



## Enhancing Electric Facilities for Increased Reliability

By Gregg S. Paulson, Deputy Electric Director



Because our electric system is 80% underground, residential and commercial customers in the City of Manassas enjoy considerably improved service reliability.

In order to maintain that high level of service, the Electric Department is in the process of replacing older underground primary (15KV) lines as well as underground terminations in select areas of Manassas. The selection of which cable

and terminations to replace first is based on age and rate of failures of the cable and associated termination devices. Recently, electric crews have been replacing cable and terminations in Old Town Manassas on Center Street between East Street and Battlefield Drive. The Electric Department has budgeted funds to continue to replace older cable and termination equipment each year to maintain a high level of service reliability.

### New Switch for Courthouse and Jail

The Electric Department has also installed additional pad mount switches to improve the isolation of faulted equipment and back-feeding capabilities, further improving the reliability of service. Most recently a new switch was installed at Center Street and Old Courthouse Road to allow for back-feeding to

the Prince William County Judicial Center and the four-building complex of the Prince William-Manassas Regional Adult Detention Center.

### Strategic Pad Mount Switch Near Prince William Hospital

Several strategic pad mount switches throughout the system to help in the isolation and speedy restoration of service in the event of system outages have also been automated. These switches are monitored and controlled by our system operators through our SCADA (Supervisory Control and Data Acquisition) system. Just recently the Point of Woods Substation experienced an outage resulting in Prince William Hospital being without electric power. The Electric Department system operators were able to close a recently automated switch on Digges Road, restoring power to the hospital much sooner than would have happened, had the switch not been automated.

The City Manassas Electric Department continues to make system improvements in the distribution and operations of the system to increase safety and reliability to customers at the best possible cost.

The City's electrical system consists of 205 miles of primary lines, 15,150 electric meters, six electric substations, and 31 diesel generators that are used to reduce electric costs in the City. The annual peak electric load is 140 megawatts.

If you have any questions, please call Gregg Paulson, Deputy Electric Director, at 703-257-8358.

## Find the 'FERC' Credit on Your August Utility Bill

Thanks to the City's membership in the Virginia Municipal Electric Association (VMEA) and an audit of Dominion Virginia Power by the Federal Energy Regulatory Commission (FERC), you should see a fuel credit adjustment on your August utility bill.

The one-time fuel credit is the result of FERC not allowing some of the fuel charges assessed by Dominion Virginia Power from 2004 through 2009.

For City of Manassas residential and commercial customers the adjustment totaled \$353,356 and for

the largest commercial customers, Micron Technology Virginia and Lockheed Martin, the adjustment totaled \$285,415.

For a customer who used 1,000 kilowatt hours, the fuel credit adjustment would be \$8.96.

Look for the acronym "FA" on your August utility bill. This will reflect a fuel credit adjustment.

Don't look for a check in the mail – the Dominion Virginia Power one-time fuel credit adjustment has already been applied to your August utility bill.

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# Tim Lawrence Moves On

## *Electric Line Superintendent Kept Our Lights on for 30 Years*

In 1980, a young Tim Lawrence was hired by the City of Manassas as a laborer in the Street Department.

Six months later, he took a cut in pay to become a groundman in the Electric Department.

"Everyone thought I was crazy, but I knew over the long run, I was getting into a trade that could go somewhere," says Lawrence.

A groundman is like an apprentice under the supervision of journeyman electricians, working in the construction and maintenance of electrical distribution or transmission facilities.

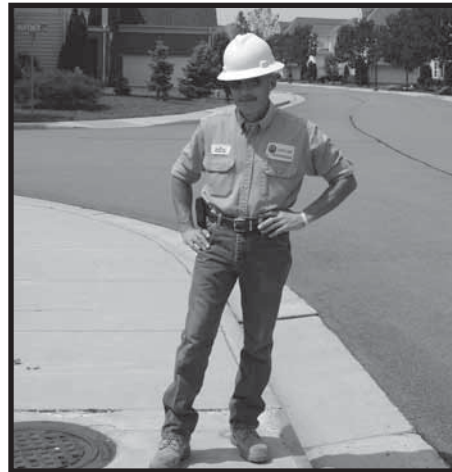
His decision gave him paid training as a lineman through a joint program between the City of Manassas and Northern Virginia Electric Cooperative (NOVEC). Lawrence went to school two weeks a year for four years (1989-1993), while documenting 8,000 hours of on-the-job training. He moved up from groundman to third-class lineman to second-class lineman. As soon as he earned his Virginia state journeyman/lineman certification, Tim Lawrence became a first-class lineman – and an instructor for others taking his same career path.

