

# Selectricity

Volume 4 • May 2007

A newsletter for **GoodCents Select** participants

**GoodCents®**

*S E L E C T*

## **Summer peaks, winter peaks – what does it mean to me?**

At Gulf Power, it's our obligation to make sure the power is there when every single customer flips a switch. The maximum amount of electricity demanded at any one time is what is referred to as "peak demand." Gulf Power, like other utilities across the nation, is always interested in reducing peak demand. That's because the company has to have enough capacity to generate electricity for the expected peak demand.

As the peak demand rises, more infrastructure and more fuel has to be purchased to ensure an adequate supply. Likewise, if we can lower peak demand, we can defer these purchases and save the company, and our customers, money.

As a GoodCents *Select* customer, you are participating in a "peak-demand reducing program." By setting your thermostat to respond automatically to the critical price period, you actually help reduce the peak.

You also have the opportunity  
*See Back Page*

## **Program now for a cool summer in your house and savings in your pocket!**

*May 1* is the start of the summer season for GoodCents *Select*. To maximize your comfort and savings, review your time of day and price response settings for possible changes to reflect the summer price periods. Weekend price periods remain the same year-round.

For energy-saving tips, we recommend you review your customer manual. It's also a good time to convert your water heating program to a year-round program if you haven't already.

Simply program your water heater to have power available to it ("On") for about an hour and a half between 10 a.m. and 1 p.m. on week-days and you won't have to re-program it from season to season since the **Medium** price is in effect year-round during this time period.

To operate this schedule most effectively, the **Price Response** should be programmed to "On" during **Medium** and "Off" during the **High** and **Critical**.

Remember, you can always turn your water heater "On" temporarily for one hour simply by pushing the "Water" button, regardless of your programmed settings.

Pool owners should review the customer manual for information on the summer operation of pool pumps.

Need a new customer manual? Call us at 1.877.655.4001 to request one.



### **Gulf Power Company Mission Statement**

Our mission is simple: to safely deliver affordable, reliable and environmentally responsible energy to very satisfied customers in strong communities.

### ***I seem to have misplaced my copy of Selectricity.....***

If you ever find yourself searching for your newsletter simply stop and sit down at the computer. We post each edition of *Selectricity* on the GoodCents *Select* area of the company's website. Go to [www.gulfpower.com](http://www.gulfpower.com) and follow the GoodCents *Select* link and look for *Selectricity*.

# “My bill seems higher than it used to be even with GoodCents Select ...”

You may have asked yourself this question when you opened your last electricity bill. And the answer is quite simple. The amount you pay for electricity is determined by two things:

- The total kilowatt-hours (kWhs) you use in each price period, and;
- The price you pay for each kWh

With GoodCents *Select*, you have more control over how many kWhs you consume and even when you consume them. However, there are factors outside of anyone’s control that could cause an increase in the amount of electricity you use. For example, weather.

When the weather is hotter than normal, your air conditioner runs more to maintain the temperature you set which uses more electricity, causing your bill to be higher.

Another possible cause of higher electricity bills is if your HVAC equipment is not running as efficiently as it

should due to repair or service needs, such as low refrigerant, dirty filter or coil. Feel free to call 1-877-655-4001 if you would like an energy consultant to discuss further with you.

Is the same number of people living in your home? If not, that can have an impact.

The other factor is price. A major component in the price of each kWh is fuel. Just as fuel costs have risen for individuals to purchase, the same is true for producing electricity. Due to this increase in fuel cost, the Florida Public Service Commission approved an increase in the price of electricity for Gulf Power customers this past January.

As you can tell, making an equal comparison is not as easy as putting two bills side by side and comparing the “total due.”

However, a good method of comparison is to monitor the average kWh per day on your bill. As a GoodCents *Select* customer, you have the advantage of buying electricity at prices lower than the standard rate 87 percent of the time. Another rule of thumb is to briefly check your bill every month to ensure that most of your kWhs are in the **Low** and **Medium** price periods and that you are minimizing kWhs in the **High** and **Critical** periods.

If you are not satisfied with how many kWhs you are using in the **High**, review your program. Make sure you have your water heater set to “Off” in the **High** and **Critical** price periods. If you have a pool, evaluate how you can shift kWhs to the lower price periods.

