30 minutes and enjoy!

White Mountain Salad

Recipe submitted by Jean of Middletown, Indiana

- 1 small can crushed pineapple (in juice)
- 1 can chopped pecans
- 1/4 cup lemon juice
- 1 eight oz tub cool whip (thawed)
- 1 can Eagle brand milk

In a large bowl, stir all ingredients together. Cover and refrigerate for 2 hours.

“When I take this recipe to a dinner, I always get several requests for the recipe!” - Jean

MEMBERS

Advance
Anderson
Argos
Bainbridge
Bargersville
Blanchester, OH
Bremen
Brooklyn
Brookston
Centerville
Chalmers
Coatesville
Columbia City

Covington
Crawfordsville
Darlington
Dublin
Dunreith
Edinburgh
Etna Green
Flora
Frankfort
Frankton
Gas City
Greendale
Greenfield

Huntingburg
Jamestown
Jasper
Kingsford Heights
Knightstown
Ladoga
Lawrenceburg
Lebanon
Lewisville
Linton
Middletown
Montezuma
New Ross

Paoli
Pendleton
Peru
Pittsboro
Rensselaer
Richmond
Rising Sun
Rockville
Scottsburg
South Whitley
Spiceland
Straughn
Tell City

Thorntown
Tipton
Troy
Veedersburg
Walkerton
Washington
Waynetown
Williamsport
Winamac

How Do I Save Energy in Hot Weather?

Last year, we asked *Municipal Power News* readers, “What are some of the methods you use to reduce your energy consumption in hot weather?” Here’s what Kenneth had to say!

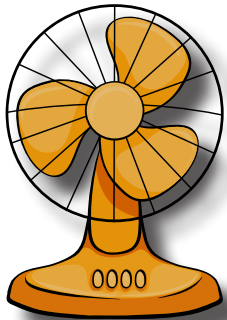
“Our answer at home is to close the drapes, blinds, and try to cook with the air fryer, microwave, or outside on the grill instead of using the stove or oven on the really hot days. We’ve already purchased new thermo sliding glass doors with blinds and low-e ratings. We’ve also spray-foamed the basement

walls and the underside of the roof. For a 1964 house, we feel pretty efficient.

At work, we try to close the blinds and raise the thermostat a degree or two. We also bought two digital smart thermostats and replaced the old mercury bulb sliders.”

-Kenneth E

That’s a great answer, full of energy efficiency tips! Below are a few other ways you and your family can save on energy this summer.

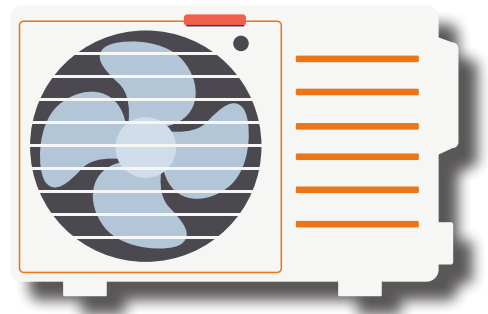


Energy Efficiency Tip #1

Use fans around your home to circulate cool air. Set ceiling fans to turn counter clockwise, as this will push air down and create a cooler feeling in the room.

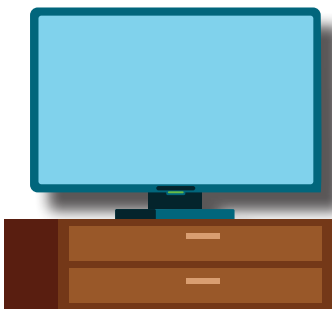
Energy Efficiency Tip #2

Replace air filters in your home with each season. Dirty air filters can cause your system to work harder and longer, using unnecessary energy as a result.



Energy Efficiency Tip #3

Keep lamps and TV sets away from your thermostat. Thermostats can sense the heat that these items give off, which can cause the A/C to run longer than required.



Indiana Municipal Power Agency
11610 N. College Ave.
Carmel, IN 46032

PRE-SORTED
STANDARD
U.S. Postage
PAID
Indianapolis, IN
Permit # 9555

The Municipal Power News is published
by the Indiana Municipal Power Agency
and the Scottsburg Electric Utility.

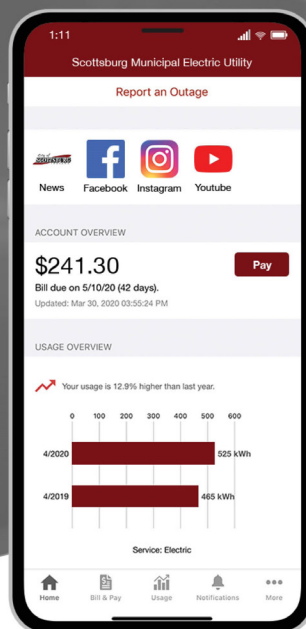
IMPA Commissioner: Mayor Terry Amick

**Learn more
about SmartHub
today!**



INTRODUCING SMARTHUB

**Save time and money
by managing your
account at anytime
from anywhere.**



Visit cityofscottsburg.com/smarthub for more information!