

# Your Energy Connection

A Monthly Newsletter for City of Rocky Mount Customers

ROCKY MOUNT, NC  
THE CENTER OF IT ALL



January 2019



*You could earn \$50 by converting your cooking range to natural gas!*

## INCENTIVES AVAILABLE FOR SWITCHING TO NATURAL GAS!

City of Rocky Mount Energy Resources offers a Natural Gas 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 of Rocky Mount electric territory. Customers converting or replacing an appliance to natural gas from a fuel source other than the city's electric system (e.g. propane, fuel oil) are eligible for the incentive 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, visit the Energy Resources page at [www.rockymountnc.gov](http://www.rockymountnc.gov) or call (252) 972-1269.

## RENT AN AREA LIGHT FOR ADDED SECURITY

Add security to your home or business by renting an area light. Area lights provide automatic dusk-to-dawn lighting for outdoor areas, private streets, private driveways and public streets outside the city of Rocky Mount. The city uses light-emitting diode (LED) fixtures for the area lights. LED lights have a longer lifespan and provide a better color rendition.

Area light rentals start at just \$5.07 per month! Additional fees may apply depending on the type of light needed.

### Contact Information:

- For more information or for installation or removal of area lights, call (252) 467-4856.
- To turn area lights on or off, call (252) 972-1250.
- To report an area light or street light outage, call (252) 467-4800 (option 4).

### Area Light Types and Fees

| Area Light Type | Light Output (in Lumens) | Rental Fee (for fixture only)* |
|-----------------|--------------------------|--------------------------------|
| L1 Area Light   | 4,000-9,000              | \$5.07                         |
| L2 Area Light   | 4,000-9,000              | \$5.11                         |
| L3 Area Light   | 10,000-15,000            | \$6.81                         |
| L4 Flood Light  | 8,000-11,000             | \$8.99                         |
| L5 Flood Light  | 12,000-15,000            | \$11.32                        |
| L6 Flood Light  | 35,000-40,000            | \$15.97                        |

\*Additional fees may apply if a wooden pole and underground electric service for the area light are required.

**For information on area light pricing and installation, call (252) 467-4856.**

## ANNUAL TREE GIVEAWAY

On March 4-6, 2019, the city of Rocky Mount Tree Advisory Board will be giving away free Redbud tree seedlings in the atrium of the Business Services Center located at 224 S. Franklin St. The limit is two trees per person while supplies last. For more information, call (252) 467-4856.

Low-growing trees, such as the Redbud, are suitable for planting near power lines. Redbud trees grow to a height of 25-30 feet and are native to North Carolina. These type of trees are given away annually to help keep Rocky Mount beautiful and to promote proper planting. Planting deciduous trees, such as the Redbud, on the south and west sides of the home can also help save energy. Deciduous trees provide shade in the summer and allow sunlight to warm the home in the winter.



### Quick Facts about Redbud Trees:

- Native to North Carolina
- Reach a maximum height of 25-30 feet
- Deciduous (lose their leaves during cold weather)

### Before Planting Your Tree

Know what's below! North Carolina law requires you to call 811 at least three full business days before digging and wait for utility lines to be marked on your property. Every digging job deserves a call, even small projects like planting trees. This service is free of charge to all excavators.



**Know what's below.  
Call before you dig.**

## EARN CREDITS ON YOUR ELECTRIC BILL

Electric customers can earn up to \$225 per year in credits on their utility bill by participating in the Load Management Program. The monthly credit depends on the type of switches installed. Participation is voluntary, and customers choose which switches to have installed. Call (252) 467-4803 or visit [www.rockymountnc.gov/loadmanagement](http://www.rockymountnc.gov/loadmanagement) for more information.

### Available Credits

- Electric Water Heater: \$7.50 credit per month
- Electric Heat Strips: \$15.00 credit per month during five months of winter
- Central Air Conditioner: \$20.00 credit per month during three months of summer



## W.A.R.M. PROGRAM

During the winter, some customers must make the decision whether to buy food or medicine or to stay warm. By contributing to the Winter Assistance for Rocky Mount (W.A.R.M.) Program, you can help alleviate this crisis for eligible families.

One hundred percent of all tax-deductible donations are used to help low income elderly, disabled or recently laid off customers with paying heating expenses.

To contribute, you may make a lump sum donation or donate monthly by completing the enrollment form on the back of your utility bill. On the form, select whether you'd like to add \$1 or more to your bill or round up your bill to the nearest \$1 and donate the overage.

For more information, call (252) 972-1250 or visit [www.rockymountnc.gov](http://www.rockymountnc.gov).

### CUSTOMER SERVICE HOURS

#### Call Center:

Mon-Thu: 8:30 a.m.-7 p.m.;  
Fri: 8:30 a.m.-5 p.m.

#### Walk-In:

Mon-Fri: 8:30 a.m.-5 p.m.

#### Drive-Thru Window:

Mon-Fri: 8:00 a.m.-5:30 p.m.

### CONTACT US

#### Walk-In

For Customer Service assistance with utility billing, payments and utility service connections, please visit the Business Services Center located at 224 S. Franklin Street, Rocky Mount, NC 27804.

#### By Phone

Customer Service ..... (252) 972-1250  
Bill payment..... 1-866-288-7608  
Start/stop services..... (252) 972-1250  
Refuse/Recycling..... (252) 467-4800  
Utility emergencies..... (252) 467-4800  
Gas Leaks ..... 911 or (252) 467-4800