

We want to help you use your home cooling dollars wisely

North Branch Municipal Water & Light wants to help you cool your home efficiently this summer!



Most homes use a central air conditioner system for cooling. When sized properly, a central air conditioner will cool and dehumidify a home to provide a comfortable environment during the summer months.

Central AC systems with higher seasonal energy efficiency ratings (SEER) are more efficient than standard models. High-efficiency cooling equipment can be more expensive to purchase, but the cost difference is paid back over time through lower energy bills.

If your central air conditioning unit is more than 12 years old, replacing it with a qualifying energy-efficiency system could cut your cooling costs by 30 percent. Plus, qualifying systems are eligible for a rebate from us—making it even easier for you to save money on your electricity costs.

North Branch Municipal Water & Light provides rebates for qualifying central air conditioners, air-source heat pumps, and

ground-source heat pumps. Call us, stop by our office or see the ‘Cool Your Home Efficiently’ section of our website for residential cooling equipment rebate applications and heating and cooling system performance comparisons. Go to the internet at www.saveenergyinnorthbranch.com

We offer rebates for a variety of energy efficient products

North Branch Municipal Water & Light offers various rebates for numerous residential items, from light bulbs to central air conditioners.

In general, the rebates apply to ENERGY STAR labeled products.



For more information and a complete list of residential rebates, stop by our office at 6388 Maple Street, call us at 651.674.7100 see the Residential Rebate Summary Sheet at www.saveenergyinnorthbranch.com

Visit us online for more info

For more about your utility’s energy efficiency and rebate programs, search for North Branch Municipal Water & Light online. We also take pride in being a local business. You can contact us with a phone call to 651.674.7100 or stop by our office at 6388 Maple Street.



The Connector

North Branch Municipal Water & Light

Be aware of phone, email scams

Utility companies everywhere are reporting an increase in scams aimed at customers. It is happening in towns just like ours.

Scammers especially target small businesses. They use various tactics to fool customers into providing payment.



Keep in mind that we send a written notice as a reminder to customers regarding a past due bill, and a disconnection notice in writing prior to service being shut off. We also offer several payment options.

Be suspicious if a caller insists on the use of a pre-paid debit card or an immediate payment of any kind. HANG UP and contact North Branch Municipal Water & Light at 651.674.7100 to verify your account status and report the attempted scam to local law enforcement. We welcome the call to verify your account status or with any other questions you have.

If the power goes go out, keep these ideas in mind

Storms, equipment failure and accidents can disrupt the electricity we are so used to having. Sometimes electricity flickers momentarily then comes back. Serious damage to power lines and the electrical grid can cause outages for days, or weeks. Please keep these things in mind if the power does go out:

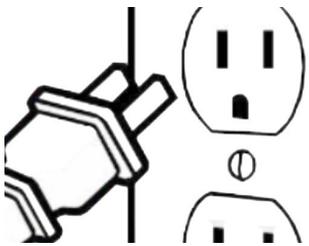
Check with neighbors

Don't panic! Check to see if your neighbors still have electricity. If they do, the problem could be inside your home. Check your main fuses or circuit breakers to see if they have blown or tripped. Replacing a fuse or resetting a circuit breaker may restore your electricity.

If the problem is not in your home, call us at 651.674.7100. Utility staff will be dispatched as quickly as possible.

Unplug, unplug, unplug

Unplug appliances with electronic components, such as microwaves, televisions and computers. This will help to eliminate damage to your appliances from voltage surges when the



electricity is restored. Wait a few minutes before turning on these appliances when the electricity is restored. This will reduce demand on the power supplier's electrical system.

Keep it closed!

Keep freezers and refrigerators closed, to keep food fresh. Air conditioners should be turned off. Do not turn them back on for several minutes after the power has been restored.

Keep home survival kit handy

To help cope with a power outage, keep an adequate supply of the following on hand at all times. These should be kept in a cool, dry place and all members of the family should know where to find them:



- Flashlights
- Battery-operated radio
- Candles and matches
- Extra supply of batteries for flashlights and radio
- Basic first-aid supplies
- A small supply of drinking water and food
- Baby supplies if an infant is in the home.

Please notify us if you use electrically-powered life support equipment in your home.

Never go near downed power lines—let qualified people handle these situations.

We offer our customers a variety of payment options!

North Branch Municipal Water & Light offers our customers payment options.

The most efficient payment option is automatic withdrawal. It works like this: We notify the bank of what you owe us monthly. The bank will withdraw that amount out of your account automatically as bills come due. The money is then automatically deposited into our account.



You receive your regular bill stamped 'paid,' so you have a payment and usage record.

You also receive your regular record of bank transactions. This service is especially handy for people who go out of town for extended periods of time, or are just looking to simplify bill-paying.

It also promises to save a lot of time and manual effort at the utility office, which will help save us all money.

We already have many people participating in this program. Please call us at 651.674.7100 for more information.