

Your Energy Connection

Rocky Mount Public Utilities' Monthly Newsletter



July 2016

FREE ENERGY AUDITS AVAILABLE FOR RMPU CUSTOMERS

The best way to lower your utility bill is by reducing your energy usage. RMPU offers **free energy audits** to help customers learn ways to save energy in the home.

What happens during the energy audit?

The auditors will perform a walk-through of your home to look for potential energy savings in electricity, natural gas, water and sewer usage. The walk-through will include looking in the attic, crawl space and interior of the home. The auditors will also ask questions about your energy usage.

Customers receive a free Energy Kit during the audit. The kit includes four compact fluorescent light bulbs (CFLs), a low flow shower head, a can of insulating foam sealant, a hot water gauge, a refrigerator thermometer, a portable thermometer, an air filter whistle and a DVD with tips on how to use these items.



Contents of Energy Kit

What happens after the energy audit?

The auditors will mail or email your Residential Energy Survey. The survey shows the breakdown of energy usage in your home and suggests ways to save energy that are specific to your home and lifestyle.

How do I sign up for an energy audit?

To schedule an energy audit, call Customer Service at (252) 972-1250 or sign up online at rockymountnc.gov/utilities. Energy Audit appointments are available at 9 a.m., 11 a.m., 1 p.m., and 2:30 p.m. Tuesday through Thursday each week and one Saturday per month.

REBATES AVAILABLE THROUGH ENERGY SHARE



Energy Share is a weatherization rebate program available for all current City of Rocky Mount residential utility

customers where the energy source of the home's heating, ventilating and air conditioning (HVAC) equipment is city electric or natural gas service. Energy Share is available for homeowners and renters, and customers may receive benefits for five properties per year. There are no income regulations with this program, but funds are limited.

Through Energy Share, customers can receive a cash rebate of up to \$500 for attic insulation, up to \$1,000 for a replacement HVAC system, and/or up to \$250 for duct work.

The Energy Share program is administered through the City of Rocky Mount Planning and Development department. Prior to receiving the rebate, customers must complete all of the program requirements, which include:

- Submit Energy Share application to the Planning and Development department
- Schedule an Energy Audit
- Agree to have Load Management switches installed on all available appliances during the Energy Audit
- Attend an Energy Education Class provided by the City of Rocky Mount
- Have work completed by a licensed contractor. A permit and inspection are required; however, permit fees are waived.
- Submit a copy of the invoice and final inspections report to Planning and Development

For more information, visit the Planning & Development department page at www.rockymountnc.gov or call (252) 972-1102.



Energy-Saving Tip:

Water heating typically accounts for about 18% of your utility bill. To save energy, set the thermostat on your water heater to 120°F.

To learn more energy-saving tips like this one, schedule your free energy audit today!

INCENTIVES AVAILABLE FOR CONNECTING TO NATURAL GAS



RMPU 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, such as propane, are also eligible for the incentive program.

Available Incentives

The following rebates are available as an incentive for installing or converting appliances to natural gas **from a fuel source other than the city's electric system** (e.g. propane, fuel oil):

Appliance	Incentive Amount
Water heater and heating system as primary heating source (<i>new installation only</i>)	\$300
Clothes Dryer (<i>new installation, conversion or replacement</i>)	\$50 per appliance
Cooking Range (<i>new installation, conversion or replacement</i>)	\$50 per appliance
Heating system (<i>conversion or replacement only; excludes space heaters</i>)	\$100 per appliance
Water heater (<i>conversion or replacement only</i>)	\$200 per appliance
Restaurant cooking equipment, including fryers, griddles, ovens, and/or steamers (<i>new installation, conversion or replacement</i>)	\$500 per appliance

Apply online at www.rockymountnc.gov/utilities or call (252) 972-1269.

ESTIMATE WEEKLY ENERGY COSTS USING WEATHER INSIGHTS

Weather has a direct impact on your energy costs. RMPU offers an online tool called **Weather Insights** to help customers estimate their weekly energy costs based on the seven-day weather forecast. To use Weather Insights, visit www.rockymountnc.gov/utilities.

TRIVIA – ANSWER FOR A CHANCE TO WIN!

TRIVIA QUESTION: To save energy, RMPU recommends setting the refrigerator to what temperature?

Submit answers to trivia@rockymountnc.gov or by calling (252) 972-1269 by Friday, August 5. Include your name and address. Five randomly chosen customers with the correct answer will receive a Refrigerator/Freezer Thermometer.

June trivia question: "Before a storm, what number should customers call to make sure their current phone number is on file?" Answer: (252) 467-4800

WHEN SHOULD YOU CALL RMPU VS. A CONTRACTOR?

Electrical

- Contact a licensed electrical contractor for the installation, replacement or repair of wiring, circuit breakers and fuses.
- Contact RMPU at (252) 467-4800 for:
 - Power outages
 - Flickering lights
 - Downed power lines
 - Area and street light outages

Natural Gas

- Contact a licensed mechanical contractor for the installation, replacement or repair of natural gas appliances.
- Contact RMPU at (252) 467-4800 for gas leaks or the smell of gas.

For all billing questions or to apply for service connection, contact Customer Service at (252) 972-1250.



Energy Resources gas division employee inspecting for gas leaks

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

