Reliable. Efficient. Clean.

Natural Gas

How-to-Switch Guide

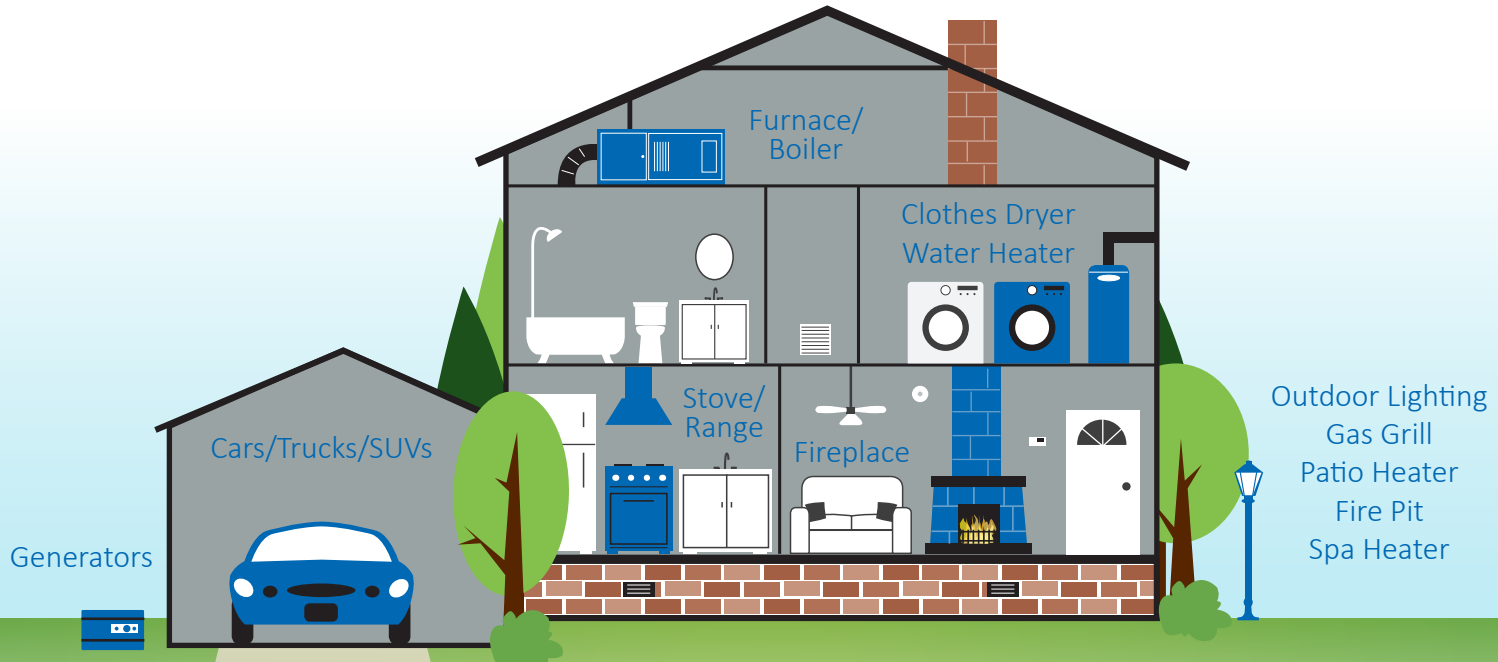
ROCKY MOUNT PUBLIC UTILITIES

Natural Gas:
How-to-Switch Guide

Why choose Natural Gas?

Natural gas can be used for a wide variety of applications, including space heating, water heating, cooking, clothes drying and outdoor living. With a high energy density, natural gas works harder and more efficiently with less waste.

- Natural gas heats water twice as fast as a standard electric water heater.
- Natural gas provides precise, even, and efficient cooking temperatures and provides instant heat for cook tops, ovens, ranges, and grills.
- Using natural gas patio heaters can extend the outdoor season by providing heat year-round.
- Natural gas logs and inserts eliminate the messy wood and ash of traditional fireplaces and fire pits.
- On average consumers can dry two loads of clothes in a natural gas dryer for the same amount of money it costs to dry just one load in an electric dryer.
- Natural gas can be used as fuel for back-up generators.



For more information on the many ways to use natural gas, visit *utilities.rockymountnc.gov*.

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Why choose Natural Gas?

Domestically Produced

More than 80% of the natural gas used in the U.S. is produced domestically. Also, service is less vulnerable to storms and extreme weather because natural gas is delivered via an underground distribution system. Natural gas is always available; which means customers will not run out, and there is no need for a storage tank.

Efficient

Approximately 92% of the natural gas produced at the wellhead is delivered to customers as usable energy. Taking into account the full-fuel-cycle from production to the customer, homes using natural gas appliances use 32% less energy than similar homes using all electric appliances according to the American Gas Association (AGA).

Reduced Carbon Footprint

Homes using natural gas appliances have approximately 46% less carbon footprint than homes using electricity generated from coal and 30% less than fuel oil. Natural gas radiant heat and fireplaces also improve the air quality in the home by cutting down on dust and allergens.

Affordable

Households that use natural gas appliances for heating, water heating, cooking and clothes drying spend less money than those using electricity or propane for the same applications. On average, homes using natural gas instead of electricity save $506 per year, and homes using natural gas instead of propane save $2,275 per year.

Residential Annual Energy Cost Comparison

	Home Heating	Water Heating	Clothes Drying	Cooking
Natural Gas	$599	$258	$49	$39
Electric	$728	$559	$95	$70
Propane (@$2.69/gallon*)	$2,055	$880	$159	$126

The calculations for Natural Gas and Electric are based on the current City of Rocky Mount residential rates. The City's residential facilities fees of $14.00 per month (April through September) and $34.00 (October through March) for natural gas and $26.00 per month for electric are not included in the individual end-use costs.

