

Your Energy Connection

Rocky Mount Public Utilities' Monthly Newsletter



November 2016

NATURAL GAS: RELIABLE, EFFICIENT AND AFFORDABLE

If you are looking for ways to save energy and money, consider connecting to natural gas. It's the reliable, efficient and affordable choice for customers in Nash and Edgecombe counties, including Rocky Mount, Nashville and Battleboro.

Natural gas service is delivered through an underground distribution system and therefore less vulnerable to storms and extreme weather. With a high energy density, natural gas works harder and more efficiently with less waste. Plus, households that use natural gas for heating, water heating, cooking and clothes drying spend less money than those using electricity or propane for the same applications.

Benefits of Using Natural Gas

Cooking

- Natural gas provides precise, even, and efficient cooking temperatures and provides instant heat for cook tops, ovens, ranges and grills.

Fireplaces and Outdoor Living

- Natural gas logs and inserts eliminate the messy wood and ash of traditional fireplaces and fire pits.
- Using natural gas patio heaters can extend the outdoor season by providing heat year-round.
- There's no need to refill tanks because natural gas grills are connected directly to the gas line.

Generators

- Natural gas can be used as fuel for back-up generators, which provides peace of mind by operating automatically in the event of a power outage.
- Natural gas generators emit far less greenhouse gases than gasoline or diesel-powered generators.

Laundry

- On average consumers can dry two loads of clothes in a natural gas dryer for the same cost as drying just one load in an electric dryer.

Water Heating

- Natural gas heats water twice as fast as an electric water heater. Tankless water heaters save energy as they heat water only when it is needed rather than storing it in a tank.

Call (252) 972-1250 to apply for natural gas service or visit www.rockymountnc.gov/utilities for more information.



LOOSE LEAF COLLECTION

The city of Rocky Mount will collect loose leaves during the months of November and December. During loose leaf collection, crews collect loose leaves and pine straw on alternating weeks between designated north and south routes.

Crews will collect leaves on the north route beginning October 31 and on the south route starting on November 7. Collection will alternate between the two routes over a period of eight weeks.

When participating in loose leaf collection, please remember the following:

- Do not rake leaves or yard waste into the street.
- Please rake your leaves to the curb no later than Monday morning at 7 a.m. of your collection week to guarantee removal.
- Crews will pass by each house only once and not necessarily on the resident's regular solid waste collection day.

All loose leaf piles must be free of trash, sticks, limbs, bottles, cans and other debris. To determine which route covers your residence or for more information, please visit www.rockymountnc.gov or call (252) 467-4906.

HOLIDAY LIGHTING COST CALCULATOR



To help cut energy costs, consider replacing your incandescent lights with light-emitting diodes (LEDs). Use the **Holiday Lighting Cost Calculator** to help you decide which type of lights to use. By selecting the type of lights and the hours used each day, the calculator shows the energy usage and the cost of each type of light. To use the calculator, visit www.rockymountnc.gov/utilities.



W.A.R.M. PROGRAM

During the winter, 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.

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



HOLIDAY FIRE PREVENTION: THE GIFT THAT KEEPS ON GIVING

According to the U.S. Fire Administration (USFA), fires caused by cooking, heating, and open flame all increase during the winter holiday season. The USFA also reports that fires caused by holiday decorations and Christmas trees are substantially more damaging than other fires. This season, keep your family safe by giving the gift of fire prevention.



- Keep decorations and flammable items at least three feet away from open flames or sources of heat.
- Never leave cooking equipment unattended.
- Water Christmas trees daily. Discard them when they are dry and begin dropping needles.
- Never leave a space heater unattended. Turn space heaters off when leaving a room or going to sleep. Never let children or pets play too close to a space heater.
- Never string multiple extension cords together. Do not place extension cords under rugs, carpets or furniture.
- Inspect all decorations to ensure they do not have any frayed or pinched wires. Discard any worn decorations.
- Do not overload electrical outlets.
- Install carbon monoxide detectors and smoke alarms on every level of your home, in every bedroom and outside each sleeping area.

For more safety tips, visit www.rockymountnc.gov/utilities or the Electrical Safety Foundation International website at www.esfi.org.

TRIVIA – ANSWER FOR A CHANCE TO WIN!

TRIVIA QUESTION: To ensure yard and bulk waste is collected, what number should customers call two business days before their garbage collection day?

Submit answers to trivia@rockymountnc.gov or by calling (252) 972-1269 by Friday, December 9. Include your name and address. Five randomly chosen customers with the correct answer will receive a reusable tote bag.

October trivia question: “What special event is celebrated during the first full week of October to recognize the advantages of having a public utility service?”

Answer: Public Power and Public Natural Gas Week