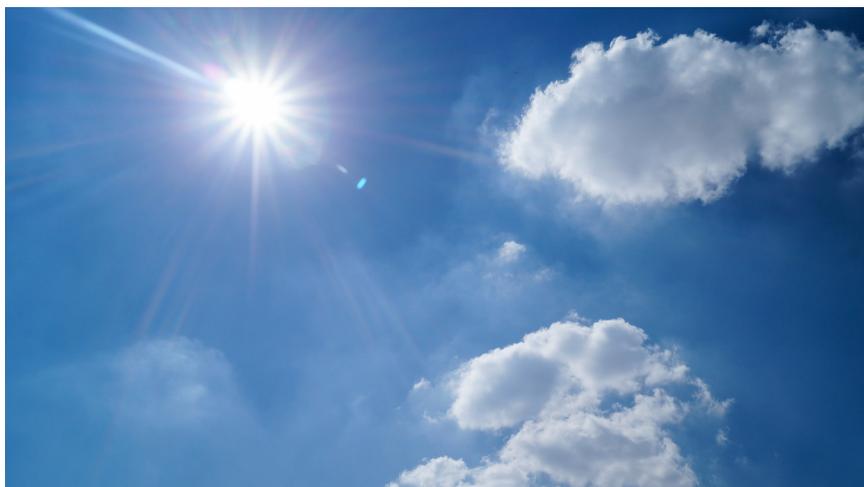


# Your Energy Connection

Rocky Mount Public Utilities' Monthly Newsletter



June 2016



## TEN WAYS TO SAVE ON ENERGY COSTS THIS SUMMER

1. Keep drapes, curtains, shades and blinds closed during the day to block the heat from the sun.
2. Set the thermostat to 78°F or the highest comfortable setting. Every degree below 78°F adds about 3% to your energy costs.
3. Get your central AC system checked by a professional once a year. An improperly running unit can increase your monthly bill.
4. Replace air filters monthly.
5. Set the water heater thermostat to 120°F for maximum efficiency and comfort.
6. Keep the fireplace damper closed to prevent conditioned air from escaping.
7. Cook outdoors when possible. When cooking indoors, use small appliances, such as a microwave or toaster oven. Small appliances use less energy than the stove and oven.
8. Use ceiling fans to circulate air throughout the home. A ceiling fan can make you feel cooler and costs only pennies to operate. Don't forget to turn off the fan when leaving the room. Fans cool people, not rooms, by creating a wind chill effect.
9. Properly insulate your home to keep hot air from entering and conditioned air from escaping.
10. Set the refrigerator temperature between 37°F and 40°F and the freezer to 5°F. Separate storage freezers should be kept at 0°F.

For more energy-saving tips, visit [www.rockymountnc.gov/utilities](http://www.rockymountnc.gov/utilities).

## RIGHT TREE, RIGHT PLACE

A well-planned yard contains trees that avoid power lines and improve the energy efficiency of the home.

Before deciding what type of tree to plant and where, you should first consider the location of overhead and underground utility lines. Overhead lines can be either electric, telephone or cable; underground lines include these three plus water, sewer and natural gas. Always have underground lines located by calling 811 at least three business days before digging. 811 is free of charge to all excavators.

The location of overhead and underground lines should have a direct impact on the site selection of your tree. The mature height of a tree to be planted must be within the available overhead growing space. Also, the soil area must be large enough to accommodate the rooting habits and trunk diameter of the tree.

Choosing the right type of tree and location can also help you save energy. Deciduous trees lose their foliage (i.e. leaves) during cold weather. When planted on the south and west sides of the home, they save energy by creating shade in the summer and allowing sunlight to warm the home in the winter.

For more information about tree planting, visit the Arbor Day Foundation at [www.arborday.org](http://www.arborday.org).



## NATURAL GAS IS THE AFFORDABLE CHOICE FOR HOME ENERGY

The chart below shows how the average annual energy costs compare for households using natural gas, electricity and propane. On average, homes using natural gas instead of electricity save \$506 per year, and homes using natural gas instead of propane save \$1,844 per year.

**Residential Annual Energy Cost Comparison**

	Home Heating	Water Heating	Clothes Drying	Cooking
<b>Natural Gas</b>	<b>\$599</b>	<b>\$258</b>	<b>\$49</b>	<b>\$39</b>
Electricity	\$728	\$559	\$95	\$70
Propane <i>(at \$2.33 per gal.)</i>	\$1,780	\$762	\$137	\$110

Please note: Costs are based on current City of Rocky Mount rates and do not include monthly facilities fees. Actual savings vary per customer. To see all rates and fees, visit [rockymountnc.gov/utilities](http://rockymountnc.gov/utilities). To apply for natural gas service, call Customer Service at (252) 972-1250.

## PLANTING AROUND TRANSFORMERS

- Do not place obstructions (e.g. fencing, shrubs, plants) around the transformer.
- Do not place pine straw or compost around the base of the transformer.
- Do not plant any vines, shrubs or bushes that bear thorns or sharp protrusions around the transformer.
- Ensure that the top and front of the transformer are clearly visible.
- Ensure that a 5' clearance is maintained when placing plantings or fencing around the sides and back of the transformer.
- Trees planted within 15' of the transformer may eventually require removal if tree roots or foliage hinder service or maintenance of the transformer.
- Obstructions found by city crews will be removed without notice to the resident. For more information, call (252) 467-4856.

*Pictured (l-r):  
Examples of  
incorrect (left)  
and correct (right)  
planting around  
transformers*



## TRIVIA – ANSWER FOR A CHANCE TO WIN!

**TRIVIA QUESTION: Before a storm, what number should customers call to make sure their current phone number is on file?**

Submit answers to [trivia@rockymountnc.gov](mailto:trivia@rockymountnc.gov) or by calling (252) 972-1269 by Friday, July 8. Include your name and address. Five randomly chosen customers with the correct answer will receive an Emergency Call List magnet.

*May trivia question: “What program offers fixed monthly payments for utility bills?” Answer: Equal Pay Program*



## DUE DATE OPTION PROGRAM

Through the Due Date Option Program, customers may choose a specific day of the month on which their utility bill will be due. The due dates to choose from are the 7th, 14th, 21st, and 28th.

Customers should choose the due date based on their pay schedule or availability of funds. The date can only be changed if there is a change in the customer’s pay/funds schedule.

To qualify for this program, customers must have a good payment and collections history. Customers may be required to make a full or partial payment on the account to ensure that the account is current.

To enroll, submit a Pre-Qualification form online at [www.rockymountnc.gov/utilities](http://www.rockymountnc.gov/utilities), call (252) 972-1250, email [customerservice@rockymountnc.gov](mailto:customerservice@rockymountnc.gov) or speak with a Customer Service Representative on the first floor of City Hall located at 331 S. Franklin St. in Rocky Mount.

### CONTACT US

Customer Service .....(252) 972-1250  
 Bill payment .....1-866-288-7608  
 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](http://www.rockymountnc.gov/utilities)

