

A guide to your electric bill

Wake Forest Power's billing system features a customer-friendly electric bill.

Account Number

Your account number is displayed here.


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FEATURES

Base Charge

The base charge is the fixed monthly charge that covers the cost of providing electric service to your home. This charge is listed as a separate line item on your bill.

By separating the base charge from your electric charge, you can easily see the cost of your electric usage for that month.



**WakeForest
POWER**

A public utility, owned and operated by
Town of Wake Forest
 301 S. Brooks St.
 Wake Forest, NC 27587
 wakeforestnc.gov

Phone: 919-435-9400
 Fax: 919-435-9489
To report a power outage: 919-554-6724
 If you are disconnected for non-payment, call 919-795-2047.
Office hours: Monday - Friday 8 am - 5 pm

SERVICE PERIOD	ACCOUNT NUMBER	CUSTOMER NAME	SERVICE ADDRESS		
09/21/16 - 10/21/16	110762250085	DONNA SPARKS	14 POWER DRIVE		
SERVICE	PREVIOUS READING	PRESENT READING	CONSUMPTION	CHARGES	
ELECTRIC	26428	27428	1000	120.80	
BASE CHARGE				15.95	
NC SALES TAX				8.46	
			AMOUNT DUE	\$145.21	
			DUE DATE	11/20/2016	

Billing Days	This Month	Last Month	Last Year
Electric Usage (KWH)			


BILL IS DELINQUENT AFTER DUE DATE.
NO OTHER NOTICE WILL BE SENT

The **DUE DATE** applies only to your current charges. The **PAST DUE AMOUNT** must be paid immediately to avoid interruption of service.

If you do not receive a monthly bill near your normal billing date, contact the Town of Wake Forest at 919-435-9400. Failure to receive a bill does not relieve you of your obligation to pay. Also, it does not prevent service from being discontinued for non-payment.

The Town of Wake Forest's energy auditor can help you uncover ways to lower your costs. Request a free home energy audit by calling 919-435-9472.

Please detach and return bottom portion with payment.



RETURN SERVICE REQUESTED

Town of Wake Forest
 301 S. Brooks St.
 Wake Forest, NC 27587

() To change your mailing address, please check here, change on the back, and mail to: 301 S. Brooks St., Wake Forest, NC 27587

DONNA SPARKS
14 POWER DR.
WAKE FOREST, NC 27587

NO OTHER NOTICE WILL BE SENT

PAST DUE AMOUNT	\$35.00	DUE IMMEDIATELY <small>Disconnection Date 11/20/16</small>
CURRENT CHARGES	\$145.21	DUE 11/20/2016 <small>Disconnection Date 12/2/16</small>
TOTAL AMOUNT DUE	\$180.21	
AMOUNT PAID		ACCOUNT 110123.00 <small>Date Mailed 11/6/16</small>

Make check payable to:
TOWN OF WAKE FOREST
PO BOX 600068
RALEIGH, NC 27675-6068

Important Announcements

Look here for important messages about town programs and services.

Disconnection Date

You can expect your electricity to be turned off on the DISCONNECTION DATE if your bill is not paid by the day it is due.

We will attempt to notify you **by phone** prior to disconnection. Please make sure we have your current phone number by calling Customer Service at 919-435-9400. No other notice will be sent.



Wake Forest Power is a public utility owned and operated by the Town of Wake Forest



WakeForest POWER

A Division of the Town of Wake Forest

Questions?

Call **919-435-9400** or visit
Wake Forest Town Hall
301 S. Brooks St., Wake Forest, NC 27587
wakeforestnc.gov search 'Customer Service'

Energy Matters

The back of your bill offers important information about the Town of Wake Forest's energy programs.

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Bill Payment Options

To make bill payment more convenient, Wake Forest Power offers several different payment options.

Customer Service

Visit Customer Service Central at **wakeforestnc.gov**, search 'Customer Service', to learn more about these programs and to apply online.

Address Changes

Let us know if your address has changed by filling out the information box on the back of your payment slip.

