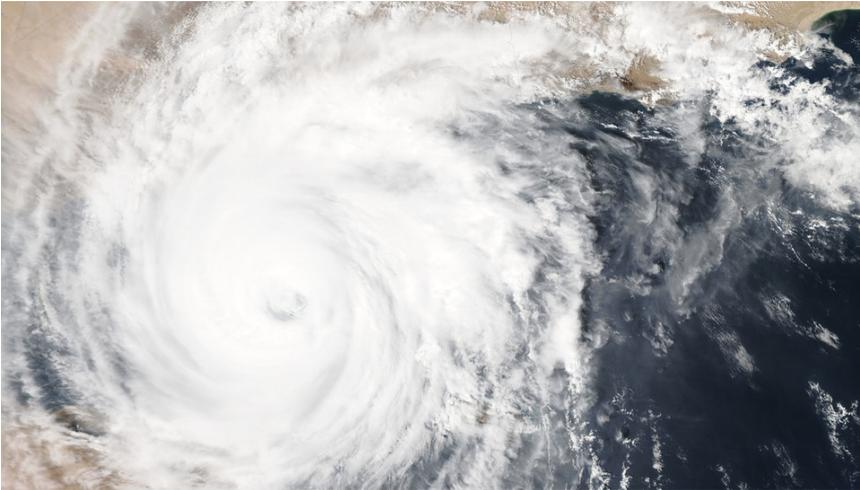


# Your Energy Connection

Rocky Mount Public Utilities' Monthly Newsletter



May 2016



## PREPARE FOR HURRICANE SEASON

The Atlantic hurricane season runs from June 1 to November 30, with the peak occurring between mid-August and late October. The onset of a hurricane brings the potential for damage due to flooding, strong winds, tornadoes, heavy rain and flying debris.

### Before a Storm

- Make sure the City has your most current phone number on file by calling (252) 467-4800. This will save time later when calling to report a power outage.
- Customers with life-sustaining electric equipment should inform the City of Rocky Mount, their rescue squads and fire departments, and have emergency back-up equipment on hand.
- Register for the Code Red Emergency Notification system to receive alerts in the event of an emergency situation, such as an evacuation. To sign up for Code Red, call the Fire/Life Safety division at (252) 972-1376 or visit [www.rockymountnc.gov](http://www.rockymountnc.gov).
- Build an Emergency Kit that includes a three-day supply of basic items your family will need in the event of a power outage, such as non-perishable food and water. (Visit [www.ready.gov/build-a-kit](http://www.ready.gov/build-a-kit) for a complete list of supplies.)

### After a Storm

- Call (252) 467-4800 to report power outages, downed power lines, trees or limbs on power lines, and any damaged service equipment.
- Call a licensed electrician if repair is needed to customer-owned equipment. (Visit [www.rockymountnc.gov/utilities](http://www.rockymountnc.gov/utilities) for additional information on customer-owned and utility-owned equipment.)

## HOW WE RESTORE POWER

When widespread outages occur due to severe weather, RMPU will prioritize repairs in the order that will restore power to the most people as long as weather conditions allow.

### Order of Power Restoration

#### 1. Transmission Lines

*High voltage lines that carry power from the city's power source to substations serving thousands of customers*

