

WINTER 2015

# BEHIND THE LINES

the quarterly magazine for NES employees and retirees

NES' First  
**ACT OF SERVICE**  
Just The First Of 75!

**One** Of our **Own**  
RECEIVES HERO'S AWARD

**CUSTOMER SERVICE**  
Advisors of the Year  
*Interview with the Winning Duo*

**NES LINEMEN**  
Impress at  
Local Elementary

The  
**TVPPA**  
Traveling  
Trophy  
Goes To...











# BEHIND THE LINES

## Contents

### FEATURES

- 02 **In This Issue**  
See what's in store for the Winter 2015 issue.
- 06 **Customer Service Advisors of the Year**  
History is made this year as NES names two winners.
- 08 **The TVPPA Traveling Trophy Award**  
The Tennessee Valley Public Power Association named their Traveling Trophy winner.  
Hint: He's one of our own!
- 10 **Community Day at Harpeth Valley Elementary School**  
NES linemen explain the importance of staying away from power lines and demonstrate how they get the power back on after an outage.
- 12 **Senior Engineer Earns Hero's Award**  
The Metro Human Relations Commission honors NES engineer with a local hero's award.
- 14 **NES Employee Receives Accolades**  
A local construction company president commends NES employee for his professionalism and quick problem solving skills.
- 15 **NES Loves the American Heart Association**  
NES employees and their families walk to help prevent, treat and defeat heart disease.



## In This Issue

There's a lot to be proud of at NES. We have 1,000 of some of the best employees around. In this issue, you'll learn a little about how NES gives back to the Middle Tennessee community.

To celebrate our 75th anniversary, we've made a year-long pledge to complete 75 acts of service to the community. Our first act was a donation to local families just in time for Thanksgiving. Check out page 4 for details on the donation.

Our linemen visited another local elementary to show children the importance of electrical safety and the job of a lineman. They even let some teachers ride to the top of a bucket truck!

NES employees continue to give back by participating in the American Heart Association's

Heart Walk. They raised more than \$20,000 to help support AHA's mission!

The great work of our employees is noticed outside of the company as well. The Metro Human Relations Commission recognized an NES senior engineer with a "hero's award" for community involvement, the president of a local construction company praised an NES employee for his ability to stay calm and problem solve, and the Tennessee Valley Public Power Association awarded an NES lineman with the Traveling Trophy award.

See? There's a lot to be proud of here.

*Look for more information about NES on social media.*

 @nespower |  facebook.com/nespower |  youtube.com/nashvilleelectric





## *NES* *Bragging Rights*

Working in System Protection & Communication isn't **Rashed Fakhruddin**'s only talent. The senior engineer also frequents the set of ABC's Nashville as an extra. Check him out on set with Mario Van Peebles!



**Justin Bruce**  
@just1nbruce



Following

After riding 70 ft high in the @NESpower truck at Harpeth Valley Elementary in Bellevue, I'll stick to my ground gig.



RETWEETS  
4

FAVORITES  
6



Have any suggestions for **Behind the Lines** or want to submit news? Contact us at [CorpComm@nespower.com](mailto:CorpComm@nespower.com).



# Thanksgiving Kicks Off 75 Acts of Service to Celebrate Our 75th Anniversary

*As part of our 75th anniversary celebration, we've made a year-long pledge to complete 75 acts of service to give back to the Nashville community.*

For our first official act, a Thanksgiving food drive was organized by employees in NES' Customer Relations Department for our adopted school, Glenn Enhanced Option Elementary. According to the school, more than 96 percent of the student population qualifies for free and reduced lunch based on federal income poverty guidelines. NES Customer Service employees were split into seven teams and challenged to put together a combined total of 35 completed dinners.

The individual teams went above and beyond their goal by collecting enough donations for 45 dinners! Food boxes included everything necessary to enjoy a Thanksgiving meal: one ham or turkey, three boxes of stuffing, four cans of green beans, four cans of corn, two cans of yams, two cans of cranberry sauce and four boxes of macaroni and cheese. The food boxes were hand delivered by NES employees to the families at Glenn Enhanced Option Elementary.

"NES is often recognized for its long-standing commitment to Middle Tennessee," said Decosta Jenkins. "Our employees have shown a service mindset in their jobs and within the community. Our 75 acts of service initiative is a fitting way to celebrate their contributions and the commitment of NES to serve its neighbors."

