

Merry  
Christmas  
from the  
employees,  
directors  
and attorney of



## Pickwick Electric Cooperative

Scotty Ashe  
Wes Ashe  
Bart Barnes  
Bobby Barnes  
John Bowers  
Jerry Boyette  
Janet Browder  
Phillip Burns  
Morris Carothers  
Larry Carroll  
Trent Chandler  
Josh Coats  
Chris Combs  
Pat Congiardo  
Stacy Dancer  
Robert Davis  
Jimmy Dickey  
Logan Doyle  
Karl Dudley  
Jay Durbin  
Clyde Garrison  
Donny Gibbs  
Lori Hamm  
Larry Hall  
Mike Harris

Wes Harrison  
Brent Hanna  
Brad Howell  
Jon Hughes  
Jeremy Hurst  
Jackie Inman  
Debbie Tennyson  
Billy Jackson  
Keith Johnson  
Tim Jones  
Willie Jones  
Donna Kennedy  
Steve King  
Beverly Lambert  
Kenny Lambert  
Joey Lawson  
Bobby Mask  
Katie McClain  
Tina McDuffy  
Adam Mitchell  
Layne Moffett  
Jeanie Montgomery  
Derek Moore  
Pat Moore  
Terry Pearson

Todd Pippenger  
Tommy Price  
Don Reynolds  
Matt Rickman  
Trey Riley  
Angie Robinson  
Mindy Rogers  
Christy Rowsey  
Kevin Roy  
Justin Shirley  
David Sims  
Maynard Smith  
Eric Smith  
Darren Smith  
Tony Smith  
David Tacker  
Keith Taylor  
Randall Taylor  
Eddy Warren  
Kelly Weatherford  
Jackie Weaver  
Sharon Wicker  
Chuck Wilkerson

## Board of Directors

Ray Allison  
Jimmy Dickey  
Harold Finley  
Ronnie Fullwood

Dean Glidewell  
Jamie McAfee  
Owen Qualls  
John Roberts

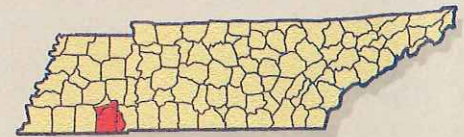
Shawn Smith  
Terry Abernathy,  
Attorney



## Pickwick Electric Cooperative

Serving members in all of  
McNairy County and  
portions of Chester,  
Hardeman and Hardin coun-  
ties in Tennessee and Alcorn  
and Tishomingo counties in  
Mississippi

530 Mulberry Avenue



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Selmer, TN 38375

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(731) 632-3333

1-800-372-8258

Web site:

[www.pickwick-electric.com](http://www.pickwick-electric.com)

These five pages contain local  
news and information  
for members of Pickwick Elec-  
tric Cooperative.



# William Jones to retire with 34 years of service

After 34 years of service to Pickwick Electric Cooperative, Willie Jones will retire his climbing hooks on Dec. 29, 2006. He knows that retiring will take some getting used to, but he has several hobbies and plans to enjoy each one of them.

Jones began his career at PEC on June 5, 1972, as utility man. Within two years he moved into the groundman position. In August 1978, he advanced to apprentice lineman and for the next four years was trained and educated in the lineman field. He assumed the journeyman lineman position in August 1982.

During Jones' years at PEC, he worked for five different operating superintendents: Marvin Wilkes, John Mitchell, Karl Dudley, Bobby Whitley and Jackie Weaver. As the many faces of PEC changed, the trucks and other equipment have also changed dramatically. Today, a crew of two men can literally lift and set a pole in a matter of minutes, rather than hours.

According to Jones, one of the things that has not changed is the willingness of the line crews to still climb a pole and brave the worst weather to provide you with all the comforts that electric power offers.

Jones says of his career at PEC: "The most thrilling and enjoyable moments were when the customers showed their appreciation to the crews after their power was restored from the tornado of 1991 and the ice storm of 1994." He says he felt it was his duty to put PEC first, especially when he was on call.



**William Jones**

He is also an active member of the Adamsville Methodist Church and the Masonic Lodge.

"Willie is a dedicated member of the PEC team, but, more importantly, he is a good person," says PEC President Karl Dudley.

As for the future, Jones plans to travel, do some camping, shop for antiques and enjoy his hobbies, which include working on and restoring old gas pumps, collecting Coke memorabilia and woodworking.

Jones leaves the younger employees with this advice: "You need to be dedicated to serving the public; that is what the cooperative is all about."

Jones attended Stantonville Elementary School and Michie High School. Prior to joining PEC, he was employed with Townhouse. He and his wife, Sue, live in Adamsville and have two children, Todd Jones and Jennifer Lacey, along with six grandchildren. Todd is director of radiology at Hardin County General Hospital, and Jennifer is a paralegal for Gilbert Parrish, Attorney at Law in Savannah.

Jones served as a volunteer fireman for several years.



