

Your Energy Connection

Rocky Mount Public Utilities' Monthly Newsletter



August 2016



e-SMARTkids: AN INTERACTIVE WEBSITE FOR KIDS, PARENTS AND TEACHERS

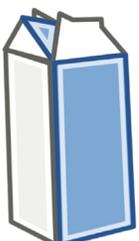
Rocky Mount Public Utilities (RMPU) gives kids, parents and teachers the opportunity to become “e-SMART” through the fun, interactive website called e-SMARTkids. Becoming e-SMART means learning about electricity, natural gas and water and how to use these energy resources safely and efficiently.

e-SMARTkids features fun facts, games, experiments, videos and activities. It gives parents the tools to encourage children to get involved in conservation and preservation. Teachers can use e-SMARTkids to reinforce classroom material and make lessons come alive by using the experiments, worksheets and activities.

The e-SMARTkids website is a great resource and learning tool for both children and adults. Check it out at www.rockymount.e-smartonline.net/

The Milk Carton Experiment

To find out if your showerhead is using water efficiently, open an empty half-gallon cardboard milk carton and hold it up to your showerhead while the water is running. If the carton fills in less than 10 seconds, your shower could use an energy-efficient showerhead. Visit the e-SMARTkids website to check out this experiment and others!



BEWARE OF SCAMMERS

Customers are urged to be cautious of scammers who falsely identify themselves as city of Rocky Mount employees and threaten to disconnect services unless the customer makes an immediate payment over the phone.

City of Rocky Mount employees will provide a courtesy call to customers to remind them of past due payment amounts and due dates. However, city employees will never demand immediate payment over the phone. City employees will not instruct customers to wire funds, and there are no retail outlets authorized to accept payments on the city's behalf. All utility payments should be made directly to the city of Rocky Mount.

Customers who suspect they have received a call from a scammer are urged to hang up immediately and call Customer Service at (252) 972-1250 to verify whether the city is attempting to contact them. Customers are also urged not to share any personal information with the scammers or return any phone calls.

Customers may pay utility bills electronically by visiting www.rockymountnc.gov and logging in to their unique account. Customers may also make payments over the phone by calling the toll free number at (866) 288-7608.



EARN BILLING CREDITS THROUGH LOAD MANAGEMENT

By using Load Management switches, RMPU is able to reduce wholesale power costs. These savings are passed on to you through the following credits on your electric bill:

- Water Heater: \$2 credit per month
- Heat Strips: \$15 credit during three months of winter (January, February, March)
- Central Air Conditioner: \$20 credit during three months of summer (July, August, September)

Participation in the program is voluntary, and customers may choose which switches to have installed. There is no cost to you for the switches or installation. Credits are issued during specific periods of time; however, appliances may be controlled in other months. Sign up today! Call (252) 467-4803 or visit www.rockymountnc.gov/utilities.

TWIN COUNTIES BIG SWEEP CHALLENGE



Keep America Beautiful of Nash and Edgecombe counties is sponsoring the Twin Counties Big Sweep Challenge on Saturday, Oct. 1, 2016 from 8 a.m. to 12 p.m. This is a fun outdoor activity for civic clubs, neighborhood groups, churches, schools, businesses, families, individuals and anyone wanting to make a difference in our community. Volunteers will be asked to pick up litter at designated sites in Nash and Edgecombe counties. Trash bags, gloves and safety vests will be provided. Volunteers will need to provide their own transportation to their assigned cleanup site.

Participants are asked to register in advance. To register or for more information, call (252) 467-4960.

SAVE THE DATE!

Mark your calendars for Public Power and Public Natural Gas Week, which takes place October 2-8, 2016! More information about events and activities will be coming soon in the September edition of *Your Energy Connection* newsletter.

TRIVIA – ANSWER FOR A CHANCE TO WIN!

TRIVIA QUESTION: What program offers cash rebates to eligible RMPU customers to help improve home weatherization?

Submit answers to trivia@rockymountnc.gov or by calling (252) 972-1269 by Friday, September 9. Include your name and address. Five randomly chosen customers with the correct answer will receive a digital wall plate thermometer.

July trivia question: “To save energy, RMPU recommends setting the refrigerator to what temperature?” Answer: Between 37°F and 40°F.

RENEWABLE ENERGY POLICY

Under the Renewable Energy Policy, the city will purchase power from customers who wish to generate their own power from renewable energy sources, such as wind, solar and biomass.

The process by which the city purchases power is through a bilateral metering process, which means the customer will have two meters supplied by the city. One meter measures the electricity the customer receives from the city and the other meter measures the output from the generating device. A credit for each kilowatt hour produced will be applied to the customer’s monthly utility bill. New and existing electric customers can install up to 10 kilowatts (KW) for residential projects. Commercial customers may call (252) 972-1274 for more information.

For more information about the Renewable Energy Policy, please visit www.rockymountnc.gov/utilities.



CONTACT US

Customer Service(252) 972-1250
 Bill payment1-866-288-7608
 Start/stop services(252) 972-1250
 Utility emergencies(252) 467-4800

CUSTOMER SERVICE HOURS

Monday-Thursday: 8:30 a.m.-7 p.m.;
 Friday: 8:30 a.m.-5 p.m.

www.rockymountnc.gov/utilities