As we continue our year-long celebration of 75 great years, we'll also continue giving back to our community. Look for updates in coming issues as we head toward our goal of 75 acts of service.





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# History is Made with the CUSTOMER SERVICE ADVISORS OF THE YEAR

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This year, for the first time ever, two people have been named Customer Service Advisor of the Year:

Christine Sakala and SimQuita Miller both received the Customer Service Advisor of the Month Award four times in the past year. They sat next to each other in the call center, so there was always an unspoken, friendly competition between them.

“SimQuita sat next to me since she first started at NES, so I was able to see her progress and grow,” Christine said. “I was so proud of her when I learned we won the award! I was more proud of her than I was of myself.”

“I was so happy when we both won,” SimQuita said. “We were both a little competitive, but we’re friends so it was a good kind of competition.”

Customer Service Advisors of the Year must go above and beyond what’s expected of them. SimQuita has always had a personal drive and tries to exceed expectations whenever she can. “It’s important to me to always do your best and find the positive in situations,” she said. She often sets goals for herself and tries to beat her own personal best.

“After some people work the same job for a long time, they feel stuck doing the same things over and over,” Christine said. “But you have to call on your own personal work ethic and give 100 percent

at all times. It’s good to find new and creative ways to keep it interesting.”

They both say winning the award is great by itself, but the perks aren’t bad either. Customer Service Advisors of the Year receive a monetary gift, a parking space close to the building and recognition at a board meeting.

“We work in a small call center, and we’re only as successful as the rest of our team,” Christine said. “The close quarters are good though. It helps us meet our goals because we know help isn’t too far away.”

“We hope that having two winners inspires others,” SimQuita said. “We hope this challenges everyone in the call center to see how many of us can meet our goals and win this award.”

The Customer Service Advisor of the Month Award is open to all 67 customer service representatives throughout the year. There are certain qualifications one has to meet in order to receive the monthly award. You have to be present,

you can’t be late or have any unscheduled leave, you must meet your call monitoring goals, and excel in your phone stats. At the end of each fiscal year, the Customer Service Advisor of the Year is awarded to the person who won the most monthly awards.



*SimQuita Miller*



*Christine Sakala*









# THE TVPPA **TRAVELING TROPHY** GOES TO...

It's pretty safe to say NES is home to some of the most skilled linemen in the country. Moreover, we're proud to say one of our very own placed first overall in lineman apprentice events at the 17th annual Tennessee Valley Lineman Rodeo.

**D**erek Pennington was not only presented the Tennessee Valley Public Power Association's (TVPPA) Traveling Trophy, he was the first lineman at NES to receive the award.

"There were more than 50 people competing at this rodeo," said Darrell Mangrum, operations manager at the West Service Center (WSC). "To come in first overall is a great accomplishment!"

This particular rodeo was the last one that Derek would compete in as a lineman apprentice, so he knew going in he had to give it his best shot. He competed in apprentice events such as Hurtman Rescue, Primary Insulator Replacement, Triplex Service Installation and Crossarm Relocation. Derek not only received perfect scores in many events, he finished them quickly - completing the Hurtman Rescue in one minute

and 27 seconds and the Primary Insulator Replacement in three minutes and 23 seconds.

"I was surprised when they told me I won the award," Derek said. "I've competed in rodeos in Memphis and Oklahoma, but this one was only the third I've participated in."

Just because Derek can't compete at the apprentice level anymore, doesn't mean he is done competing. He's hoping to join the team competitions for the next TVPPA Rodeo. There are two teams at NES, the Donelson Service Center team and the West Service Center team. Both teams practice together. They even get help from a lineman rodeo veteran, "Coach" Bill Braswell, line supervisor at WSC.

Congratulations, Derek! We're proud of you!





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VALLEY B





## Community Day at Harpeth Valley Elementary School

Imagine what it's like to be an elementary student and see your teacher ride a bucket high into the air. That's exactly what the students of Harpeth Valley Elementary experienced when David Baker and Matthew Woodside visited them for Community Day.

NES employees often visit schools to share safety information with students. We think it's important to expose students to various career opportunities to broaden their horizons. David, a working foreman, and Matthew, a lineman, have more than 35 years of combined industry experience - the students were definitely in for a treat.

