




A Touchstone Energy® Cooperative 

We are committed to the well-being of our members and employees to provide safe, reliable power and maintaining the company's financial strength.

How to reach us

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Keeping the Lights On

Maintaining reliability is a continuous process

Even a momentary interruption can mean significant losses to a business or frustration to our residential members. We not only understand that, but also strive to minimize interruptions with proactive measures toward that goal. Our commitment to system reliability is shown in our ongoing maintenance and planning.

1. Right-of-way maintenance. Controlling plant growth near power lines is an important part of providing reliable service.

Fallen trees and branches are a major cause of widespread power outages during a natural disaster. We have a comprehensive vegetation management program in place that includes trimming trees.

2. Overhead v. Underground. But, what if power lines are put underground? It's true that underground power lines experience fewer outages than overhead lines. However, when underground lines do fail, it takes considerably longer to find and fix the problem, and leaves members without power longer. Today, overhead lines are still more affordable to construct, repair, and maintain.

3. Driving the lines and more. Visual inspection is another piece of the reliability equation. GLP's employees are trained to not only read meters, but to look for problems as they drive around the system.

When equipment is not operating properly, is wearing out, or has loose electrical connections, the energy is converted to heat. Inspecting the system on a regular basis helps us keep these potential problems under control.

4. Regular inspection and testing. Our system maintenance efforts start in substations where the protective equipment is regularly tested and calibrated for optimum operation. Mechanical devices are tested and immediately repaired if necessary.

Poles are inspected for their integrity and questionable ones are replaced. Underground transformers, cabinets and other facilitates are inspected regularly as well.

5. Power Blinks. Power blinks, or momentary power flickers, occur when an obstruction, like a tree limb, animal or car, comes into contact with a power pole, line or transformer. To minimize the possibility of damage to the utility system or your home, a circuit breaker interrupts the flow of electricity for a fraction of a second.

If the object remains on the line, the breaker opens and tries to re-close two more times before the power goes out. At this point, a lineman will be dispatched to remove the obstruction and manually reset the breaker.

Without this feature designed into the system, every brief interruption would result in an outage lasting much longer.

On May 10th, the Powell Middle School arranged for students to visit several local businesses. Garland Light & Power, City of Powell, and Rocky Mountain Power teamed together to host about 9 students. We showed them what a lineman does. Students put on safety equipment and climbing gear. They also learned basic job tasks. Two of the linemen demonstrated climbing poles and the equipment that is used. Thanks to the students who participated.



Part of our safety program includes safety meetings. This particular meeting in May we learned about fire extinguishers. We learned about all the different types of extinguishers and which ones are to be properly used on specific fires. Then we even had the chance to practice. This particular fire was a wood fire and was being extinguished with water. It was nice to have that hands on training.



This institution is an equal opportunity provider and employer.

PAYING A DELINQUENT BILL!

Don't wait to long. A job GLP employees and some customers dread each month is collections of delinquent electric accounts.

Prior to doing collections, GLP notifies the customer by mail. We send a notice with the amount listed that is owed.

When you pay by the due date you keep money in your pocket because you will not pay these additional charges.

TRIP CHARGES

- Penalties.....1.5%
 - Collection Charges.....\$100.00
 - Reconnect Charges..... \$100.00
 - Overtime Reconnect Charges.....\$135.00
- Please pay the amount of your delinquent bill!!

811

Don't forget to call 811

Building a deck? Planting a tree? Installing a mailbox? 811 is the number you should call before you begin any digging project.

Every digging job requires a call, even small projects like planting trees or shrubs. If you hit an underground utility line while digging, you can harm yourself or those around you, disrupt services to an entire neighborhood and potentially be responsible for repair cost.

Remember 48 hours notice is required before you start to dig.

Summer Hours

Garland Light & Power is changing to a 4/10 work week from April 29 to Oct 4

Hours of operation will be:
 7:00 a.m. to 5:30 p.m. Monday through Thursday
 Closed on Fridays

Standby crews will be available from Friday through Sunday for outage situations by calling:
754-2881

Tips for spotting potential electrical hazards in your home

Electricity plays many roles in our lives, from powering baby monitors, cell phones and lighting, to running HVAC systems and appliances. No wonder we get so comfortable with its instant availability that when we flip a switch, we expect most systems or devices to do the job.

Remember, every electrical device has a purpose and a service lifespan.

While we can extend their operations with maintenance and care, none of them are designed to last or work forever. When electricity is involved, failures can present electrical hazards that might be avoided with periodic inspections.

Ground Fault Circuit Interrupters

Outdoor outlets or those in potentially damp locations in a kitchen, bathroom or laundry room often include GFCI features. They are designed to sense abnormal current flows, breaking the circuit to prevent potential electric shocks from devices plugged into the outlets.

The average GFCI outlet is designed to last about 10 years, but in areas prone to electrical storms or power surges, they can wear out in five years or less. Check them frequently by pressing the red test button. Make sure you hit the black reset button when you are done. Contact a licensed electrician to replace any failing GFCI outlets.

Loose or Damaged Outlets or Switches

Unstable electrical outlets or wall switches with signs of heat damage or discoloration can offer early warnings of potential shock or electrical fire hazards. Loose connections can allow electrical current arcing. If you see these warning signs, it may be time to contact an electrician.

Surge Protectors

Power strips with surge protectors can help safeguard expensive equipment like televisions, home entertainment systems and computer components from power spikes. Voltage spikes are measured in joules, and surge protectors are rated

for the number or joules they can effectively absorb. That means if your surge protector is rated at 1,000 joules, it should be replaced when it hits or passes that limit. When the limit is reached, protection stops, and you're left with a basic power strip.

Some surge protectors include indicator lights that flicker to warn you when they've stopped working as designed, but many do not. If your electrical system takes a major hit, or if you don't remember when you bought your surge protector, replacement may be the best option.

Extension Cords

If you use extension cords regularly to connect devices and equipment to your wall outlets, you may live in an underwired home. With a growing number of electrical devices connecting your family to the electricity you get from Garland Light & Power, having enough outlets in just the right spots can be challenging. Remember, extension cords are designed for temporary, occasional or periodic use.

If an extension cord gets noticeably warm when in use, it could be undersized for the intended use. If it shows any signs of frayed, cracked or heat-damaged insulation, it should be replaced. If the grounding prong is missing, crimped or loose, a grounded cord will not provide the protection designed into its performance. And always make sure that extension cords used in outdoor or potentially damp locations are rated for exterior use.

According to the Consumer Product Safety Commission, approximately 51,000 electrical fires are reported each year in the United States, causing more than \$1.3 billion in annual property damage.

Electricity is an essential necessity for modern living, and Garland Light & Power is committed to providing safe, reliable and affordable power to all or our members. We hope you'll keep these electrical safety tips in mind so that you can note any potential hazards before damage occurs.

