

Your Energy Connection



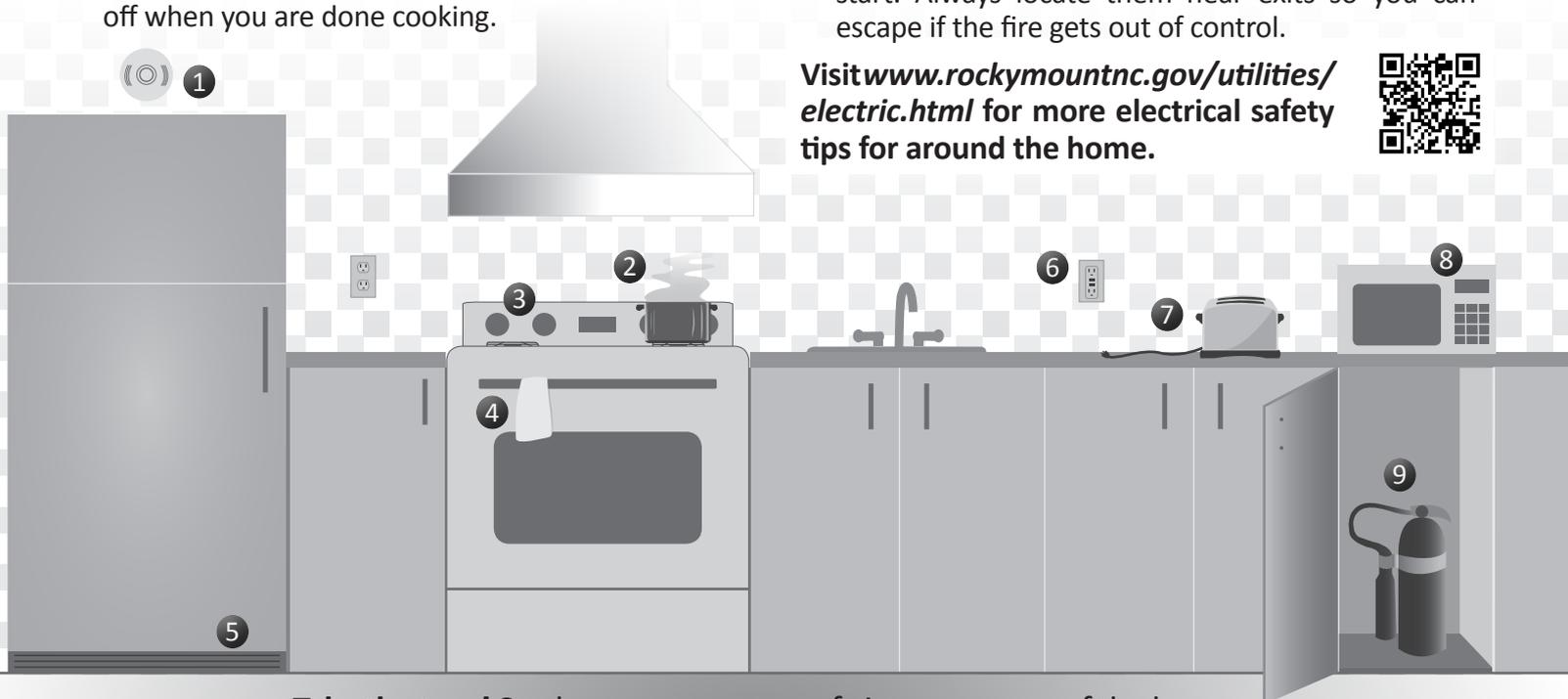
April 2014

Electrical Safety in the Kitchen

There truly is no place like home; and at the heart of the home is the kitchen, where families cook, share meals, and spend time together. However, the kitchen is also a place that contains potential safety hazards. According to the U.S. Fire Administration, one-third of all home fires begin in the kitchen. Therefore, in honor of National Electrical Safety Month in May, Rocky Mount Public Utilities (RMPU) would like to remind you about electrical safety practices that will keep you and your family safe:

1. Test smoke alarms monthly. Replace the batteries once per year and the smoke alarm every 10 years.
2. Stay in the kitchen at all times when you are cooking. Unattended cooking is the leading cause of home fires in the U.S.
3. Double check that oven burners and appliances are off when you are done cooking.
4. Keep flammable items, such as towels, napkins and potholders, away from the stove and oven.
5. Vacuum refrigerator coils every three months to eliminate dirt buildup that can reduce efficiency and create a fire hazard.
6. Use ground fault circuit interrupter (GFCI)-protected outlets in areas where electrical products might come in contact with water. GFCIs protect against shock and electrocution.
7. Keep countertop appliances away from the sink and the cords away from hot surfaces. Unplug appliances when not in use.
8. Clean dirt and food residue off of appliance surfaces that are exposed to heat. Splattered food could ignite if not cleaned prior to the next use.
9. Place fire extinguishers in places where a fire may start. Always locate them near exits so you can escape if the fire gets out of control.

Visit www.rockymountnc.gov/utilities/electric.html for more electrical safety tips for around the home.



Take the tour! See how you can stay safe in *every* room of the home.

Visit the Electrical Safety Foundation International's **Virtual Home** at <http://virtualhome.esfi.org>.

Power Outages



If you experience a power outage, call RMPU at **(252) 467-4800**. Dispatchers are available 24 hours per day, 7 days per week.

Before an outage occurs, make sure RMPU has your most current telephone number on file so the outage can be accurately recorded. Call **(252) 467-4800** to update your number. Taking the time to update a phone number now will save wait time later when calling to report an outage!

Reminder!



Cordless phones will not work if they lose power. In the event of a power outage, keep a wired landline phone available as a back-up.

Equal Pay Program

The Equal Pay Program is a great utility bill pay option for customers who prefer a fixed monthly payment.

Monthly billing is based on annual usage spread over 11 equal monthly payments. The 12th month is a settlement month, which means your account will be reviewed to calculate the difference between the actual usage billed and the amount paid. If there is an underpayment, you will need to make a payment to the City of Rocky Mount for the difference. If there is an overpayment, the City will issue a refund.



Customers may sign up now through November by calling **(252) 972-1250** or visiting the Customer Service office in City Hall at 331 S. Franklin Street.

For more information on utility bill pay options, visit www.rockymountnc.gov/paymentoptions.html.

Earn up to \$129 per year in credits!

Through the Load Management Program, billing credits are available to RMPU electric customers. By using Load Management switches, RMPU is able to hold down the cost of providing power. These savings are passed on to you in the form of a monthly credit on your electricity bill. There is no cost to you for the switches or installation.

Water Heater	\$2.00/month
Heat Strips	\$15.00/three months of winter (January, February, March)
Central Air Conditioner	\$20.00/three months of summer (July, August, September)

Start saving today! Call **(252) 467-4803** or sign up online at www.rockymountnc.gov/utilities/loadmanagement.html.



Tree Trimming

Fallen trees and branches are a major cause of widespread power outages after a hurricane or ice storm. Flickering and dimming lights can be caused by tree limbs rubbing or laying against the power lines. Therefore, an aggressive tree-trimming and right-of-way maintenance program for power lines is crucial in order for the City to deliver reliable electric power to customers.

The citywide Tree Trimming program runs on a 5-year cycle (depending on the growth rate of individual trees).

Visit www.rockymountnc.gov/utilities/trees.html for more

information on the

Tree Trimming

program.



Free Compost

Public Works recycles the limbs accumulated from the Tree Trimming program by turning them into compost and mulch. Each year, from April to October, free compost is available for city residents. To find out when the compost site is open to the public, visit www.rockymountnc.gov/publicworks or call **(252) 467-4906**.