"I enjoy working with the public and doing what it takes to make them feel comfortable," said David. "We not only look out for our fellow linemen, we also look out for our neighbors."

Students learned about NES safety and linemen responsibilities. David and Matthew explained where electricity comes from, how it gets into homes and explained that it's their job to turn the power back on when there's an outage. They shared the

dangers of electricity and reminded the children to stay away from power lines and always tell an adult if they see one on the ground. The students were able to see the safety equipment linemen use and even got to try on one of the first lines of defense, a lineman's rubber glove.

Many other local companies participated in Harpeth Valley's Community Day - including the Metro Nashville Police Department, whose representatives arrived in a helicopter. While the students were excited about the coloring books Matthew and David gave them at the end of the day, what they really wanted was for NES to get a helicopter, too. You read that right, DJ! The students are waiting.





## Senior Engineer Earns Hero's Award



Rashed Fakhruddin, senior engineer in System Protection & Communication, was recently awarded the Metro Human Relations Commission's Gail Kerr HRCules Award. The award is given to a member of the Nashville community who is a hero for human relations. The goal is to showcase the good things people are doing in the community in the hope that others will follow their lead. Rashed was honored for his interfaith work in Nashville as well as his efforts to educate members of the Muslim community on domestic violence.

In addition to the many boards Rashed serves on in the Greater Nashville area, he serves as president of the Islamic Center of Nashville. He travels throughout the city speaking about domestic violence and the dangers of violent crimes.

"NES has been very supportive of my efforts including employee volunteerism in schools for a long time," Rashed said.

About five years ago, the Metro Nashville Public School (MNPS) Engineering and Partnership Council approached Rashed about a way to help schools. He put together a presentation on the professional rubric and shared it with Vice President of Human Resources Herb DeBerry, who then shared it with the leadership team. It's now an official part of NES. Today, Rashed travels to about 15 high schools a year.

Creating the presentation was important to him because he knows the importance of teaching students about the career opportunities available for them. When Rashed was a freshman in high school, he decided







he wanted to be an engineer. But it wasn't until his freshman year of college that he actually knew what that meant. That's why he primarily speaks to freshmen when he visits schools.

Recently, Rashed visited McGavock High School to speak to students after hearing President Obama speak at the school. Walking in the hallway, the President's words still resonated with Rashed.

"Young people are going to do better when they're excited about learning, and they're going to be more excited if they see a

connection between what they're doing in the classroom and how it is applied," Obama said in his speech. "We've got to make sure that our high schools engage our children."

That's one of Rashed's goals, too – engage and encourage the high school students in Middle Tennessee.

In addition to school presentations, Rashed helped create the MNPS "My Future, My Way" Career Exploration Fair. The event allows companies to work together to represent career areas for students to explore. Approximately 7,000 freshmen from

the Academies of Nashville, Magnets of Nashville and charter high schools in Nashville visited the 2014 fair.

"There's just so much opportunity out there," Rashed said. "I'm willing to help out any and every person who can benefit from this."



# NES EMPLOYEE RECEIVES ACCOLADES FROM CONSECO GROUP PRESIDENT

Amazing things can happen when you stay calm and listen to the problem at hand.

NES recently received a letter from Phil Pace, president of The Conseco Group, a construction services company. Phil wanted to share a situation he had the previous week. His team was closing in on the completion of a new Express Oil Change project on Nolensville Pike. The corporate plans – which were generated out of state – lacked the detail in defining an NES approved electrical service. Before Phil knew it, reaching their deadline was in jeopardy.

That's when Phil called NES' Jon Sharp in the Meter Department for help. He didn't email Jon. He didn't even text him. Phil actually picked up the phone and called him.

"In this current day of avoiding conflict by using email and text, I'm very pleased that Jon took my call and listened to my concerns," Phil writes in his letter. "He offered resolution by adjusting his schedule and meeting me at the jobsite with the rest of the group within the hour."

Phil then goes into detail about how Jon calmly walked his team through NES requirements and described what needed to be done to complete the project. Jon impressed Phil in three ways. He first diffused the situation by listening. He described what needed to be done to meet NES standards, and he explained why the changes were necessary to prevent a dangerous situation.

"I commend Jon for his professionalism, high level of expertise and willingness to help," Phil writes. "It's rare today to find people of his caliber."

