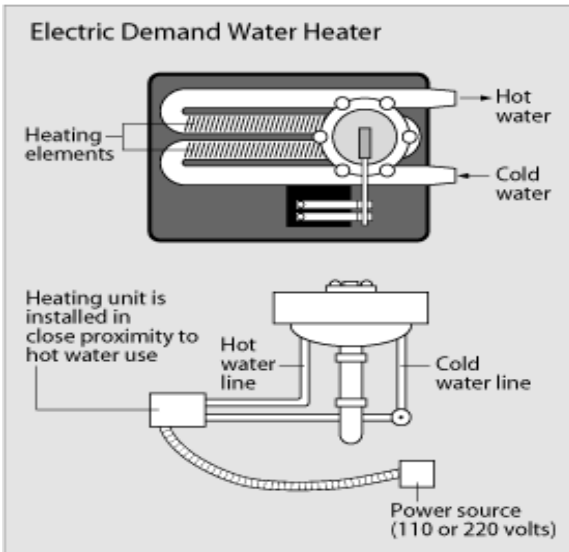


Florence Energy News

ELECTRIC DEMAND (TANKLESS OR INSTANTANEOUS) WATER HEATERS

Demand (tankless or instantaneous) water heaters provide hot water only as it is needed. They do not produce the standby energy losses associated with storage water heaters, which can save you money. Here you will find basic information about how they work, whether a demand water heater might be right for your home, and what criteria to use when selecting the right model.



How They Work

Electric demand water heaters heat water directly without the use of a storage tank. Therefore, they avoid the standby heat losses associated with storage water heaters. When a hot water tap is turned on, cold water travels through a pipe into the unit. An electric element heats the water. As a result, demand water heaters deliver a constant supply of hot water.

You do not need to wait for a storage tank to fill up with enough hot water. However, a demand water heater's output limits the flow rate.

Typically, demand water heaters provide hot water at a rate of 2 - 5 gallons (7.6 - 15.2 liters) per minute. Taking a shower and running the dishwasher at the same time can stretch a demand water heater to its limit. To overcome this problem, you can install two or more demand water heaters, connected in parallel for simultaneous demands of hot water. You can also install separate demand water heaters for appliances - such as a clothes washer or dishwasher - that use a lot of hot water in your home. Other applications for demand water heaters include the following.

- Remote bathrooms or hot tubs
- Booster for appliances, such as dishwashers or clothes washers
- Booster for a solar water heating system

For homes that use 41 gallons or less of hot water daily, demand water heaters can be 24% - 34% more energy efficient than conventional storage tank water heaters. They can be 8% - 14% more energy efficient for homes that use a lot of hot water - around 86 gallons per day. You can achieve even greater energy savings of 27% - 50% if you install a demand water heater at each hot water outlet.

Selecting a Demand Water Heater

Demand water heaters cost more than conventional storage water heaters. However, you may find that a demand water heater may have lower operating and energy costs, which could offset its higher purchase price.

Before buying a demand water heater, you also need to consider the following.

- Size
- Fuel type and availability
- Energy efficiency (energy factor)
- Estimate costs

Installation and Maintenance

Proper installation and maintenance of your demand water heater can optimize its energy efficiency.

Proper installation depends on many factors. These factors include fuel type, climate, local building code requirements, and safety issues. Therefore, it is best to have a qualified plumbing and heating contractor install your demand water heater. Do the following when selecting a contractor.



- Request cost estimates in writing
- Ask for references
- Check the company with your local Better Business Bureau
- See if the company will obtain a local permit if necessary and understands local building codes, etc.

If you are determined to install your water heater yourself, first consult the manufacturer. Manufacturers usually have the necessary installation and instruction manuals. Also, contact your city or town for information about obtaining a permit, if necessary, and about local water heater installation codes.

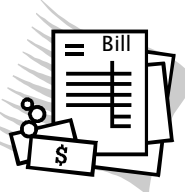
Most tankless water heaters have a life expectancy of more than 20 years. They also have easily replaceable parts that extend their life by many more years. In contrast, storage water heaters last 10 - 15 years. Periodic water heater maintenance can significantly extend your water heater's life and minimize loss of efficiency. Read your owner's manual for specific maintenance recommendations.

*Information provided by U.S. Department of Energy—
Energy Efficiency and Renewable Energy*

JOIN OUR 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 in the upper right-hand corner and at the bottom of 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.

To sign up for Budget Billing or for further information, call 718-3210

April - May Calendar of Events

- April 28:** Motorcycle Ride for Life/ Poker Run Proceeds to benefit American Cancer Society
Sponsored by: A & E Hospice/ A & E Medical
Contact: 764-6633, Rhonda
- Now - May 3:** Paintings by Matt Welch
Location: Kennedy-Douglass Center
Hours: 9am - 4pm Monday - Friday
Admission: Free
Contact: 760-6379
- May 19 - May 20:** Arts Alive Festival
Location: Wilson Park and Kennedy-Douglass Center
Hours: 9am - 4pm Monday - Friday
Contact: 766-1445 or 760-6379
- May 18-19:** Florence Wagon Festival
Location: McFarland Park
Contact: 764-8370
- May - June:** Music in the Park
Location: Wilson Park
Hours: 11am - 1pm Wednesdays
Admission: Free
Contact: 760-9648

ATTENTION

FLORENCE UTILITIES WILL BE CLOSED

THE FOLLOWING HOLIDAY

MAY 28

MEMORIAL DAY

April 2007
Volume 6, No. 8

Florence ENERGY

NEWS YOU CAN USE FROM FLORENCE UTILITIES

In this issue you will find basic information about how Electric Demand (Tankless or Instantaneous) Water Heaters work. Electric demand water heaters heat water directly without the use of a storage tank. More information is inside that will help you determine whether a demand water heater might be right for your home, and what criteria to use when selecting the right model.

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. Look on the back for more details about our Budget Billing program and see if you qualify. For more information about our Budget Billing program call 718-3210.

Music in the Park will start back up in May. This is a free event you could enjoy with your family, or bring your lunch and enjoy the exceptional music. Arts Alive will be in May too. Enjoy the longer days and warmer weather!

www.florenceutilities.com