And remember, kWhs in the **High** period is normal. Conserve and shift where it’s comfortable and makes the most sense... GoodCents.

**Table 1: Meter Reading Table**

NAME	SERVICE PERIOD FROM	TO	METER NUMBER	READING TYPE	METER READING PREVIOUS	METER READING PRESENT	METER CONSTANT	USAGE
RSVP	02-27-07	03-28-07	WA0000	Low-kWh	5638	5889	1	251
				Medium kWh	8233	9226	1	993
				High-kWh	4778	4964	1	186
				Critical-kWh	56	60	1	4

**Table 2: Historical Data**

Days	KWH	KWH/DAY	
This Mth	29	1434	49
Last Mth	30	1643	55
1 Yr Ago	30	1402	47

# Phone Service is not created equally.... for GoodCents *Select*



For the GoodCents *Select* meter to communicate monthly energy consumption, it is necessary for you to maintain a phone company land line or digital cable phone service. Otherwise, your bills will be estimated for an undetermined period and could result in a costly true-up.

Cellular, wireless and Voice over Internet Protocol (VoIP) phone

services are currently not compatible.

If you have dropped your standard land line provided by a local phone company or digital phone service provided by a local cable company, and do not plan to re-establish one, we need to schedule removal of the GoodCents *Select* equipment as soon as possible to prevent any inconvenience to you.

If you move out of your home and disconnect phone service but want to keep the equipment as a selling point, please contact Customer Service at 1.877.655.4001 so that arrangements can be made for billing.

## Don't trip that breaker

One of the features of your GoodCents *Select* thermostat is the ability for you to control your pool pump and water heater from the thermostat itself. That includes when you leave for vacation and don't want either appliance to run at all.

Simply place a permanent HOLD on the appliance and it will suspend any program for that appliance until you return and manually clear the HOLD. Instructions

can be found in your customer manual.

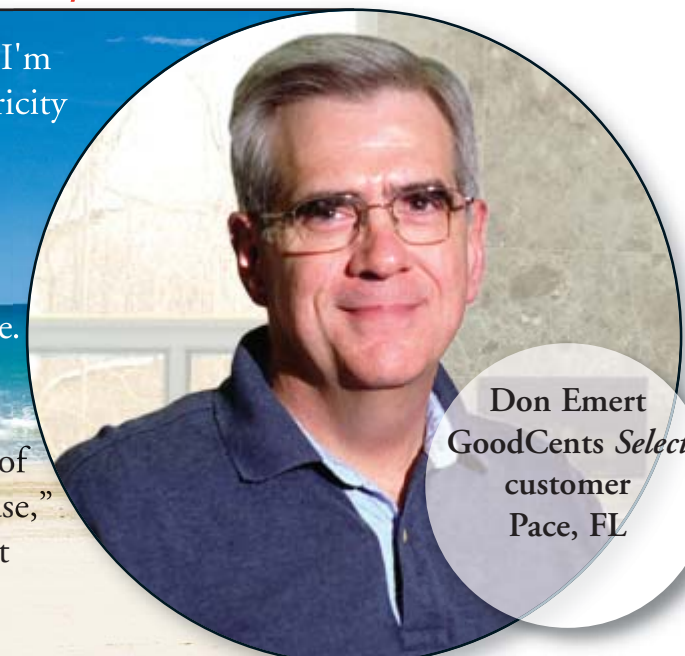
Gulf Power does not recommend flipping breakers to these appliances. It's unnecessary wear and tear on your breakers. Also, when breakers are turned off to appliances that are connected to the GoodCents *Select* equipment, it causes errors to occur in the system alarm feature, and can result in an unnecessary service call.

## What GoodCents *Select* customers say...

“I love GoodCents *Select*. I wish I had done it sooner. I'm saving at least 15 percent - maybe more - on our electricity bills. You can't help but win.”

For Don Emert, enrolling in Gulf Power's GoodCents *Select* was a no-brainer. The engineer took one look at the program and couldn't wait to put it in his home in Pace.

“We can decide when to do things based on the price of electricity at the time. The thermostat is very easy to use,” Don says. “Like with our pool. I run the pool pump at night, when the rates are the lowest.”



Don Emert  
GoodCents *Select*  
customer  
Pace, FL

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