Thanks, Jon, for all your hard work!



/con·se·co/ n.

1. Construction Services Company
2. business builders, problem solvers, innovators.

Mr. Don Hill  
Mr. Billy Deaderick  
Nashville Electric Service  
1214 Church Street  
Nashville, TN 37246  
RE: Johnathan Sharp Recommendation Letter  
Dear Mr. Hill and Mr. Deaderick,

I'm writing in appreciation for the level of excellence that we received from the commercial construction services of NES. Specifically, I would like to acknowledge the services provided by one of your employees, Jon Sharp.

Last week, we were closing in on our completion of a new Express Oil Change project on 5817 Nolensville Pike. Our out of state generated corporate plans lacked the detail in defining a NES approved electrical service and our new electrical subcontractor had made some erroneous assumptions in constructing this service. Needless to say tempers flared, emotions ran high and we saw our deadline start to fade as our electrician tried to argue the case that what he had done was acceptable.

In this current day of avoiding conflict by using email and text, I'm very pleased that Jon took my call and listened to my concerns. He offered resolution by adjusting his schedule and meeting me at the jobsite with the rest of the group within the hour. Jon calmly walked our team through NES requirements and clearly described what corrective action needed to be done. Three things about Jon left a positive and lasting impression on me. First, he diffused an angry situation by listening at first to what the electrician had proposed. Secondly, he calmly described what had been done correctly and what needed to be changed to meet NES standards. And lastly, Jon explained why the changes needed to be made and how it would prevent a dangerous situation from happening.

I commend Jon for his professionalism, high level of expertise and willingness to help us, a valued NES customer. I also thank Jon for saving us time and money by enabling us to keep our deadline and bending over backwards to solve our problem. As I'm sure that you are aware, it's rare today to find people of his caliber and I hope that you are able to reward him for a job well done.

We look forward to working with Jon and NES again on future projects.

Sincerely,  
The Conseco Group, Inc.

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## NES Employees Show Love For The AMERICAN HEART ASSOCIATION

Cardiovascular disease is the number one killer of all Americans. In fact, someone dies every 39 seconds from cardiovascular disease. That's why it was important for NES employees and their family members to join forces on October 4 to participate in the American Heart Association's (AHA) 2014 Greater Nashville Heart Walk.

NES is a proud supporter of the AHA in its efforts to prevent, treat and defeat heart disease, stroke and other cardiovascular diseases. This year, our employees raised more than \$20,800 to support AHA's mission of building healthier lives, free of cardiovascular diseases and stroke.

A group from NES participates in the walk each year. This year's participation was counted as one of NES' 75 acts of service. Will we see you there next year?



### **NES participants:**

Shea Barger, Sandra Chapman, Ricky Davis, Dannie Funderburk, Pat Greer, Christopher Harvieux, Melissa Harvieux, Dave Van Hooser, Mia Janvier, Tanya Jernigan, Beverly Lancaster, Holly Lively, Meaghan Morgan, Dwayne Murray, Carla Nelson, Chris Thomas, Christopher Wagner, Kim Wilson and Latresa Witherspoon.



# NES POWER NEWS

For all things NES, including news, timely stories, important information and interesting issues, check out the NES Power News website at [NESPowerNews.com](http://NESPowerNews.com). This newly launched microsite serves as a communications hub for Nashville Electric Service so that you can access relevant content, news coverage, social media chatter, photos and video in one spot.

## BIRDS CREATE POTENTIAL POWER ISSUE AT SUBSTATION



Birds are creating potential problems at a NES substation, and crews are hoping a loud sound cannon will scare the birds away.

Birds are roosting at the Hermitage Substation. NES is proactively trying to avoid

possible power outages by using the cannon which produces a loud noise similar to firecrackers and disrupts the nesting pattern of birds that roost at the substation.

Beginning Wednesday, Dec. 3, and for the next several weeks, NES will use the sound cannon between the hours of 4 p.m. and 6 p.m.

Earlier this year, crews had to address the bird roosting issue at NES' Central Substation which provides electricity for a third of downtown Nashville, as well as the Pennington Bend and Watkins Park substations.

"We have not experienced any recent power outages because of the increased number of birds at the substation, but the potential is there," said **Jack Baxter**, NES Operations Manager. "The cannon should scare the birds and make them find someplace safer to roost."