**Jones' first day on the job at PEC as utility man in June 1972.**

# Enhancing our services to meet your needs

## Dispatch call center gives PEC 24/7 coverage

**A**t Pickwick Electric Cooperative, we are constantly looking for ways to better serve our members. One area PEC



**The Cooperative Response Center is located in Dunlap, Tenn.**

recently recognized was the need for additional help in answering major outage calls and dispatching after normal business hours. This has always been an area of concern at PEC because it was an almost impossible task for one person to answer trouble calls and dispatch crews at the same time. During a major outage, you probably received a busy signal until additional personnel

could get to the office to help. Usually this took some time. For this reason, PEC looked for other alternatives that would provide better service for our members

In October, PEC employed the services of the Cooperative Response Center (CRC) located in Dunlap, Tenn. CRC is a dispatching organization that was formed in 1992 by a group of electric cooperatives to address the growing telecommunications needs of the members they serve. Since then, the organization has grown and now serves more than 148 electric cooperatives.

With its advanced telephone and computer technology, CRC is able to answer hundreds of calls per hour. Trained personnel can quickly answer calls and dispatch our duty crews while providing up-to-date information about the situation. In addition, they also handle any overflow calls during normal business hours when call volume is high.

The CRC operator will answer the call and request such information as name, address, phone number and account number. If the caller is reporting an outage, the operator will send this information to PEC's on-call supervisor, who in turn will dispatch the duty crew to the problem area. If the supervisor receives additional information after dispatching the duty crew, he will relay these new details to them by cellular phone or two-way radio.

Once the duty crew arrives at the site, they will evaluate the problem and call CRC to let them know if it is going to be an extended outage. They also contact CRC as soon as the electricity is restored. CRC then passes this information on to members who have called in and requested a call-back.

We know that most people prefer to talk to a live person. For the most part, you still get to talk to a human when you call the office, day or night. But it's nice to know that when the storm hits and we are receiving a large number of calls, we have the automated technology available to process the report, dispatch our crews quickly and get your power restored as soon as possible.



**Customer service representatives at CRC take outage calls and contact PEC's duty supervisor. Any calls placed after normal working hours will actually be answered by a customer service representative in Dunlap.**



# Fresh-picked lemons

When you think about fresh-picked fruit in McNairy County, lemons don't usually come to mind.

But lemons, some as big as grapefruits, are being grown in Pocahontas by Daniel and Betty Duncan. These lemons average weighing between two and two and a half pounds and measure eight inches in diameter. This sounds a little hard to believe for most people in this area, but it's true.

For the past 13 years, the Duncans have been growing two different species of lemons: Ponderosa and Meyer.

While both varieties of lemons came from a nursery in Connecticut, the Ponderosa was taken as a clipping from a 90-year-old mother tree at the nursery. It takes eight to nine months for the lemons to fully mature, and they are harvested in November.

"Most people don't realize that plants in a greenhouse need to be pollinated," explains Mrs. Duncan. "Our lemon trees are carefully hand-pollinated with a Q-tip and stored in a heated greenhouse for about five months out of the year.

"My husband and I get approximately 200 lemons from our trees each year. Last year we picked enough lemons to freeze about four gallons of juice."

The Duncans use the juice to make fresh lemonade and pies. "What I enjoy the most are those fresh-baked lemon pies she prepares, they are delicious," says Mr. Duncan.

"Three Ponderosa lemons will make two lemon pies, but the Meyer lemons are still my favorite because the juice is so much sweeter," says Mrs. Duncan.

As the lemons begin to mature, the Duncans' six grandchildren keep a watchful eye on the maturing fruit. One year, Mr. Duncan noticed that someone had taken three of the big lemons right off the tree.

Mrs. Duncan says, "When you have lemons this size, it's easy to notice if one is missing."

Not everyone will believe you when you tell them about the grapefruit-size lemons. Occasionally, the Duncan's have local residents ask for a lemon or two to prove that they really are that of a grapefruit.

This year the couple is growing a new variety called a Variegated lemon. This lemon is yellow with green stripes and pink inside.



**Daniel and Betty Duncan are especially proud of their grapefruit-sized lemons. These Ponderosa lemons weigh more than two pounds each. Below is a beautiful Dahlia, also grown by the Duncans.**



"I can't wait to see how these new lemons turn out," Mrs. Duncan says.

The Duncans also grow Washington and Valencia oranges, which are sensitive to the weather and must

be put in the greenhouse during the winter months.

In addition to lemons and oranges, the Duncans grow a variety of flowers, ranging from Angel and Devil Trumpets to Dahlias, Brugmansias and Confederate Roses.

If you would like more information about the Duncans' Lemon trees, call them at (731) 645-9644. Who knows? They just might invite you to sample a fresh-squeezed glass of lemonade or a piece of lemon pie.

# PEC employees receive service awards

Congratulations to seven PEC employees who received service awards during 2006. They have a combined total of 140 years of service.



**Wes Ashe**  
Five years



**Lori Hamm**  
Five years



**Kevin Roy**  
Five years



**Kenny Lambert**  
20 years



**David Sims**  
30 years



**Layne Moffett**  
35 years



**Bill Jackson**  
40 years

## Owen Qualls completes 20 years as PEC board member

At right, Owen Qualls, PEC board vice chairman, left, is presented with a bronze statue by Karl Dudley, PEC president, in recognition of 20 years of service as a PEC board member.

Qualls was elected as a board member for District 8 in August 1986. Since that time, he has completed the Board Leadership certification and the Credentialed Cooperative Director certification offered by Tennessee Electric Cooperative Association and National Rural Electric Cooperative Association.



*The PEC office will be closed on:*

*Friday, Dec. 22, 2006*

*Monday, Dec. 25, 2006*

*Monday, Jan. 1, 2007*

*Happy Holidays*