Two years later, in 1995, he was promoted to Electric Line Superintendent, his current position, and the one he will leave on August 25, 2010 after 30 years of service to the City.

### **Greatest Accomplishments**

Everyone who knows Tim, knows he's very dedicated and always willing to help,

not only here in the City of Manassas but also the sister Cities of VMEA (Virginia Municipal Electric Association). In 2003 Hurricane Isabel came through Virginia, and luckily we only had minor problems here and were able to restore power within a couple of hours. Our sister City Franklin, Virginia was not that fortunate. A call for help was answered by Tim Lawrence and a couple of our linemen. The group went to Franklin and assisted in the restoration of their power lines.



"I pride myself on being here at work each day and keeping the lights on. That's the main thing," he says.

One big advantage, he adds, is that the City of Manassas electric power lines are 80 percent underground.

"That keeps us out of a lot of storm trouble."

However no system is outage proof, so when the power does go out Tim Lawrence knows just what to do. In his own words:

"I guess my greatest accomplishment is knowing the electric system so well that I can restore power in a very timely and safe manner to minimize inconvenience for the City's citizens."

### **New Challenges**

After his retirement from the City of Manassas on August 25, Lawrence will hit the road for a new location and a new position. The Town of Berlin, Maryland, about six miles outside of Ocean City, MD on Route 50 East, has hired Tim Lawrence as their new Electric Utility Director.

"Thirty years is a long time," he reflects. "What I'm going to miss the most are the friendships among the people who work for the City and the people I've met over the years. That part is going to bother me the most. I feel like I'm losing my second family."

According to Mike Moon, Director of Public Works/Utilities, Tim Lawrence has been one of the most dedicated and reliable employees in the City workforce and will be greatly missed by his fellow co-workers.

### *Historic Manassas Inc., features the first annual*



**Saturday, Sept. 18 from 11 a.m. to 4 p.m.  
Old Town Manassas**

Attendees can taste the fare from local Old Town Manassas restaurants, while local artists showcase their work and local wineries offer wine tastings.

Live entertainment by local entertainer, Jason Paul Curtis will headline the event with The Fabulous Bob Meyers Trio.

Tickets will be required for tasting wine & spirits at \$10.00 per person, while food tastings are free.

For more information, call Historic Manassas, Inc. at 703-361-6599 or view [www.visitmanassas.org](http://www.visitmanassas.org).



### **MANASSAS UTILITY COMMISSION MEMBERS**

John M. Weber  
Harry K. Bowman  
A. Spencer Curtis  
Richard B. Milligan  
Dr. James C. Schornick  
Marc T. Aveni  
Clyde Wimmer  
Mike Moon

The Utility Commission meets the second Thursday night of every month at 5:30 p.m. at the Public Works Building, 8500 Public Works Drive, Manassas, VA 20110.

Utility Connection is published four times a year by the City of Manassas as a monthly utility bill insert and mailed to the City's more than 15,000 customers. Editor: Ana Davis, Utilities Services Manager.

For more information, call  
703-257-8276.

# Save the Date: Public Utilities Day is October 9



Public Utilities Day is an annual event at the City's Utility Department to help visitors of all ages understand their utilities – water, electric and sewer – better. This year's open house event will be held on Saturday, October 9 from 10 a.m. to 2 p.m. at the Public Works facility, corner of Portner Avenue and Breeden Avenue.

The open house is part of Public Power Week's 24th anniversary as a country-wide program to celebrate the importance of public power to local citizens, residential and commercial customers and elected officials. We want to show our appreciation of our customers, and celebrate the accomplishments of the men and

women who work hard every day to provide reliable service to the City.

Activities will include a tour of the facilities, a demonstration of the digger derrick that digs holes for utility poles, children's games, a hay-ride, door prizes and much more.

Last year 180 people enjoyed the food, fun, informational displays, hands-on demonstrations and more.

Learn more about how energy efficiency and conservation can help you save money during tough economic times –

while reducing your carbon footprint, and take advantage of the tools your utility currently offers to help you.

For more information, about this event, or scheduling a group tour of the facilities, any time of the year, call Ana Davis, Utilities Services Manager at 703-257-8276.

## WIDENING OF WELLINGTON ROAD MOVES FORWARD

Improvements to construct Wellington Road into a four-lane section between Route 28 (Nokesville Road) and Godwin Drive will begin this fall.

