



## **Your Hometown Electric Utility – Reliable in Any Season**

By: Brad Hiers, Interim Director Bartow Electric Utility

June 1 marks the beginning of the 2017 hurricane season. While we at Bartow Electric Utility hope this season is a mild one, we also want to remind you that your hometown utility is prepared to provide reliable electric service in any weather or time of year.

One question we sometimes hear is whether a municipal electric utility has the resources to provide reliable service and timely restoration in the event of a natural disaster. In fact, community-owned utilities have an exceptional track-record of reliable service. Our utility's service reliability is supported by our local presence and our statewide alliances with other municipal utilities.

At Bartow Electric Utility, we live in this community, and we know the area and its residents. If you ever have a problem with your service, you can call and talk to someone right here in town. You don't have to dial a "1-800" number that is answered in some other city and maybe even some other state. When we dispatch our line crews to take care of a problem, they get there quickly because they live and work here, and they know their town and its electric system.

Municipal electric utilities work together to combine the personal service of a local utility with the resources of a statewide organization. If we are ever hit by a major storm, our utility participates in a mutual aid agreement with other municipal utilities statewide. If we take a hit, they will come help us, and if they're hit, we can help them. We even have connections with municipal utilities in other states, so we can be sure to have the resources we need, even in a worst-case scenario. This agreement has worked well for a number of years. It is just one of many examples of how municipal utilities work together for the shared benefit of their communities.

So, although we hope for a mild and trouble-free hurricane season, we want you to know your hometown utility has the community power and statewide strength to provide reliable service in any season.