

Florence Energy News

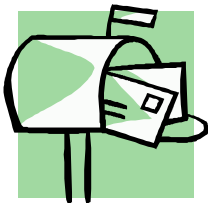
FLORENCE UTILITIES:

UTILITY BILL PAYMENT METHODS

Your utility bill is due and payable upon receipt. The last day which the bill may be paid without a penalty is shown as the **DUE DATE**. Your due date is approximately the same date each month unless it falls on a holiday or weekend. On time payments received from our customers are greatly appreciated, since Florence Utilities must pay electric and gas suppliers. A variety of payment methods are offered for your convenience.

MAIL

Florence Utilities encourages customers to save time, money, and energy by paying bills on time through the mail. Please use the return envelope included with your monthly bill. Be sure to return the remittance stub to ensure payment is credited to the proper account. **Always write the account number you want the payment credited to on your check.**



PAY IN PERSON

Pay your bill in person by driving through our outside teller lines or come to our lobby teller windows. For paying after regular business hours, use our night deposit boxes. **Never put cash in the night depository.**

BANK DRAFT PROGRAM - AUTOMATIC MONTHLY

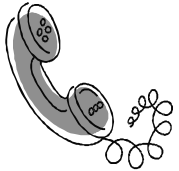
This method automatically deducts the amount of your bill from your bank account on the due date. This convenient payment option insures you will never pay a late penalty as a result of forgetting to pay or being out of town. You will continue to receive a monthly utility bill; however, the bill will note "BANK-DRAFT PAID." Contact 718-3221 if you would like to enroll in this program or for more information.

**Florence Utilities
online utility bill payment
system has been upgraded.**

**You must re-register
to use and pay your
utility bill online.**

ONLINE OR BY PHONE

Online or by phone, bank draft allows the customer to initiate a payment at his discretion via the telephone or internet by using our SpeedPay program. To use this program, call **1-866-678-8869** or go online to our website at **www.florenceutilities.com** and pay using your checking account or credit card. If paying online a utility account number and pin number must be established first. Also, there is a 2.8% fee for SpeedPay service.



We have recently upgraded our online system, making major improvements. **With this new system, you will have to re-register to use and pay your utility bill online.** If you have used our web site before, your login and password are no longer valid. You must input your profile information again once you get to the bill pay section of our web site.

If you would like additional information about our payment methods or the services Florence Utilities provides, please contact our Customer Service Department at **760-6512** or go online to **www.florenceutilities.com**.

GREEN POWER SWITCH®

WHAT IS GREEN POWER SWITCH?

Green Power Switch is electricity that is generated by renewable resources such as solar, wind, and methane gas. Like any revolutionary idea, the idea behind Green Power Switch is simple: harness the natural power of the wind, the sun, and the earth to create an energy source that is usable in our everyday lives. The Tennessee Valley Authority (TVA) and Florence Utilities, working in cooperation with the environmental community, developed Green Power Switch as a way to bring green power to our customers.



HOW MUCH DOES GREEN POWER SWITCH COST?

Green Power Switch is sold to residential customers in 150-kilowatt-hour blocks (about 12% of a typical household's monthly energy use). Each block adds \$4 to the customer's monthly power bills. Customers may buy as many blocks as they like. In other parts of the country, residential consumers who participate in green power programs pay an extra \$2 to \$10 per month for green power. Green Power Switch is also marketed to commercial and industrial customers who are asked to buy blocks based on the amount of energy they use.

HOW DOES GREEN POWER BENEFIT THE ENVIRONMENT?

The environmental effects of traditional energy sources like coal, natural gas, oil, and nuclear power can be significant.

Although no source of energy is impact-free, renewable resources create less waste and pollution. In fact, an investment of an additional \$8 per month on your power bill buys enough Green Power Switch to equal the environmental benefits of planting an acre of trees in the Tennessee Valley.

WHY DOES GREEN POWER COST MORE?

Although renewable sources like sunlight and wind are free, the technology used to capture the energy they produce is still more expensive than traditional power-generation methods. Increased demand may lead to expanded power production capacity and eventually to lower costs.

HOW MUCH ELECTRICITY DOES GREEN POWER SWITCH PRODUCE?

TVA has the capacity to provide as much as 97 million kilowatt-hours of green power annually. Physical laws determine where electricity is ultimately used, so power from these sources will go into TVA's electric system as part of the Valley's total power mix, rather than to individual homes or businesses. When the green power resources are not operating, for instance, when wind speeds are too low to generate energy, TVA's other resources will continue to supply reliable electricity.

HOW DO I SIGN UP FOR GREEN POWER SWITCH?

Contact our Customer Service Department at 760-6512, go online to www.florenceutilities.com, or go to the TVA web site listed below.

http://www.tva.gov/greenpower/switch/green_formres.htm

Florence ENERGY

NEWS YOU CAN USE FROM FLORENCE UTILITIES

This issue contains information about Green Power Switch. Like any revolutionary idea, the idea behind Green Power Switch is simple: harness the natural power of the wind, the sun, and the earth to create an energy source that is usable in our everyday lives.

The Tennessee Valley Authority (TVA) and Florence Utilities, working in cooperation with the environmental community, developed Green Power Switch as a way to bring green power, electricity that is generated by renewable resources such as solar, wind, and methane gas, to our customers.

Also, to help save our customers time when paying your bills, Florence Utilities offers a variety of payment methods. Look inside to find out which payment method may be most convenient for you.

www.florenceutilities.com