

Your Energy Connection

Rocky Mount Public Utilities' Monthly Newsletter



March 2016



DO YOU KNOW WHAT'S BELOW? CALL BEFORE YOU DIG!

Even when digging only a few inches, the risk of striking an underground utility line still exists. Striking a single line can cause harm to you or those around you, disrupt service to an entire neighborhood, and potentially result in fines and repair costs. Before you reach for your shovel, first make the call to 811.

WHAT IS 811?

811 is the phone number you call before digging to protect yourself and others from unintentionally hitting underground utility lines.



Know what's below. Call before you dig. There are millions of miles of buried utilities that are vital to everyday living, such as water, electricity and natural gas. 811 is the national call-before-you-dig number that helps homeowners and professionals avoid damaging these vital utilities. This service is free of charge to all excavators.

DO I NEED TO CALL 811?

Yes! Any type of digging requires a call. Building a deck? Planting a tree? Installing a fence or mailbox? 811 is the number you should call before you begin any project.

WHEN SHOULD I CALL 811?

North Carolina law requires a three working days notice be given to the utility owners before your digging begins.

WHAT HAPPENS WHEN I CALL?

You will be directed to North Carolina 811. The customer service representative will ask you questions about the project to determine which utilities to contact for you. At the end of the call you will receive a locate number, which can be used to check the status of your locate request and to see which utilities have marked their lines.

WHEN CAN I BEGIN MY DIGGING PROJECT?

Wait for the marks! While you wait, you can use white paint or white flags to mark where you plan to dig. This lets the utility locators know the exact area of your excavation.

Each utility will use a designated color to mark underground lines: **Red** (Electric); **Orange** (Communications); **Yellow** (Gas/Oil/Steam); **Green** (Sewer); **Blue** (Water); **Pink** (Temporary Survey Markings); and **Purple** (Irrigation and Slurry Lines).

Once the utilities have been located, the marks should not be destroyed nor should the flags or stakes be removed until the project is complete.

WHAT'S NEXT?

You called before digging, waited for your lines to be marked, and now it's time to get to work! Make sure to always dig carefully around the tolerance zone, a 24-inch buffer on either side of a marked utility line. Within this tolerance zone, if digging must occur, use extreme caution and dig with a hand shovel. Also, erosion or root structure growth may shift the locations of your utility lines, so remember to call again each time you are planning a digging job. Safe digging is no accident!

For more information, visit call811.com.

GREAT AMERICAN CLEANUP™ EVENTS

Get together with friends, coworkers or be your own one member group! Volunteer from March 1 through May 31 for the Twin Counties Great American Cleanup™ event. For assistance and cleanup materials, call (252) 467-4960.

Riverkeeper Cup Cleanup Challenge



The annual Riverkeeper Cup Cleanup Challenge will be held on Saturday, April 16, 2016 from 8 a.m. to 12 p.m. Volunteers are asked to meet at Battle Park boat ramp in Rocky Mount and Shiloh Landing in Tarboro to receive cleanup supplies and assignments. River and land cleanups will be conducted.

Spring Litter Sweep

The 2016 Spring Litter Sweep will be held during April 16-30. Volunteers may select a site in Nash or Edgecombe counties to clean up or beautify.

For more information, visit www.rockymountnc.gov/kab.

CELEBRATE YOUR LOCAL UTILITY WORKERS!



2016 marks the first year in which utility workers in both the electric and natural gas industries will be recognized for their dedication to providing customers with safe, reliable energy.

The first Natural Gas Utility Workers' Day will take place on March 18, 2016. Each year, communities across the country will celebrate this nationwide event by recognizing the hard work and commitment to safety by employees who provide one of their most valuable assets, their natural gas utility.

On April 18, 2016, communities across the country will recognize employees in the electric industry on National Lineman Appreciation Day. Linemen are often the first responders during storms and other catastrophic events in order to make the scene safe for other public safety heroes. They work around dangerous conditions to keep the electricity flowing, and they put their lives on the line every day with little recognition regarding the danger of their work.



On March 18 and April 18, let's remember to thank our local utility workers for their dedication to providing these services and protecting public safety. Participate in honoring these employees on Facebook at www.facebook.com/RockyMountPublicUtilities and Twitter @rmtpu.

TRIVIA – ANSWER FOR A CHANCE TO WIN!

TRIVIA QUESTION: RMPU electric customers can earn up to \$129 per year in billing credits by signing up for what program?

Submit answers to trivia@rockymountnc.gov by Friday, April 8. Five randomly chosen customers with the correct answer will receive a reusable tote bag. Please include your name and address in the email.

February trivia question: "What number should you call at least three days before digging to have underground utilities located?" Answer: 811



ARBOR DAY CELEBRATION

The City of Rocky Mount is hosting the annual Arbor Day Celebration on Friday, April 8, 2016 from 10:00 to 11:00 a.m. in the courtyard at the Imperial Centre for the Arts and Sciences located at 270 Gay Street in Rocky Mount. In the event of rain, the celebration will be moved to the Theatre at the Imperial Centre.

The Arbor Day Celebration event is free to the public and will include:

- Mayor and city council presentations
- Performances by local schools
- Award presentations
- Announcement of the winners of the 2016 Litter Art Show
- Special guest speaker: Ginny Mohrbutter, United Way Tar River Region executive director

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