#### 2. Substations

*Point where high voltage is lowered to feed distribution lines*

#### 3. Distribution Lines

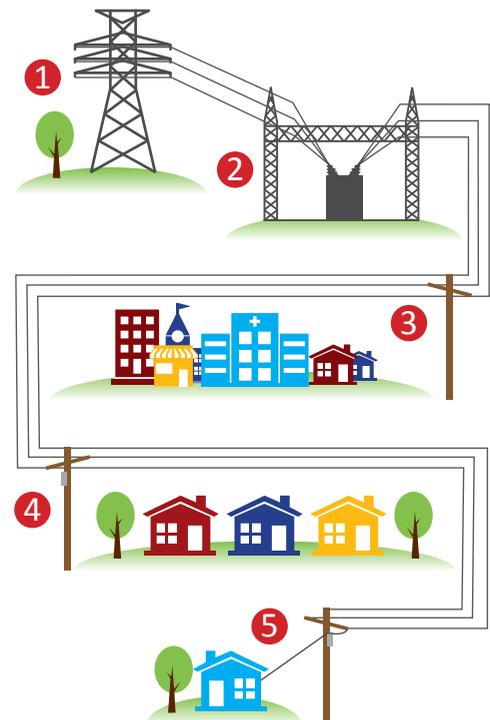
*Lines that carry power to a large group of customers (e.g. subdivisions and commercial areas)*

#### 4. Neighborhood Tap Lines

*Lines that move power to individual streets*

#### 5. Individual Service Lines

*Lines that serve individual homes and businesses*



## PORTABLE HOME GENERATORS: STAY SAFE AFTER THE STORM

Your portable generator can be a lifesaver during emergencies. Follow these simple tips to prevent injury to your family and utility workers restoring power:

- Prevent backfeed and electric shock by only using a generator wired by a qualified electrician.
- Plug electric appliances directly into the generator using manufacturer supplied cords or undamaged, grounded, heavy-duty extension cords.
- Maintain and operate generator in accordance to manufacturer’s use and safety instructions.
- Keep the generator dry.
- Shut down the generator before refueling.
- Do not attach a generator directly to the electrical system of a structure unless the generator has a properly installed transfer switch.
- Inspect the portable generator for damaged or loose fuel lines.
- Only use generators outdoors in well-ventilated areas away from doors, windows, vents and other openings. This will prevent exhaust fumes from entering the home. **NEVER use a generator indoors.** Also, install carbon monoxide detectors inside the home.

## CITY OF ROCKY MOUNT LAUNCHES NEW MOBILE-FRIENDLY WEBSITE

The City of Rocky Mount has launched a new website that includes eye-catching photos and colors and a mobile-friendly responsive design (i.e. accessible and easily maneuverable from any mobile device, such as a smartphone or tablet.) The website was designed with citizens in mind, so visitors can find what they need with fewer clicks. Utility bill payments, for example, may be easily located by clicking the “How Do I” tab on the homepage. Rocky Mount Public Utilities (RMPU)\* customers may find information related to their utility services by visiting [www.rockymountnc.gov/utilities](http://www.rockymountnc.gov/utilities). The city’s web address will remain as [www.rockymountnc.gov](http://www.rockymountnc.gov).

*\*RMPU consists of electric, natural gas, water, wastewater (sewer), refuse (waste collection), recycling and stormwater services. Each service is provided by one of the following City of Rocky Mount departments:*

- Energy Resources (electric and natural gas)
- Finance (Customer Service)
- Public Works and Water Resources (water, wastewater, refuse, recycling, stormwater)

## TRIVIA – ANSWER FOR A CHANCE TO WIN!

**TRIVIA QUESTION: What program offers fixed monthly payments for utility bills?**

Submit answers to [trivia@rockymountnc.gov](mailto:trivia@rockymountnc.gov) by Friday, June 3. Five randomly chosen customers with the correct answer will receive a reusable tote bag. Please include your name and address in the email.

*April trivia question: “What event is held March 1 through May 31 to help clean up and beautify the Twin Counties?” Answer: Great American Cleanup™*

## SAVE MONEY WITH LOAD MANAGEMENT

By using Load Management switches, RMPU is able to reduce wholesale power costs. 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 three months of winter (January, February, March)
- Central Air Conditioner: \$20 credit during three months of summer (July, August, September)

Participation in the program is voluntary, and customers may choose which switches to have installed. Credits are issued during specific periods of time; however, appliances may be controlled in other months.

Sign up today! Call (252) 467-4803 or visit [www.rockymountnc.gov/utilities](http://www.rockymountnc.gov/utilities).



### 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)

