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City of Tallahassee Utilities receives national achievement award

Orlando, Florida, June 22, 2021 — The city of Tallahassee Utilities in Tallahassee, Florida, received an American Public Power Association E.F. Scattergood System Achievement Award during APPA's National Conference in Orlando, Florida. The award honors APPA member systems that have enhanced the prestige of public power utilities through sustained achievement and customer service.

The city of Tallahassee Utilities represents the heart of the local community, routinely providing aid to neighboring communities in need following natural disasters. The city offers many customer-focused initiatives, which expanded to address COVID-19 impacts. When the pandemic hit, the city quickly offered relief programs. To help customers facing hardships, the Utility Relief Program offered a deferred payment option and provided a one-month electric rate reduction of 27 percent. Its pandemic response reinforces Tallahassee's long-standing customer-focused efforts.

Additionally, being impacted by Hurricanes Hermine and Irma and suffering severe impacts in the wake of the powerful category 5 Hurricane Michael, Tallahassee knows the importance of mutual aid. Michael left more than 95 percent of city electric customers without power. Over 800 field personnel, including more than 400 public power lineworkers from 80 public power communities in 15 states, helped Tallahassee recover in record time. Over 90 percent of customers were restored in four days, with 100 percent restoration in under a week.

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The American Public Power Association is the voice of not-for-profit, community-owned utilities that power 2,000 towns and cities nationwide. We represent public power before the federal government to protect the interests of the more than 49 million people that public power utilities serve, and the 93,000 people they employ. Our association advocates and advises on electricity policy, technology, trends, training, and operations. Our members strengthen their communities by providing superior service, engaging citizens, and instilling pride in community-owned power.