

Volume 87
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The Gas Lines



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Many Years and so Many to Thank

An organization cannot celebrate 60 years of providing service to a community without saying “Thank You” to many.

First of all, we thank God for blessing our Utility over the years and allowing us to provide natural gas and propane service to Jefferson and Cocke Counties, Tennessee.

We want to thank our many loyal customers for allowing us to serve them throughout the years. In 1980 our Utility District served 41 propane customers and delivered 88,500 gallons of propane in a year. Today JCCUD employees serve 5,029 propane customers and in a normal year will deliver 1,700,000 gallons of propane.

In 1980 JCCUD served 1,196 natural gas customers and delivered via underground pipelines 1.34 Billion Cubic Feet (BCF) of natural gas. Today JCCUD serves 7,892 natural gas customers and in a normal year will deliver 2.6 BCF of natural gas to customers.

We want to thank the individuals who had the vision to bring the natural gas pipeline to Jefferson and Cocke counties. In 1957, J. W. Ellis, a resident of Jefferson City along with M. M. Bullard and Charles D. Fisher, residents of Newport, were appointed as Utility District commissioners. These men along with others had the vision to see into a very uncertain future to bring an energy source to the communities that would add to the quality of life to many residential, commercial, and industrial customers.

We also want to thank several other individuals who have served as Commissioners of the Utility District in the past. Their leadership and dedication paved the way for the Utility District to be successful.

We want to thank our current Commissioners for their planning, hard work, leadership and dedication. Their efforts have allowed JCCUD to perform many capital expansions in a cost effective manner and provide exceptional customer service to our customers.

We want to thank JCCUD’s retired employees for their devoted effort and their work ethic throughout the years to the Utility District. These employees laid the foundation that has allowed the Utility District to grow and serve future customers.

We want to thank JCCUD’s current employees. Their hard work and dedication has allowed JCCUD to serve more and more customers with fewer employees. In the early 1990s JCCUD served 123 customers per employee. Currently JCCUD serves 270 customers per employee. JCCUD employees have been presented the APGA National Safety Award 18 times for their outstanding safety record since 1993.

We appreciate the opportunity of serving you and look forward to serving your neighbor in the future. ■

From the Desk Of



Tommy Bible,
JCCUD General Manager

PERFECT ATTENDANCE 2017

Perfect attendance 2017 was again recognized with a lunch and plaque of merit at the Fox & Hounds restaurant in Newport. Each year our employees demonstrate their dedication through their attendance record. This year was no exception. Seventeen employees, including members of the management team, had perfect attendance. Our thanks to each of you! From left front are Danny Barding, Dakota Wright, Jeff Lafollette, Carolyn Ramsey, Alaina McCord, and Alton Green. Second

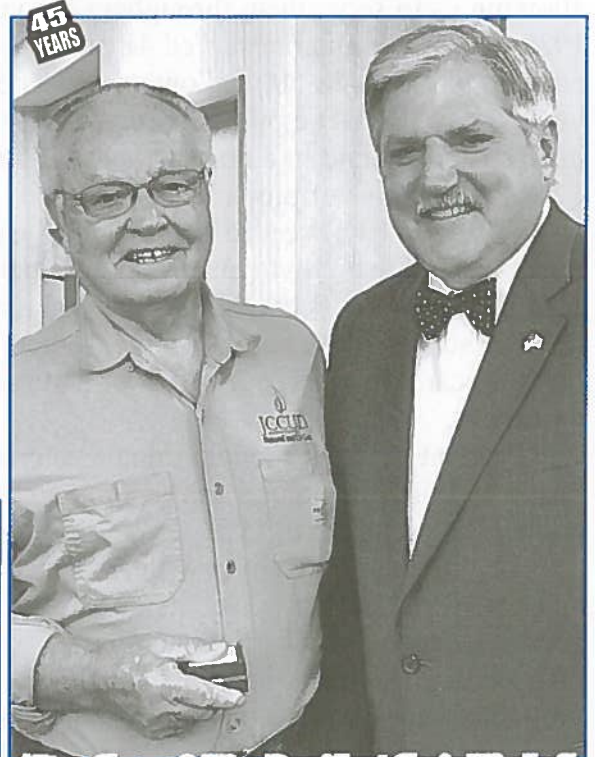


row from left to right are Tommy Bible, Russell Blazer, Dale Masoner, Bradley Troutman, Bill Gunter, and Glenn Phillips. On the back row from left to right are Jimmy Stokely, Mike Wood, Teresa Robidoux, Jan Pack, and Steven Stokely. ■

Annual Service Awards For Years Working **GREAT SERVICE!**

Several Jefferson Cocke County Utility District employees received award pins and recognition from the utility district board of commissioners.

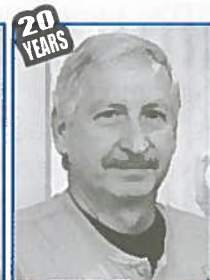
Those honored for years of service were Alton Green, Anita Patterson, Junior Phillips, Phil Gregg, and Carolyn Ramsey. Making the presentations is JCCUD Board Vice-President Craig Kisabeth. ■



Anita Patterson



Junior Phillips



Phil Gregg



Carolyn Ramsey

Alton Green & Vice-President Craig Kisabeth

Bankdraft and Budget Billing

They Go So Well Together

JCCUD makes every effort to make it convenient to pay your natural gas or propane bill. During April and May of each year, we offer BUDGET BILLING and want to make it as easy as possible for you to sign up.

