

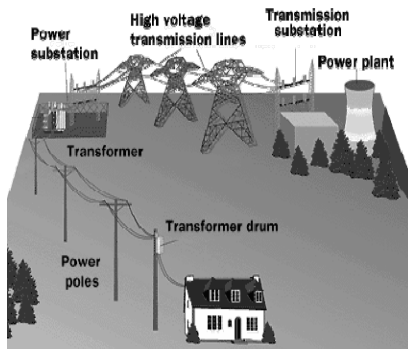
# Florence Energy News

## HOW DOES ELECTRICITY GET TO MY HOUSE

Most electricity is made by giant magnets rotating past copper coils, producing an electric current. The current is picked up by a power transformer. The electrical energy at this point is of medium high voltage.

The power transformer steps up the voltage and sends it through a series of switches to a primary substation. Voltages for long distance transmission are in the range of 155,000 to 765,000 volts in order to reduce line losses.

At the primary substation, the power is stepped down by a transformer to a lower voltage, usually to 44,000 volts. Electricity is transmitted long distances at a voltage higher than the voltage your appliances can use. If electricity were transmitted at the voltage your appliances need, by the time it got to your appliances, the voltage would drop and your appliances would not work properly.



The electricity is then sent to a distribution substation transformer near your home, where it is stepped down in voltage to 7,200 volts. You will also find regulator banks located along the line. They regulate the voltage on the line to prevent under-voltage and over-voltage conditions.

Outside your home is another transformer. It is designed to step down the voltage once more to a voltage suitable for your appliances. There are two

wires running out of the transformer and three wires running to the house. The two from the transformer are insulated, and the third one is bare. The bare wire is the ground wire. The two insulated wires each carry 120 volts. This arrangement allows a homeowner to use both 120-volt and 240-volt appliances.

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## WHEN THE LIGHTS GO OUT

The object of the electrical distribution system is to bring safe reliable electricity to you at a reasonable price. Like your home's electrical system, fuses and breakers protect the electrical distribution system. When your home's breaker goes out, it stays out, and you have to go to the switch box and turn the breaker back on. Our customers cannot live with one-shot breakers protecting the distribution system.



Our breakers will trip and then try to come back on. They will try to come back on a certain number of times and then shut off until utility workers clear the circuit and turn them back on. This helps keep your power on when a tree limb or other object brushes the power line.

Like in your home, the breaker protects a circuit or feeder so when there is a problem, the whole system does not fail. A fuse may protect sections of the feeder so if there is a problem on the end of the line, the whole line will not be affected, only the section downstream from the fuse.

Much planning goes into our electrical system to keep power outages to a minimum while holding down cost. The system in Lauderdale County has 47 electrical substations and 2,500 miles of power lines, enough power lines to go

from Atlanta to San Francisco! A well maintained right-of-way is essential for service reliability. We use environmentally-friendly scientific methods of line clearance and tree trimming to minimize outages caused by trees brought down by wind or ice.

With 2,500 miles of power lines in Lauderdale County, the power is occasionally going to go off. Our most valuable tool is our utility workers and tree trimmers who get the power back on. We have workers on call 24 hours a day, seven days a week. You may see our trucks in the middle of the night in the wind and rain even before the storm has passed.

You may see our workers on ice covered poles trying to get one more home or business back on line. Once your power is back on, our workers volunteer to go to other utilities to help them recover from storm damage.

We and our families live and work in Lauderdale County. We take pride in keeping the power on and getting it back on when the lights go out. Your address and phone number at the location where the power is off is the key to getting the power back on. If your power goes off, call our 24-hour dispatch office at 764-4456. We use your address and phone number at the outage location to determine if you are located in a planned outage area or if the outage is caused by accident or weather. Your address and phone number allows us to locate you in our service area. With your service located, we can keep you better informed and get your power back on as quickly and safely as possible.

To ensure we provide you with the most efficient service, call **760-6512** to update your phone number.

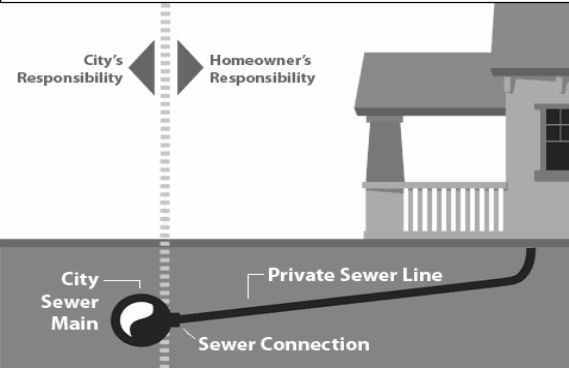
## SEWER SERVICE LINE:

### WHAT IS MY RESPONSIBILITY?

Because of a collapse or poor condition, you may need to have your private sewer service line replaced. The private service line is the line that connects to your home plumbing and extends to the City's main sewer line. Where do the homeowner's or business owner's responsibility end and the City's responsibility begin?

This is a common question. When repairing or replacing a private sewer line, the homeowner's or business owner's responsibility may extend beyond the owner's property boundaries. When repairing or replacing the owner's private sewer line, it is important that the plumber replaces or repairs the line all the way to the point of connection to the City's main line.

Figure 1 below depicts the owner's and City's areas of responsibility.



If you have any questions about your private sewer line (service line), please call 760-6637, Monday through Friday from 8:00 am to 5:00 pm. After hours, holidays, and weekends, please call 764-4456.

# February-March Calendar of Events

**Mar. 1 - April 12: Artistic Renderings of Youth**  
Location: Kennedy-Douglass Center  
Hours: 9 am - 4 pm Monday - Friday  
1 pm - 3 pm Sunday  
Admission: Free  
Contact: 760-6379

## First Fridays in Florence An Arts Event in Historic Downtown Florence

First Fridays is an enjoyable evening for locals and visitors to experience the artistic talent home to the Shoals and surrounding areas. Musicians will be performing, artists will have exhibits on sidewalks, and several downtown merchants will be open for visitors. Items will also be available for sale by artists. Come enjoy a family-friendly environment like no other in the area. Enjoy dinner downtown, then have a leisurely stroll through the arts. Join co-workers or bring your family to experience the wonderful excitement downtown Florence has to offer.

**March 2: First Fridays Indoor/Outdoor Events**  
*Every First Friday through December*  
Location: Historic Downtown Florence  
Hours: 5 pm - 8 pm  
Admission: Free  
Contact: 765-0365



# Florence ENERGY

NEWS YOU CAN USE FROM FLORENCE UTILITIES

Florence Utilities' goal is to supply electrical service with few interruptions. Much planning goes into our electrical system to keep power outages to a minimum while holding down cost.

If you do happen to lose power, make sure you provide us with your complete address and phone number. Your phone number allows us to locate you in our system and enables us to restore your power quickly. Also, if your phone number has changed, please contact us with your new number so that we can add it to our system. Read more about our electrical system inside.

To keep our utility customers more informed, the City of Florence Water/Wastewater Department has put together a series of three articles about sewer lines. The last article, "Sewer Service Line: What is My Responsibility?" appears in this issue. This article identifies where your private sewer line begins and ends and the City's area of responsibility.

[www.florenceutilities.com](http://www.florenceutilities.com)