

Florence Utilities Collections Department to Begin Courtesy Calls

Florence Utilities Collections Department will soon begin making automated courtesy calls to customers with delinquent utility bills. Our phone system will try to deliver two different reminder notices if the customer has a past due bill that needs to be paid. The first courtesy call will be made on the Thursday or Friday of the week prior to the scheduled disconnection date to remind them of the delinquent bill. The second call will be made on the night prior to the scheduled disconnection date to remind them their electric service will be disconnected the next day if payment is not made by 8:30 a.m.

These calls are not intended to replace the final paper notice sent through the mail to customers with delinquent accounts. The courtesy call will be a standard message and will not disclose anyone's name or any other identifying information. The final paper notices will still be mailed. If a customer does not receive a courtesy call, it will not keep the service from being disconnected.

For customers to receive these reminder calls, Florence Utilities must have their correct phone numbers in our system. We have tried hard to obtain valid phone numbers for our customers for this purpose as well as for outage reporting.

Unfortunately, customers often fail to notify us of phone number changes. If you would like to verify or correct the phone number on record for your account, please call our Customer Service Department at **760-6512**. It is possible that the phone number in our system is incorrect and/or has been assigned to someone else.

Once the program starts, if you receive a courtesy reminder in error or did not get one and you feel you should have, please call our Collections Department at **760-6525** to verify the telephone number on file for your account and make any necessary corrections.

We hope this service will keep our customers from being disconnected and incurring additional costs because they forget to pay their bill in a timely fashion.

ATTENTION
**FLORENCE UTILITIES
WILL BE CLOSED ON
THE FOLLOWING HOLIDAYS:**

NOVEMBER 11 VETERANS DAY

**NOVEMBER 26-27 THANKSGIVING
DAY**

(NO GARBAGE PICKUP ON NOVEMBER 26)

Florence ENERGY

NEWS YOU CAN USE FROM FLORENCE UTILITIES

It's important that your correct telephone number is on record for your utility account. This phone number is used to contact you in case of outages and to let us reach you for reminder calls. Please call our Customer Service Department at **760-6512** to **verify or correct the phone number on file** for your account.

★ A new program will begin soon to remind you to pay delinquent utility bills before the utilities are disconnected. Be sure to read the complete information on the back of this insert.

How do you read your ELECTRIC METER? See inside to learn how the meters are read if you like to keep track of your usage. Pictures and simple instructions are included.

www.florenceutilities.com

Florence Energy News

HOW TO READ YOUR

ELECTRIC METER

Reading your electric meter is a good way to know how much you are spending on electricity. Here in the Tennessee Valley our residential rates are among the lowest in the country. We will continue to keep these rates low while offering more competitive and more energy efficient ways to use electricity.

Electricity is measured in kilowatt-hours. As sort of a quick reference, a 100 watt light bulb burning for 10 hours uses one kilowatt-hour. Electric meters keep track of how many kilowatt-hours you have used. There are two kinds of electric meters, digital and dial. Both are pretty easy to read and understand once you get the hang of it.

THE DIGITAL METER

Ready for this? All you have to do is read the meter like the mileage odometer in your car. What could be easier? Every time the number increases, that is another kilowatt-hour used.



THE DIAL METER

On a dial meter, there are five dials, numbered 0 through 9, with the 0 at the top. Look closely and you will see that the numbers go around the face clockwise on some of the dials, but counterclockwise on every other dial.



The hands of the dials move in the same direction as the counting order of the numbers. To read the meter, just write down the number that each hand has just passed. Start with the dial on the far left, and proceed to the right.



The above reading is 66,649.

If a hand is directly on a number, look at the dial to its immediate right. If that hand has passed zero, write down the number that the left hand is pointing to.

The reading here is 70. If the hand on the right has not passed zero, write down the last number that the left hand has passed.



Here, the reading is 69.



So, NOW WHAT?

Once you know how to read your meter, it is easy to figure out how much electricity you have used since your last electric bill. Simply look at last month's electric bill to find the reading recorded by Florence Utilities.

Then subtract last month's reading from the number you just took off your meter. What you end up with is the total number of kilowatt-hours you have used since your last reading.

WHERE DOES IT GO?

The biggest electricity consumption in your home is from your heating and/or cooling system. The average home uses about 55 percent of its electricity here. Older, less insulated homes use even more electricity. Older appliances are less energy efficient and cost more to run as well. Water heaters are usually the second-largest user of electricity in your home. After that comes major appliances like refrigerators, stoves, washers, and dryers, followed by smaller items like TVs, lamps, and stereos.

Information from the TVA website at www.energysight.com

REMINDER:

DO NOT ATTACH SIGNS TO UTILITY POLES (SUCH AS GARAGE SALE SIGNS). THEY ARE A SAFETY HAZARD TO THE ELECTRICITY DEPARTMENT EMPLOYEES.