NOTE: Actual savings may vary depending on energy costs, size and design of structure, number of residents, efficiency of equipment, and usage.

**Source: U.S. Energy Information Administration, Weekly North Carolina Propane Residential Price (Dollars per Gallon)*

Incentive Program

RMPU offers an incentive program to encourage homeowners, builders, developers, general contractors and restaurant owners to install natural gas appliances in new construction for residential, commercial and industrial buildings outside the City's electric territory. New construction includes additions and expansion projects that add new space to an existing structure. Customers converting or replacing an appliance to natural gas from a fuel source other than the City's electric system, such as propane, are also eligible for the incentive program.

Natural gas equipment eligible for incentives include:

- New installation of: water heater when installed in combination with natural gas as the primary heating source, clothes dryer, cooking range and restaurant cooking equipment to include fryers, griddles, ovens, and/or steamers.
- Conversion or replacement* of: water heater, heating system(s), clothes dryer, cooking range and restaurant cooking equipment to include fryers, griddles, ovens, and/or steamers.

**Replacement of existing natural gas appliances served by the City are not eligible for this program.*

Available Incentives

Appliance	Incentive Amount
Water heater and heating system as primary heating source (*new installation only*)	$300
Clothes dryer *(new installation, conversion or replacement)*	$50 (per appliance)
Cooking range *(new installation, conversion or replacement)*	$50 (per appliance)
Heating system (*conversion or replacement only; excludes space heaters*)	$100 (per appliance)
Water heater (*conversion or replacement only*)	$200 (per appliance)
Restaurant cooking equipment, including fryers, griddles, ovens, and/or steamers *(new installation, conversion or replacement)*	$500 (per appliance)

For more information or to apply for the Incentive Program, visit *utilities.rockymountnc.gov.*

Switching to Natural Gas Checklist

The following checklist will help guide you through the steps of switching your home to natural gas:

Numbers without a checkbox are the responsibility of RMPU. Numbers with a checkbox are the customer's responsibility.

1. ☐ **Contact a licensed HVAC contractor** to determine the cost and feasibility of switching to natural gas. Locate a licensed HVAC contractor by visiting *www.nclicensing.org*.

2. ☐ **Apply for natural gas service** through the Customer Service department.

   Customer Service representatives are available by phone at (252) 972-1250 or in person at City Hall, located at 331 S. Franklin St., Rocky Mount, NC 27802. Online applications are available at *rockymountnc.gov*.

3. **RMPU will determine the location of the gas meter.** An RMPU representative will contact you to schedule a time to visit your property to determine meter location and if any installation costs are required. Once the meter location is determined, an installation date will be set.

4. ☐ **Obtain a mechanical permit.** Confirm with your contractor who will obtain the permit (you or your contractor). You are responsible for the cost of the permit.

5. **RMPU will install the gas service line** from the main at the front of the property to the site of the meter location.

6. ☐ **Install gas lines from the meter location to the appliances.** (This must be done by a licensed HVAC contractor.)

7. ☐ **Install or convert the appliance(s) to use natural gas.** (This must be done by a licensed HVAC contractor.)

8. **RMPU will install the meter and turn the gas services on** after the work passes inspection.

9. ☐ **Contact the contractor** to activate the gas service to the interior of the home.

Frequently Asked Questions

What is the process for having a natural gas main installed if there is not already one available at my property?

If a natural gas main is not already available, one would have to be installed in order for you to receive natural gas service. You will need to speak with an Energy Resources gas division representative to find out if a main could be installed and if there are any costs associated with the installation. For information, call the Energy Resources gas distribution manager at (252) 467-4809.

If a gas main is available at my property, how much will it cost to have natural gas service lines installed from the main to my home?

Up to 100 feet of service line for the first natural gas appliance will be installed at no cost to you. If needed, an additional 25 feet of gas service line will be provided for each additional natural gas appliance connected. Additional footage is installed at a cost of $5.00 per foot, if needed. Thirty (30) days after the service has been installed, the minimum charge for gas will be billed to the customer each billing period. This minimum charge shall be continued for a period of 24 months after the initial charge.

Does it cost anything to convert my appliances?

Yes. Many appliances can be converted by using a conversion kit. Your HVAC contractor will provide you with the estimated conversion costs, which are based on time and materials (labor, parts and materials, permit costs, etc.)

Can all appliances be converted to natural gas?

No. Some appliances either cannot convert or are too expensive to convert. You may consider buying a new natural gas appliance in that situation.

Will the City of Rocky Mount help me with converting my appliances?

No. You will need to contact your own HVAC contractor to install or convert appliances.

How much does a mechanical permit cost?

The cost for the permit varies according to the work being done. You are responsible for the cost of the permit. The Inspections office will notify Energy Resources when your inspection is complete, and a technician will set the meter.

Does the City install natural gas service for mobile homes?

The City does not install natural gas service for mobile homes unless the home has a brick or concrete foundation.

Contact Information

Customer Service

For all billing questions or to apply for service, contact a Customer Service representative:

By Phone: (252) 972-1250
By Email: *customerservice@rockymountnc.gov*
In person: City Hall, located at 331 S. Franklin St., Rocky Mount, NC 27802

Natural Gas Incentive Program

To apply online, visit *www.rockymountnc.gov/utilities/gasincentives.html.*

For questions about the incentive program, contact an RMPU representative:

By Phone: (252) 972-1269
By Email: *energyspecialist@rockymountnc.gov*

Natural Gas Service Installation

To inquire about natural gas availability in your area, call Customer Service at (252) 972-1250.

To inquire about having a natural gas main or service lines installed and the associated costs, call (252) 467-4809.