

# Selectricity

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A newsletter for **GoodCents Select** participants

**GoodCents**<sup>®</sup>

*S E L E C T*

## *Weathering the storms*

About 100,000 thunderstorms occur each year in the United States.

And because it seems that Northwest Florida has more than its fair share of those, this time of year is one that most of us enter into with a wary eye and healthy amount of respect.

That's why this *Selectricity* is primarily devoted to storm-related issues with some specific information relating to GoodCents *Select*.

As a GoodCents *Select* customer, you may already know that one of the major benefits you receive along with the ability to save money and energy is free surge protection.

Read further to learn more about the surge protection you have with GoodCents *Select* as well as several more items of interest.

## *Surge protection - What's the buzz?*

If you've lived in Northwest Florida for any length of time and experienced the power of lightning, you know what the buzz is about when it comes to surge protection. If you have it, you're taking a good step towards protecting your major appliances. If not, you could be playing a game of "chicken" with Mother Nature.

Luckily for GoodCents *Select* customers, you've already taken that first step simply by participating in the program.

Gulf Power offers two types of surge protection – GoodCents Surge Protection and Premium Surge Protection.

GoodCents Surge Protection is meter-based surge protection. It helps protect against voltage surges that come through the electric line. It should be considered your first line of defense against surges. Any Gulf Power customer can choose to have GoodCents Surge Protection installed on their meter for \$3.45 per month. However, as a GoodCents *Select* customer, you get this surge protection absolutely **free**.

Premium Surge Protection, the second and best type of surge protection, offers more comprehensive. Premium Surge Protection



### *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.

### *Misplaced your copy of Selectricity?*

If you ever find yourself searching all over the house for your newsletter, 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). Follow the GoodCents *Select* link and look for *Selectricity*.

## Facts about Surge Protection

### How do I know the surge protection is working?

The gateway on your meter communicates routinely (via phone line) with Gulf Power. It reports any system errors, including when the surge protection device has been compromised.

If this occurs, a service technician is dispatched to your home automatically to inspect and replace the device if necessary.

That's a sense of security against surges that you never even have to think about, completely **free** to you as a GoodCents *Select* customer.

### How does surge protection work?

GoodCents Surge Protection senses the rise in voltage coming in over the powerlines and passes the excess current through internal arrestors to the ground, helping to prevent the voltage from passing into your home and damaging your appliances.

### Anything I can do beyond surge protection from Gulf Power?

You may be interested in purchasing your own "secondary" or "point of use" surge protectors for your most sensitive electronic equipment, such as TVs, computers, DVD and stereo systems. If so, it is recommended that you look for plug-in suppressors with a UL 1449 rating.

## The buzz on surge protection

Continued from Page 1

creates warranted surge protection on your home's most vulnerable entry points – electric, telephone and satellite/cable TV lines.

It not only protects all your major appliances and HVAC equipment, but also, computers, TV's, telephones or any other electronic equipment under your home's roof. Premium Surge Protection is backed by a \$50,000 per occurrence manufacturer's repair or replacement product warranty. Premium Surge's basic system (1 electric line, 1 cable/satellite line, and 2 phone lines) is \$9.99 per month after a one-time installation charge of \$24.99. Additional satellite/cable TV or phone lines protected for \$1.50 each per month.

Premium Surge Protection is compatible with GC *Select*, so if you would like more information on this extra level of protection, please call us or go to

[www.premiumsurge.com](http://www.premiumsurge.com).

## What is Outage Notification and how does it work?

Another benefit that GoodCents *Select* customers receive, also completely free, is outage notification. And there's no better time to have it than the storm season. If electricity to your home is out for three or more minutes, the GoodCents *Select* gateway on your meter will call Gulf Power to automatically report the outage. There's no need for you to have to call or wonder if a neighbor has already called in the outage.

After receiving the outage notification, Gulf Power will then send a courtesy confirmation call back to your home phone with a message stating that the outage was reported.

However, these confirmation calls will not be made between the hours of 10 p.m. and 6 a.m. Also, please note that if you only have portable phones and not one plugged directly into the wall, you will not be able to retrieve the message until power is restored.

And finally ... the most important thing to know about outage notification – for this feature to work, Gulf Power must have your current primary home phone number listed on your billing account.

If you are not positive that your current home phone line is the one listed as your primary number on your account, please call customer service at 1.877.655.4001. We'll check it for you and update it if needed.

## Phones.... Don't drop that landline

For the GoodCents *Select* equipment to work properly, you must maintain a phone company land line or digital cable phone service. Cellular, wireless and Voice over Internet Protocol (VoIP) phone services are currently not compatible. If the gateway is unable to communicate with Gulf Power, your bill will be estimated.