This is a 3,000-foot project that will widen Wellington Road and add curb and gutter; stormsewer; and a multi-use path along the corridor. New streetlights and an upgraded 16-inch waterline will be utility improvements provided in conjunction with the project. The project was bid on June 17 and construction should start in August. The contractor for the project is Martin & Gass, Inc., from Alexandria, Virginia.

Traffic on Wellington has increased since the building of the Va. 234 Bypass and George Mason University's Prince William Campus. As part of that project, Ashton Avenue will be extended to Wellington Road, and the crossing at Cockrell Road will be eliminated.

This traffic improvement project is in conformance with the City's Comprehensive Plan.

## WATER DEPARTMENT INCREASES FIRE FLOW TO CITY STREETS

Water is our most precious resource. This is especially true when considering firefighting applications.

Along with equipment, training, and efficiency of the firefighting personnel, an adequate water supply for firefighting plays the most important role in our ability to protect life and property from fire.

Water Department crews recently looped an eight-inch water main on Dumfries Road, between Barrington Park Drive and Milic Street in the City of Manassas. The benefits of the completed project include redundant water feeds, increased fire flows by a factor of three, and improved water quality to customers along the streets and cul-de-sacs off of Karlo and Milic Streets.

### FOR MORE INFORMATION

Contact: Dominic Brancaccio, P.E., Deputy Director  
Water & Sewer for the City of Manassas  
at 703-257-8380.

## CITY UTILITIES INSTALLS New Phone System Software

The City of Manassas Utilities Department is installing a new customer service phone system with interactive voice response and automatic speech recognition software.

The new system will allow customers calling in to:

1. Access your account information 24/7 to determine your account balance and due date.
2. Connect to a third party to make a utility payment by credit card.
3. File an outage report. The system will recognize your location by your phone number.
4. Select from a menu of "frequently asked questions" to get immediate answers.
5. Transfer to a customer service representative during normal business hours.

These are just a few applications of the new voice recognition software:

- Voice To Text for Menu Navigation
- Message and Recording Services
- Locator Services
- Customer Service
- Credit Card Processing
- Voice Mail

The new system will also recognize incoming phone callers by their location, and collect around-the-clock information from callers, converting voice input to text and speeding response time to callers. The system automates routine tasks, thereby freeing customer service representatives to wait on lobby customers during business hours and concentrate on more complex service requests. The system also expands call capacity faster, and at a lower cost.

The new automated phone system software will be installed by September.

You can access the system by calling:  
**703-257-8245** or **703-257-8219**.

## We Need Your Number

To fully participate in the new automated phone system, the Utility Department is asking all City residential and commercial customers to fill in this form, cut it out, and return it with your next utility payment:

Name \_\_\_\_\_

Address \_\_\_\_\_

E-mail Address \_\_\_\_\_

Please indicate your primary contact phone number where you can be reached first:

1. Primary Contact phone number \_\_\_\_\_

\_\_\_\_ Home phone    \_\_\_\_ Work Phone    \_\_\_\_ Cell Phone

2. Secondary Contact phone number \_\_\_\_\_

\_\_\_\_ Home phone    \_\_\_\_ Work Phone    \_\_\_\_ Cell Phone

3. Third Contact phone number \_\_\_\_\_

\_\_\_\_ Home phone    \_\_\_\_ Work Phone    \_\_\_\_ Cell Phone

*Thank you for being pro-active by providing us with this up-to-date information.*

## THE MANASSAS CHORALE



The Manassas Chorale has been singing for the citizens of Manassas since 1994. Under the leadership of Rebecca D. Verner, the Chorale has grown to over ninety voices. This auditioned group was named the Non-profit Arts and Entertainment Member of the Year from the Prince William/Greater Manassas Chamber of Commerce and was honored with the Kathy K. Seefeldt award for Outstanding Arts Organization. The Chorale sings regularly for retirement facilities, churches, and civic events. They sing annually at Bruton Parish Church in Williamsburg for the Christmas Candlelight Concert Series, and have performed at Carnegie Hall in New York City. For their 2010-2011 concert season, the Chorale will perform four concerts at the new Hylton Performing Arts Center on the Prince William campus of George Mason University:

Friday, October 8, 2010  
7:30 p.m.

Saturday, December 4, 2010  
7:30 p.m.

Saturday, March 12, 2011  
7:30 p.m.

Saturday, May 14, 2011  
7:30 p.m.

For ticket information, go to the Chorale website at [www.manassaschorale.org](http://www.manassaschorale.org) or contact them at [manassaschorale@live.com](mailto:manassaschorale@live.com).