



# @T YOUR SERVICE



## A Word from the President

The employees of Paris BPU consider it a privilege and an honor to get to serve each of you. We remind ourselves often that our organization was established as a community servant. We understand our mission.

We continue to be busy with the work of improving our utility with the aim of being sustainable for many years to come. You will see updates on those projects in this issue. We are also moving our utility into the future with the construction of a fiber optic network. Be sure to get connected as we open up your neighborhood.

With the winter season ahead, harsh weather can bring on higher bills and potential outages. We have some info here on that also. Be sure to reach out to us when you need us. We are proud to be here for you.

— **Terry Wimberley, President & CEO**

## *Downtown & West Paris Water Rehabilitation Project*

The Downtown and West Paris water rehabilitation projects remain on schedule for completion in May 2026. Most water mains are now installed and active, with final work—including boring beneath railroad crossings—planned for early 2026. These upgrades will help modernize and strengthen our water system.

Customers may experience temporary road or sidewalk closures, brief water interruptions, or active construction areas. We appreciate your patience as we complete these important improvements.



## TEC New Neighbor Giveaway

A cozy home in a winter wonderland deserves a warm welcome! Sign up online as a new neighbor now through January 31, and you'll be entered to win a \$500 Visa gift card. Let's make this season magical together! Scan the QR Code to sign up!



## How to Report a Service Disruption

If you experience a power outage, call 731-642-1322 and select option 4, or report it through the MyBPU app by clicking Contact Us and choosing Report Power Outage. To report an interruption to your water service, please call 731-642-1322 and select option 0. Prompt reporting helps our crews respond quickly and restore service safely.



# Winter Weather Readiness

Winter weather can arrive quickly, but Paris BPU prepares year-round to keep electric, water, and wastewater services reliable. Before cold weather sets in, crews inspect equipment, review emergency response plans, and ensure on-call staff are ready to respond when needed.

### During winter storms, you can expect:

- Crews working safely and as quickly as possible
- Outages caused by ice, snow, or high winds may take time to restore
- Regular updates shared through our website and social media

### How you can prepare:

- Keep flashlights, batteries, and blankets on hand
- Charge mobile devices before storms
- Know how to report an outage
- Follow safety guidelines when using generators or alternative heat sources

Preparing together helps keep our community safe and connected all winter long.

## India Road Substation

As a public utility, one of our responsibilities is to ensure that our infrastructure is sustainable so that we may continue to deliver the essential services that you rely on.



This year, we completed an extensive rehabilitation project on the India Road substation, one of our distribution substations which was initially constructed in 1973.