If you discontinue your phone land line or digital cable phone service you will need to contact Customer Service to schedule removal of the GoodCents *Select* equipment.

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

## What is this red light blinking on my thermostat?

It's a Critical price signal being sent from Gulf Power. But first and most importantly, don't worry ... no action is needed since your thermostat should be programmed to automatically respond.

If the red light on your thermostat is blinking at a slow single rate, it means that a Critical price period is about to begin. If the red light is blinking at a faster rate, it means that the Critical price is currently in effect. In addition to the red light, the Critical price bar will also be displayed on the right hand side of the thermostat display.

While a Critical price can occur at any time, it will normally occur when demand for electricity is very high. This typically occurs during the hottest summer afternoons or the coldest winter mornings.

Your GoodCents *Select* thermostat gives you the ultimate flexibility to program it to automatically respond to any price, or to override that program at any given time.

If you are home and you choose to override your Critical price program, you can do that. It's always your choice. To override the critical, use the warmer and cooler arrow keys to adjust to your desired temperature, however, be aware that the Critical price will be in effect.

Critical price periods typically last one to two hours.

**GoodCents**

SELECT

## Programming Tips

Are you out of sync? If your appliance is not doing what you think it is programmed to do, it may be the program, not you. Check to make sure the time periods programmed for that appliance are in sync. The four time periods (Morn, Day, Eve and Night) must all occur in the same 24 hour period and in AM to PM sequence. See the following example for illustration:

	WRONG		RIGHT
Morn	8:10 a.m.	Morn	8:10 a.m.
Day	12:50 p.m.	Day	12:50 p.m.
Eve	5:45 p.m.	Eve	5:45 p.m.
Night	12:00 a.m.	Night	11:50 p.m.

12:00 am is the starting point on the 24 hour clock and therefore can't be programmed to occur after 5:45 p.m. in the same 24 hour period. Since the thermostat can be set in 10 minute increments of time only, the last programmed time available in any given 24 hour period is 11:50 p.m.

**Upcoming Price Holidays  
(Low and Medium prices only  
– No High price period)  
Labor Day, Sept. 4**



**Terri** is one of our dedicated Customer Service representatives who talks with GoodCents *Select* customers every day. During the heat of summer, Terri likes to tell customers to "make sure they pay close attention to the temperatures outside when programming thermostat settings, and make sure to keep their thermostats set at 78 degrees to avoid high bills. I also recommend shading for windows to minimize heat from entering the home through direct sunlight. You should also avoid doing laundry and cooking during the day when temperatures are normally higher."

Questions about programming? Call us at 1-877-655-4001

## What happens to my thermostat and my programmed settings during an outage?

The thermostat utilizes non-volatile memory. That means that your programmed settings are stored in memory that does not require batteries or electricity. So they will not be lost during an outage.

Once power is restored, it takes about 60 seconds for communications between the GoodCents *Select* equipment to be restored. Therefore, if your water heater or pool is programmed to be OFF and an outage occurs, it may operate for about 60 seconds when power is initially restored until communications has been re-established among the GoodCents *Select* equipment.

## *Thinking of getting a new HVAC unit?*

If you replace your heating and cooling system, here are a few reminders:

- Make sure to ask your contractor for the thermostat that comes with your new system. That way, if you ever have GoodCents *Select* removed, you will have a thermostat to place on your wall.
- After your new unit is installed, please call Customer Service. A technician will be scheduled to visit your home to reconnect the GoodCents *Select* system.
- GoodCents *Select* is currently not compatible with two-speed compressors.

## *The Value of GoodCents Select*

What you get as a *Select* customer that others are missing out on....

- **Rate savings** – by choosing to use most of your energy in the low and medium price periods and less in the high price period, you can pay less overall every month than you would on the standard rate.
- **Free Surge Protection** – only with GoodCents *Select* do you get **free** meter-based surge protection. Customers not on *Select* pay \$3.45 per month for it.
- **Free Outage Notification** – only available to *Select* customers, a value of \$3.50 per month.
- **Energy Conservation** – With *Select's* programmable thermostat, you have the control you need to reduce your overall energy usage. And you don't pay for what you don't use.
- **Environmental Impact** – *Select* is approved by the Florida Public Service Commission as a program designed to conserve energy and benefit all customers.

**GoodCents<sup>®</sup>**  
*S E L E C T*

*The price you pay for electricity is lower than the standard residential rate 87 percent of the time.*