

Florence Energy News

HOME ENERGY AUDITS

NOW AVAILABLE

TVA and Florence Utilities are providing free energy efficiency kits to Tennessee Valley Consumers who complete a do-it-yourself home energy audit.

The offer is part of TVA's effort to help inform the public about energy efficiency while providing tools consumers can use now to start saving energy in addition to money on their electric bills.



- Heating 35%
- Cooling 20%
- Water Heating 20%
- Laundry & Dishwasher 7%
- Lighting & Misc 8%
- Refrigerator & Freezer 5%
- Cooking 5%

You may be aware that your energy bills are one of the major expenses of your home. Residents may take a home energy audit by going to the energyright.com web site or by requesting paper version of the audit from

Florence Utilities. This audit will help you find out how you are using energy around your home.

Consumers who complete the audit will receive a free home energy efficiency kit to help them get started. They will also receive a personalized energy profile report illustrating their home's overall energy use and costs and listing specific actions they can take to reduce energy bills now and in the future.

Each kit includes a comprehensive "How to Save" brochure and two compact florescent light bulbs that use 75 percent less electricity and last 10 times longer than traditional light bulbs. The kit also includes:

- A filter whistler that sounds when the heating or cooling system filter is 80 percent clogged and needs to be changed
- Outlet and light switch gaskets - insulation to help stop drafts and save energy
- Faucet aerators (two) - water-saving filters that improve efficiency

- Energy use thermometer gauge that helps check energy costs for heating and cooling. Each degree thermostats are set back eight hours a day can reduce heating bills by as much as 3 percent and cooling bills by up to 5 percent.

The TVA energy right program is offering this energy efficiency promotion from January 1, 2008 through June 30, 2008. After completion of the audit, you will receive your kit in approximately 4 - 6 weeks. One kit per household while supplies last. This offer applies to residents of the Tennessee Valley served by TVA and local distributors of TVA power.



For more information about this program you may contact Florence Utilities at 740-6055.

ATTENTION

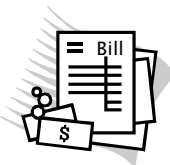
FLORENCE UTILITIES WILL BE
CLOSED THE FOLLOWING HOLIDAY

MAY 26

MEMORIAL DAY

BUDGET BILLING PROGRAM

If you would like to pay the same amount for your utility bill each month, then the Budget Billing Program is for you! Your monthly payment is based on the average of your bills for the last 12 months (plus 5% to help pay for any increase in usage or rates).



The amount you pay remains the same from June until April. The balancing month is May, at which time you pay the amount it takes to zero your account. Also in May, your account is re-averaged, based on your last 12 months' billing, and you start a new cycle in June.

To qualify, you must have had service on our system for the last 12 months, and you must have a zero balance at the time the application is processed. Please note that your first year on the program may not cover a full 12 months, depending on when you enter the program.

Either Florence Utilities or the customer may cancel the budget billing agreement at any time. If you cancel the agreement, you must wait a year if you want back on the program. Any amount owed must be paid in full at the termination of the agreement.

Your monthly bill will have all the same information that you receive now. The amount due will still be shown on the bill. In addition, there will be an added line showing the "previous balance" of your account. If you have a heat pump loan, a Project Help donation, a mobile service loop payment, or any other miscellaneous payment, these amounts will be added to the monthly budget billing amount.

Also, your monthly budget billing amount must be paid each month, regardless of any credit you may have on your account. For more information, you may call 718-3210.

SEWER BACKUP OR SLOW DRAIN: WHAT SHOULD I DO?

As a customer of the City of Florence wastewater system (sewer), you may occasionally experience problems with drains that go down slowly or back-up. There are two main reasons that this may occur. There may be a blockage in your private sewer service line, or there may be a blockage in the City's main sewer line that you are connected to. How do you know, and what should you do?

The customer's private sewer line is the line that is connected to your household plumbing on one end and to the City's main sewer line on the other end. The homeowner or business is responsible for the maintenance of this line, and it may require that you contact a plumber to correct the problem.

To determine what you should do, first check with your neighbors on each side of you. If they are experiencing no problems, then the problem is most likely a problem with your lines. Before you contact a plumber and to avoid an unnecessary service call, the City of Florence Water/Wastewater Department recommends that you contact our department first to assist you in determining whether the problem is the City's main or your private sewer service line. There is no charge for this service.



To contact the City of Florence Water/Wastewater Department for assistance, please call **760-6637**, Monday through Friday from 8 am to 5 pm. After hours, holidays, and weekends, please call 764-4456.

This is the first article of a series of three.

NEXT MONTH:

Sewer Backflow Valve: What is it?

Florence ENERGY

NEWS YOU CAN USE FROM FLORENCE UTILITIES

To keep our utility customers more informed, the City of Florence Water/Wastewater Department has put together a series of three articles about sewer lines. The first article, *Sewer Backup or Slow Drain: What Should I Do?* appears in this issue. This article includes helpful information about what you should do if you are having problems with sewer line blockages.

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If you would like to pay the same amount for your utility bill each month, then the Florence Utilities Budget Billing program is for you. To learn more about this program, please read the article inside, or to see if you qualify for Budget Billing, you may call **718-3210**.

www.florenceutilities.com