There are many advantages to being on budget billing such as having the convenience of paying the same amount on your gas

bill each month, even during peak heating months. Also, you will never have to pay a late fee while on budget billing. Just fill in the form on this page and fax, e-mail or mail it to our office. One of our customer service representatives will calculate

Customer Service Notes



Jan Pack, Customer Service Supervisor

your monthly budget payment and call you with the amount and details. Sign up today available during April and May each year.

For added convenience, we offer BANKDRAFT. Bankdraft provides you with the assurance that your monthly payment is made on time.

We will tell you when your payment will be coming out of your bank account so there are never any surprises.

This program is available with or without being on budget billing and is offered anytime during the year.

If you are on budget billing, you will know exactly how much will be taken out of your bank account each month. It's easy to sign up on bankdraft. Natural gas customers have both forms on the back of their bill or you can use the forms provided here. Just sign the form, include a voided check of the account to be drafted, and fax, e-mail or mail the form back to us.

You can also go to our Website, www.jccud.com and click under the Service Policies and Information. There you will find printable forms you can use to sign up for budget billing and bankdraft.

Thank you for allowing us to continually strive to enhance our service to you. We appreciate you, our valued customer, and will work hard to give you the excellent customer service that you deserve. ■

BUDGET BILLING FORM

COMPLETE THIS FORM AND RETURN IT TO OUR OFFICE

ACCOUNT NAME _____
 ADDRESS _____
 CITY _____ ZIP CODE _____
 PHONE _____ SIGNATURE _____

Jefferson Cocke County Utility District must receive this form by May 31, 2018 to sign up for budget billing. For more information, call us at 423-623-3069 or 865-475-7911.
 Mail this form to: Jefferson Cocke County Utility District
 122 Highway 25 E
 Newport, TN 37821
 OR
 Email to: janp@jccud.com
 OR
 Fax to: 423-625-3379

AUTOMATIC BANKDRAFT FORM

COMPLETE THIS FORM AND RETURN IT TO OUR OFFICE WITH A VOIDED CHECK

ACCOUNT NAME _____
 ADDRESS _____
 CITY _____ ZIP CODE _____
 PHONE _____ SIGNATURE _____

For more information, call us at 423-623-3069 or 865-475-7911.
 Mail this form to: Jefferson Cocke County Utility District
 122 Highway 25 E
 Newport, TN 37821
 OR
 Email to: janp@jccud.com
 OR
 Fax to: 423-625-3379

JEFFERSON-COCKE COUNTY UTILITY DISTRICT
122 HIGHWAY 25E
NEWPORT, TN 37821

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WILLIAMSBURG

Natural Gas is the Fuel for Savings!

Our mission is to provide high quality and safe energy and related services in Cocke and Jefferson counties while meeting the expectation and needs of customers, employees and the community at large and striving to continuously improve all services.

If you have questions, or suggestions, for The Gas Lines, please contact Newsletter Editor Carolyn Ramsey. Employees, customers, and citizens are invited to share in our newsletter. The Gas Lines is a publication of Jefferson-Cocke County Utility District. Call 623-3069 in Newport, or 475-7911 in Jefferson City. www.jccud.com

Know what's below: Call before you dig

Winter is on its way out and spring is on the way in and that means it is almost time to start planting spring flowers and working in the flowerbeds and sprucing up around the yard.

Planting flowers or shrubbery in the spring is always exciting with the weather warming up and the sun shining. However, you need to remember that there could be things buried underground that we need to find before you start digging.

By simply calling 811, we can have all the underground utilities located on your property so you know where to dig. This is a free service offered to you by your utility providers to insure your safety, while digging or working around your property.

Even if you are installing a mailbox post or fencing, a call to 811 can prevent an incident involving a buried natural gas line, electric line, water line, telephone or TV cable. These incidents can be dangerous and costly to repair to the property owner or the persons doing the work.

If you are digging in your yard or around the



PUBLIC SERVICE NOTES

Danny Barding
Operations Manager

house, and you hear a hissing sound or smell an odor (like rotten eggs), call the gas company at 423-623-3069 or 865-475-7911, and we will send someone to check.

If you accidentally hit a gas line while digging or doing excavation work, and you have

escaping gas, **DO NOT** try to stop the leak, but evacuate the area immediately and call JCCUD at 423-623-3069 or 865-475-7911. Stay away and keep all bystanders from entering the area until help arrives. **DO NOT** use cellphones in the area of the line cut. Immediately turn off all machinery and extinguish any open flames.

If you hit or even scrape a metal gas line and gas is not escaping, please call so we can repair the coating on the gas line. Metal gas lines have a protective coating on the outside to help prevent corrosion on the pipeline. Over time, if not repaired, this can cause a leak to develop in the pipeline.

Remember, if you re going to do any digging or excavating call 811. ■