The Nashville community was so interested in this story that multiple news outlets picked it up for their newspapers.

We even did an interview for FOX 17!

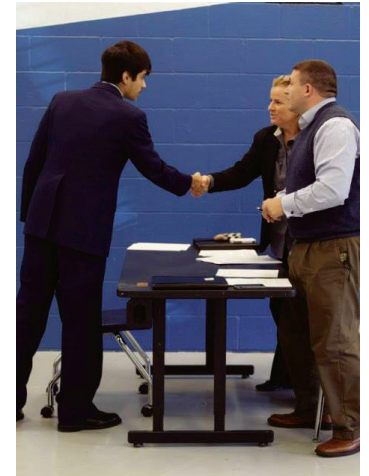


## NES HELPS STUDENTS PREP FOR JOB INTERVIEWS

For the third year in a row, NES employees have volunteered to conduct mock interviews with students at Maplewood High School's Academy of Energy & Power.

Teachers use the feedback from NES interview teams, made up of approximately 27 employees, to coach students on how to sharpen their interviewing skills and better prepare for career opportunities in the future.

Go to [NESPowerNews.com](http://NESPowerNews.com) for more details and for pictures from the week.



## NES AND KROGER MAKE SUPPORTING PROJECT HELP EASY



Fill your plate this holiday season and give others something to be thankful for. Shop at Kroger and a portion of your spending will benefit Project Help every time you use your Kroger Plus Card. By supporting Project Help, you're providing emergency energy assistance

for our elderly, disabled and low-income customers who are struggling to keep their heat on.

For steps on how to enroll, visit [NESPowerNews.com](http://NESPowerNews.com).



## NES CEO HELPS PLANT POWER LINE-FRIENDLY TREES IN EAST NASHVILLE

East Nashville looks a little greener after volunteers planted more than 100 trees in the Cleveland and McFerrin Park neighborhoods for ReLeafing Day. NES President & CEO, **Decosta Jenkins**, rolled up his sleeves and helped out as well.

NES has been a proud supporter of this worthwhile initiative since it began 12 years ago. The effort, led by the Nashville Tree Foundation, provided elm, maple, oak, sweet gum and tulip poplar trees to residents in the area.



Check out photos from this year's ReLeafing Day on our Facebook Album at [Facebook.com/nepower](https://www.facebook.com/nepower).

ReLeafing Day is held every year on the Saturday before Thanksgiving. In partnership with NES, the Tree Foundation has planted hundreds of power line-friendly

trees since the program began in 2002. These trees can be planted safely near power lines without worrying about trimming in the future.

ReLeafing Day evolved out of the Tree Foundation's highly successful ReLeaf Nashville project in which 6,757 shade trees were planted from 1998 to 2001 to replace some of the 20,000 trees that were destroyed by the '98 tornado.

## NES HOLIDAY TRADITION SAVES LIVES

NES has continued the tradition this holiday season of donating blood to help save lives. Dozens of employees rolled up their sleeves to give, resulting in 20 pints of blood for the American Red Cross.

The need for blood is constant. The Red Cross collects and distributes more than 40 percent of the nation's blood supply each year, and hospital patients need about 44,000 units of blood each day. Giving blood is an easy way to impact the community and make an impact in someone's life. Just one blood donation can help save up to three lives.

"Our employees are proud to support the American Red Cross and the hospitals and patients it serves," said NES President & CEO **Decosta Jenkins**. "NES typically hosts two blood drives each year on-site to allow employees the opportunity to donate."

To learn more about NES' donation and the American Red Cross, visit [NESPowerNews.com](https://www.nespowernews.com).

## NES MAKING CHRISTMAS BRIGHT FOR ANGELS IN NEED

NES said a big "Merry Christmas" through donations to The Salvation Army's Angel Tree program. NES employees have adopted and donated gifts for 85 angels this year and hope to make the holidays a little brighter for those in need.

Along with the familiar Red Kettles, the Angel Tree program is one of The Salvation Army's highest profile Christmas efforts. Angel Tree was created in 1979 and gives individuals and partnering corporations, like NES, an opportunity to adopt less fortunate children and seniors who would otherwise receive very little or nothing during the holiday season.

Read more about our Salvation Army Angel Tree donation at [NESPowerNews.com](https://www.nespowernews.com).





# BEHIND THE LINES

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