

Your Energy Connection

Rocky Mount Public Utilities' Monthly Newsletter



January 2016

SMELL GAS? GET OUT FAST!

Natural gas is clean, reliable and efficient. It's also one of the safest forms of energy when used properly. To keep your family safe, remember to follow these important guidelines and talk with them about what to do in the event of a gas leak.

Safety guidelines

- Look for a steady, blue flame, which indicates the gas appliance is operating correctly. (*Gas logs are the exception as they have a yellow flame to resemble a real wood fire.*)
- Have all gas appliances, furnaces, vents, flues, chimneys and gas lines inspected annually by qualified industry professionals.
- Use the stove and oven for cooking only.
- Keep the areas around all gas appliances clean and unblocked, and never store household chemicals or combustible materials nearby.
- Do not move or install a gas appliance or change the connector in any way without professional assistance.

Learn to recognize the signs of a gas leak

- The strong smell of "rotten eggs"
- A shrill blowing or hissing sound
- Dirt blowing up from a hole in the ground
- Dead or discolored vegetation near a pipeline
- Persistent bubbles in streams, ponds, or wet areas

In the event of a gas leak

Smell gas? Get out fast! Once you've reached a safe distance from the home, call (252) 467-4800 day or night to report the gas leak.

An electric spark could cause an explosion; therefore, do not smoke, strike a match, operate any electrical switches or appliance controls, pull any plugs from outlets, use a flashlight or lighter, or use a phone inside the residence or building.

After you report the leak, a gas technician will inspect all of the utility-owned equipment. (*RMPU owns all gas mains and services leading up to the meter.*)

If no gas leak or other issue is found with the utility-owned equipment, the technician will turn the gas off at the meter to make it safe until you can call a contractor. (*Note: All gas lines and appliances from the meter to the interior of the home are the responsibility of the customer and will need to be inspected by a contractor.*)

Once a contractor has determined the home is safe, call (252) 467-4800 to have the gas turned back on.



PREVENT FROZEN PIPES

Pipes that freeze most frequently are those exposed to severe cold and located in unheated interior areas (e.g. basements, crawl spaces, attics, garages, and kitchen cabinets). As temperatures drop, take the following steps to prevent frozen pipes:

- Keep garage doors closed if there are water supply lines in the garage.
- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing. (*Move any harmful cleaners and household chemicals out of the reach of children.*)
- While you are away, set the thermostat to 50°F or warmer.
- Insulate pipes in your home's crawl spaces and attic.
- Disconnect garden hoses from outside faucets.
- Let water trickle from the hot and cold spigot on the faucet. Running water through the pipe, even at a trickle, helps prevent pipes from freezing.

CURBSIDE COLLECTION CHECKLIST

Tips to get the most from your recycling services:

- ☑ Rinse and dry all containers. Put lids and caps in the trash.
- ☑ Put shredded paper in a brown paper bag before placing in the bin. This keeps paper from becoming airborne litter.
- ☑ Flatten cardboard and paperboard boxes no larger than 3' X 3' in size.
- ☑ Place your recycling cart at the curbside by 6:30 a.m. on the same day as your solid waste collection.
- ☑ Should we happen to miss your bin, call (252) 467-4800.

EARN BILLING CREDITS WITH LOAD MANAGEMENT

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 electric bill. There is no cost to you for the switches or installation. Plus, earn UP TO \$129 PER YEAR in credits!

- Water Heater: \$2 credit per month
- Heat Strips: \$15 credit during 3 months of winter (Jan, Feb, Mar)
- Central Air Conditioner: \$20 credit during 3 months of summer (Jul, Aug, Sep)

Enroll today! Call (252) 467-4803 or visit www.rockymountnc.gov/utilities/loadmanagement.html.

HELP YOUR NEIGHBORS IN NEED STAY WARM THIS WINTER



When temperatures drop and resources are limited, 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.

W.A.R.M. is supported solely on tax-deductible donations, and 100% of all contributions 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 about W.A.R.M., call (252) 972-1250 or visit www.rockymountnc.gov/warm.html.

TRIVIA – ANSWER FOR A CHANCE TO WIN!

TRIVIA QUESTION: *What RMPU number should you call to report outages, downed power lines or trees on power lines?*

Submit answers to trivia@rockymountnc.gov by Friday, February 5. Five randomly chosen customers with the correct answer will receive a free LED night light. Please include your name and address in the email.



Chickasaw Plum

ANNUAL TREE GIVEAWAY

On March 7-9, 2016, the City of Rocky Mount Tree Advisory Board will be giving away Chickasaw Plum seedlings in the City Hall Atrium located at 331 S. Franklin St. The limit is two trees per person while supplies last.

Low-growing trees that are suitable for planting near power lines are given away annually to help keep Rocky Mount beautiful and to promote proper planting. For more information, call (252) 467-4856.

Before Planting Your Tree

- Make sure you're planting the right tree in the right place for safety and energy efficiency. Visit www.rockymountnc.gov/utilities/trees.html.
- Know what's below! Call 811 at least three days before digging to have underground utilities located.

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

