



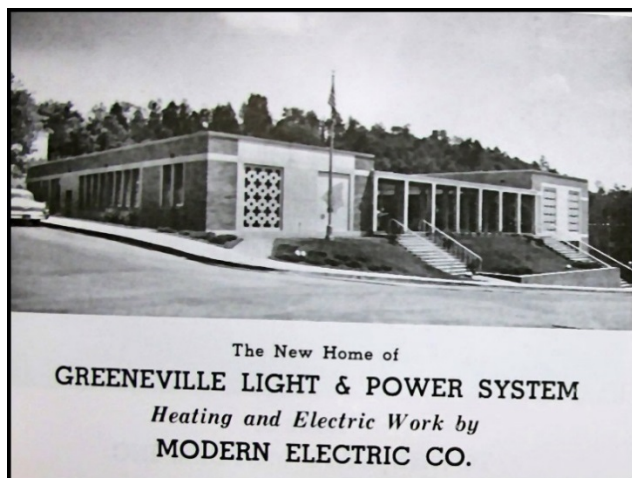
Greeneville Light & Power System (GL&PS) was created by the Town of Greeneville Tennessee in the spring of 1945. At that time a for-profit company, East Tennessee Electric Company, was providing electric service to Greeneville and to small parts of Greene County. Local leaders created GL&PS specifically to make power generated by the then relatively new Tennessee Valley Authority available to the citizens of Greeneville and Greene County. As part of this transition to public power, the Town of

Greeneville issued bonds to purchase appropriate power distribution facilities from the private entity.

Today, GL&PS serves just over 38,000 customers within a 650 square mile service area, primarily within Greene County, Tennessee. Those customers require a maximum winter power demand of 325 mW and consume more than one billion kilowatt hours of energy annually. Our service area includes parts of Cherokee National Forest, lush farmland, four incorporated towns, the Nolichucky River (once used by the United States Olympic team to train for Olympic whitewater events), and a portion of the Appalachian Mountains.



As an enterprise function of the Town of Greeneville, GL&PS is under the general oversight of an autonomous Board whose membership is determined by Town officials. The original three member Board was expanded to five members in early 1990. A total of thirty-four individuals have served on the GL&PS Board since its inception. This stability contributes greatly to GL&PS's ability to meet the energy needs of our community.



In July of 1945, Alvin H. Leonard was named the first General Manager of GL&PS; he had been the local office manager for East Tennessee Electric for eighteen years prior to that appointment.

Fifteen years later, in November of 1960, R. A. (Gus) Parrack became the second GL&PS General Manager after previously serving as GL&PS Operating Superintendent for nine years. During his tenure a new main office was built at the corner of College and Church Streets in downtown Greeneville, Tennessee.

After multiple remodeling projects, that building continues to serve as GL&PS administrative headquarters.

In July of 1969 Robert C. Lay became the third General Manager at GL&PS. In the mid-1980s he oversaw construction of a new operations center built on a sixty acre site. That facility continues as the hub of GL&PS field operations.

In January of 1990 William M. (Bill) Carroll became the fourth GL&PS General Manager and continues in that role today.



GL&PS has a long history of using technology to reduce the overall cost of the services provided to its customers. Its first SCADA system was fully operational by 1985 and several upgrades have been made since then. In 2004 GL&PS was one of the first municipal systems in Tennessee to fully implement an automated meter reading system.

GL&PS firmly believes that delivering power to customers at the highest practical voltage lowers wholesale power costs by reducing power line losses. To that end, GL&PS operates three strategically located 161kV-69kV power delivery substations, and will build a fourth by 2020.

GL&PS has made significant investments in 69kV—12kV distribution substations throughout its service territory. Even with a relatively low density of 17 customers per mile, twenty-five substations helped GL&PS reduce annual line losses from over five and one half percent in the early 1990's to less than three and one half percent today. With annual wholesale power costs of eighty-five million dollars, that loss reduction saves Customers one and one half million dollars annually on wholesale power purchases. Those substations also improve reliability and provide enormous flexibility for power restoration efforts when trouble does arise.

GL&PS uses sixty miles of fiber optic cable in daily operations such as SCADA communications, meter data backhaul, and system protective relaying. Fiber continues to be added, and some of that excess capacity is being used to connect every Greeneville City School to their Central Office, to interlace Town government buildings, and to tie police and fire departments to the local 911 center. As that fiber network grows those same opportunities will be offered to Greene County Schools and Greene County government.

Two years ago GL&PS began a formal strategic planning process to help focus our efforts during the coming uncertainties of the energy service business. With the help of an outside consultant, Baldrige Success Strategies, our strengths, weaknesses, opportunities, and challenges were

used to develop priorities for our organization; real actions that when taken would better serve our customers. Though time consuming, this process has been very valuable; fuzzy ideas moved from the backs of minds to sketchy notes, then to paper, on to a consensus, and finally to a Board-approved Strategic Plan. That process required great effort from a communications team originally made up of twelve key GL&PS employees. The team has been expanded to fifteen and continues to meet monthly to review progress on our strategic plan, to discuss GL&PS information (including every action taken at monthly Board meetings), and to then disseminate all of that information throughout the organization. Our second formal strategic plan will be presented to the GL&PS Board in the summer of this year.

GL&PS has twice received the Reliable Public Power Provider (RP3) award from the American Public Power Association (APPA). Safety, operational practices, succession planning, customer interaction, system planning, and cost controls are some of the review criteria for the RP3 Program. After our most recent application was reviewed, GL&PS earned a Platinum Designation, APPA's highest, in recognition of the way in which we attempt to serve our Customers.

That service is provided by five Board members, eighty three full time employees, four part time employees, and thirty-three contractors working together to serve the energy needs and expectations of the people and businesses of Greeneville and Greene County.

