A guide to your electric bill

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

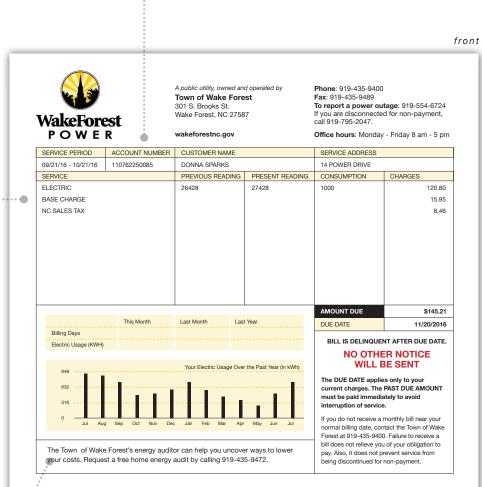
FEATURES

Base Charge

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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.



Account Number

Your account number is displayed here.



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

PAST DUE AMOUNT	\$35.00	DUE IMMEDIATELY Disconnection Date 11/20/16		
CURRENT CHARGES	\$145.21	DUE 11/20/2016 Disconnection Date 12/2/16		
TOTAL AMOUNT DUE	\$180.21			
AMOUNT PAID		ACCOUNT 110123.00 Date Mailed 11/6/16		
	Make check payable to:			
	TOWN OF WAKE FOI PO BOX 600068 RALEIGH, NC 27675-			

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.

Important Announcements

Look here for important messages about town programs and services.





Bill Payment Options

options.

To make bill payment more

convenient, Wake Forest Power

offers several different payment

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Customer Service

Questions?

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

Important Information

Disconnection of Power

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.

Medical Alert

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.

Utility Bill Payment Options

Equal Payment Plan

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. Some restrictions apply.

Online Bill Payment

The Town of Wake Forest is pleased to offer customers the convenience of online utility bill payments. With online bill pay, you can:

- 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

Automatic Bank Draft

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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

wakeforestnc.gov/customerservice.aspx

Energy Matters

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

back

Energy Matters

H.O.P.E.

Helping Others by Providing Electricity

The Town of Wake Forest created the H.O.P.E. program to help financially disadvantaged customers reconcile their utility bill.

All donations are directed to ChurchNet, a local non-profit All domators are unected to characteristic, a local hor-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.

HOW YOU CAN HELP

Make a contribution with your monthly utility payment. Indicate below what you would like your recurring donation to be. 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

Contribute to NC GreenPower

NC GreenPower is an independent, nonprofit organization 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.

Home Energy Audits

Identify ways you can save energy at home and maximize your energy dollars. To sign up for an audit, call (919) 435-9400. Some restrictions apply.

Rebate Program

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.

Visit Customer Service Central on the Town of Wake Forest website to learn more about these and other programs, download brochures and apply online.

Customer Service		Check the box on the front	of your payment stub if you ha	ave made any requests o	n this side.	
Visit Customer Service Central at wakeforestnc.gov , search 'Customer Service', to learn		Fill in your address ONLY if your address has changed: NAME ADDRESS			REQUEST FREE BROCHURES: Utility Bill Payment NC GreenPower Options Heat Pump & H.O.PE. Water Heater Home Energy Audits Rebate Program	
more about these programs and to apply online.	• • • • • • • • • • • • • • • • • • •	CITY TOWN of WAKE FOREST	Wake Forest programs I choose to receive en programs, services an	s, services and specia nail communications a id special events, my e	ZIP munications about Town of levents. I understand that if bout Town of Wake Forest mail address will NOT I may unsubscribe to the	I would like to add a recurring donation of S 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 S4 S8 S12 to my monthly bill. Please sign here I would like to make a one-time donation. I have attached it as a separate check.
Address Changes						0 0 0
Let us know if your address				Degues	t Free Breek	

Address Changes

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

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.