<p>Important Information</p> <h3>Disconnection of Power</h3> <p>If your power has been disconnected for non-payment, the Town will only perform reconnections between 8 a.m. and 5 p.m. Monday through Friday. If you are experiencing a medical emergency, the Town can perform an after-hours reconnection for a \$100 fee. Call 919-795-2047 to request a medical emergency reconnection.</p> <h3>Medical Alert</h3> <p>It is important for the Town of Wake Forest to know which customers have medical requirements for electricity to survive. Call 919-435-9400 so that we can make a note in your records.</p>	<p>Energy Matters</p> <h3>H.O.P.E.</h3> <p><i>Helping Others by Providing Electricity</i></p> <p>The Town of Wake Forest created the H.O.P.E. program to help financially disadvantaged customers reconcile their utility bill.</p> <p>All donations are directed to ChurchNet, a local non-profit organization assisting people in need. ChurchNet determines who qualifies for assistance and how much help they receive. Each dollar contributed is used to help pay Town of Wake Forest utility bills.</p> <p>HOW YOU CAN HELP</p> <p>Make a contribution with your monthly utility payment. Indicate below what you would like your recurring donation to be.</p> <p>Make a one-time contribution. Include the donation as a separate check with your next payment or mail it to: Town of Wake Forest, c/o H.O.P.E., 301 S. Brooks St., Wake Forest, NC 27587</p> <h3>Contribute to NC GreenPower</h3> <p>NC GreenPower is an independent, nonprofit organization established to improve North Carolina's environment through voluntary contributions toward renewable energy. Your support will help add more green energy (like wind, solar and organic matter) to the power supply in our state.</p> <h3>Home Energy Audits</h3> <p>Identify ways you can save energy at home and maximize your energy dollars. To sign up for an audit, call (919) 435-9400. <i>Some restrictions apply.</i></p> <h3>Rebate Program</h3> <p>Find out how installing a new energy-efficient electric heat pump or water heater, and requesting a load management control can earn you a rebate up to \$300.</p>
<p>Utility Bill Payment Options</p> <h3>Equal Payment Plan</h3> <p>Take the surprises out of your monthly utility bill with the Town of Wake Forest Equal Payment Plan (EPP). Once you enroll in EPP, you will receive a bill each month for the same amount. It's a great way to smooth the peaks and valleys of seasonal electric usage and enable you to budget with precision. <i>Some restrictions apply.</i></p> <h3>Online Bill Payment</h3> <p>The Town of Wake Forest is pleased to offer customers the convenience of online utility bill payments. With online bill pay, you can:</p> <ul style="list-style-type: none"> Pay your utility bill with a MasterCard or Visa credit card or a debit card with MasterCard or Visa logos View your bill, current balance and due date Access billing history and historical consumption data <h3>Automatic Bank Draft</h3> <p>To save time, money and avoid late fees, have your monthly payment automatically drafted from your checking account or your savings account. It's the same convenient process you may already use to pay a car loan or any other monthly payment.</p>	
<p>wakeforestnc.gov/customerservice.aspx</p> <p>Visit Customer Service Central on the Town of Wake Forest website to learn more about these and other programs, download brochures and apply online.</p>	

Check the box on the front of your payment stub if you have made any requests on this side.

Fill in your address ONLY if your address has changed:

NAME		
ADDRESS		
CITY	STATE	ZIP

I would like to receive occasional email communications about Town of Wake Forest programs, services and special events. I understand that if I choose to receive email communications about Town of Wake Forest programs, services and special events, my email address will NOT be disclosed to any other organization, and I may unsubscribe to the service at any time.

EMAIL: _____

REQUEST FREE BROCHURES:

Utility Bill Payment Options
 H.O.P.E. Water Heater
 Home Energy Audits Rebate Program
 NC GreenPower
 Heat Pump & Water Heater
 Rebate Program

MAKE A CONTRIBUTION TO H.O.P.E.

I would like to add a recurring donation of \$_____ to my monthly bill. *Minimum of \$1.*
Please sign here _____

I would like to make a one-time donation. I have attached it as a separate check.

MAKE A CONTRIBUTION TO NC GREEN POWER

I would like to add a recurring donation of
 \$4 \$8 \$12 to my monthly bill.
Please sign here _____

I would like to make a one-time donation. I have attached it as a separate check.

Request Free Brochures

On the back of your payment slip, check the brochures you would like to receive. Also, select here to make any donations.