

# Your Energy Connection



December 2015

## Weathering the Storm

Winter storms can produce snow accumulation, sleet and freezing rain. When ice is predicted, there is also the threat of power outages. Before the onset of severe weather, it's important to plan ahead to ensure a safe and healthy winter season for your family.

### BEFORE A STORM: PREPARE

#### Build an Emergency Kit:

Include several days' supply of basic items your family will need in the event of a power outage:

- Food that needs no cooking or refrigeration, such as bread, crackers, cereal, canned foods, and dried fruits. Remember baby food and formula if you have young children.
- Water (1 gallon per person per day)
- Medicines that any family member may need
- Other emergency supplies:
  - Pet food
  - A non-electric can opener
  - Batteries, flashlights, a battery-operated radio, and an emergency generator
  - A first aid kit and extra blankets
  - Snow shovel and rock salt

#### Develop a Plan

- Make sure Rocky Mount Public Utilities (RMPU) has your most current phone number on file by calling (252) 467-4800. This will save time later when calling to report a power outage.
- Customers with life-sustaining equipment should inform the City of Rocky Mount, their rescue squads

and fire departments, and have emergency back-up equipment on hand.

### DURING A STORM: STAY SAFE

#### If there is a power outage:

- Call (252) 467-4800 to report the outage.
- Turn off all electronic appliances except for one light and a porch light (so crews know when power is restored).
- Use battery-powered flashlights or lanterns rather than candles, if possible.
- Never leave lit candles unattended.
- Never use a charcoal or gas grill indoors—the fumes are deadly.
- Turn off the stove and any heat-producing appliances.
- Never use a generator indoors, inside the garage, or near the air intake of your house because of the risk of carbon monoxide poisoning.

### AFTER A STORM: REPORT DAMAGE

- Call (252) 467-4800 to report downed power lines, trees or limbs on power lines, and any damaged service equipment.
- Call a licensed electrician if repair is needed to customer-owned equipment. Visit [www.rockymountnc.gov/utilities/emergency.html](http://www.rockymountnc.gov/utilities/emergency.html) to see the difference between utility-owned and customer-owned equipment.



**To download the “Weathering the Storm” fact sheet or for more information on how to prepare for winter weather, visit [www.rockymountnc.gov/utilities/communications.html](http://www.rockymountnc.gov/utilities/communications.html).**

## How We Restore Power

When widespread outages occur due to severe weather, RMPU will prioritize repairs in the order that will restore power to the most people as long as weather conditions allow.

### Order of Power Restoration

#### ① Transmission Lines

*High voltage lines that carry power from the city's power source to substations serving thousands of customers*

#### ② Substations

*Point where high voltage is lowered to feed distribution lines*

#### ③ Distribution Lines

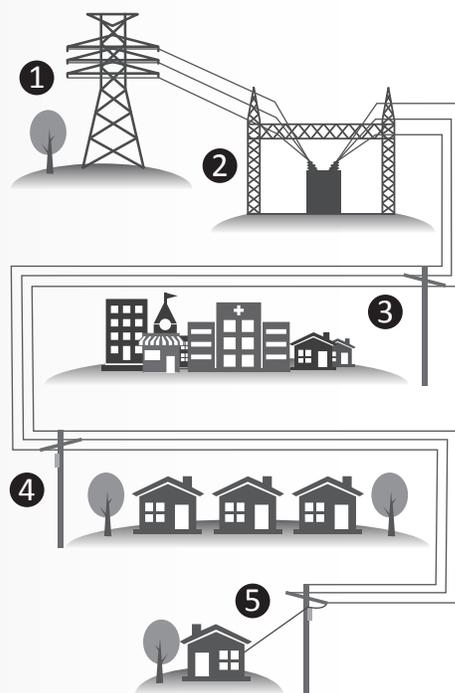
*Lines that carry power to a large group of customers, such as subdivisions and commercial areas*

#### ④ Neighborhood Tap Lines

*Lines that move power to individual streets*

#### ⑤ Individual Service Lines

*Lines that serve individual homes and businesses*



**Call (252) 467-4800 to report outages, downed power lines or trees on lines.**

## Recipe Contest Winners Announced!

RMPU would like to thank all those who entered the Watt's Cooking Recipe Contest held during the month of October to celebrate Public Power Week. Congratulations to the following winners!

- **1st Place: Chocolate Turtle Bread Pudding**  
Entered by Carol Mascia
- **2nd Place: Cajun-Mexican Chili**  
Entered by RuthAnn Kleinfelt
- **3rd Place: Pepper Jack Bake Tilapia**  
Entered by Settion Smith

Visit [www.rockymountnc.gov/utilities/recipe.html](http://www.rockymountnc.gov/utilities/recipe.html) to see all the recipes in the **2015 Watt's Cooking Recipe Contest Cookbook**.

## Save Money with Load Management

RMPU electric customers can earn up to \$129 per year in credits on their utility bill by having load management switches installed on one or more appliances.

- Electric Water Heater: \$2.00 credit per month
- Electric Heat Strips: \$15.00 credit per month during three months of winter
- Central Air Conditioner: \$20.00 credit per month during three months of summer

Enroll by calling (252) 467-4803 or visiting [www.rockymountnc.gov/utilities/loadmanagement.html](http://www.rockymountnc.gov/utilities/loadmanagement.html).



**You never know when you'll need to report a utility emergency.**

**Add RMPU to your contacts!  
(252) 467-4800**

## Low Cost and No Cost Ways to Save Energy this Winter

- Set the thermostat at the lowest comfortable setting. RMPU recommends 68°F during winter months.
- Caulk and weather-strip around windows and doors to prevent air infiltration.
- Replace air filters each month.
- Set the water heater temperature to 120°F.
- Keep drapes, curtains, shades and blinds open during the day to take advantage of the heat from the sun.
- Close the damper when the fireplace is not in use.
- Be sure vents and return air vents are not blocked by rugs or furniture.
- Use ceiling fans to distribute heat around the room.
- Schedule a **FREE Energy Audit!** Call (252) 972-1250 or visit [www.rockymountnc.gov/energyaudit.html](http://www.rockymountnc.gov/energyaudit.html).

