





# 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.

back

## Bill Payment Options

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

### 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

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.

### 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 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 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.

#### 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.

[wakeforestnc.gov/customerservice.aspx](http://wakeforestnc.gov/customerservice.aspx)

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

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

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.
- Home Energy Audits
- 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.

## 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.