

Selectricity

Volume 5 • August 2007

A newsletter for **GoodCents Select** participants

GoodCents®

SELECT

SURGE PROTECTION – SHEDDING 'LIGHT' ON WHY IT'S IMPORTANT

If you've lived in Northwest Florida for any length of time and experienced the power of 'light'ning, 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 the odds with Mother Nature.

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

GoodCents *Select* includes **free** meter-based surge protection. It helps protect against voltage surges that come through the electric-service line. It should be considered your first line of

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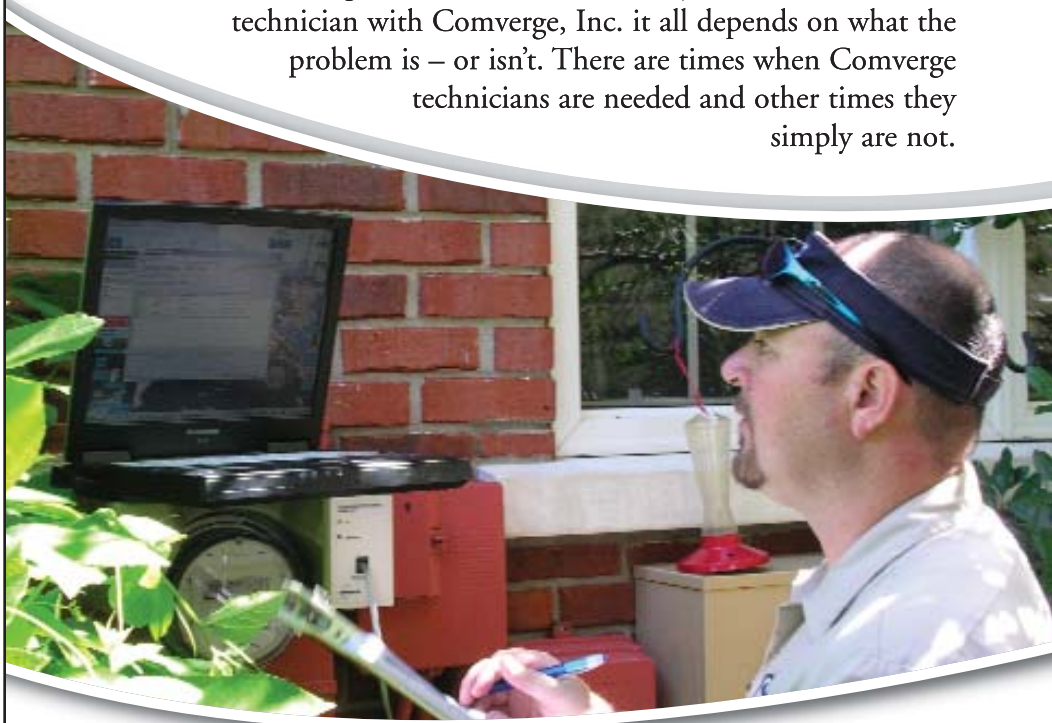
For more information on what all customers can do to prepare for a major storm and to learn how Gulf Power prepares for them, visit gulfpower.com

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.

WHO YOU GONNA CALL?

According to James Hunton, a four-year GoodCents *Select* technician with Comverge, Inc. it all depends on what the problem is – or isn't. There are times when Comverge technicians are needed and other times they simply are not.



"If a GoodCents *Select* customer is having air-conditioning problems, such as warm air coming out of their supply registers or the unit's indoor fan is not coming on, it's best if they contact their heating and air-conditioning specialist for assistance," says Hunton. "However, if customers notice something different or unusual with their thermostat, such as the incorrect time displayed, missing information or a blank screen altogether, I recommend they call Gulf Power first."

In turn, Gulf Power will immediately issue a service call for a Comverge technician to assist the customer right away and fix the problem. With more than 170 years combined electrical experience, 40 years HVAC experience and 40 years QA (quality assurance) experience in avionics, electronics and low-voltage controls, the Comverge

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GOODCENTS SELECT CUSTOMER SERVICE

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team is a well-qualified and experienced part of the GoodCents Select Team.

If you do call Gulf Power for assistance, the Customer Service Call Center has several customer service representatives trained to help with programming issues. GoodCents Select CSRs field all types of questions from customers, from why they suddenly don't have enough hot water or why their thermostat reads a few degrees higher than what they think they have it programmed for or why their system isn't running at all.

These specially-trained CSRs have the ability to remotely access customer program schedules real time while working from their computers. By viewing customer program settings, they can understand firsthand what the issue is – sometimes a result of improper programming – and help those customers while talking with them over the phone.

WE WANT TO HEAR FROM YOU...

Questions about programming or GoodCents Select in general? Contact Customer Service at 1.877.655.4001. Our local representatives are available 24-7 and will be happy to assist you.

Debbie is one of our dedicated Customer Service representatives who talks with GoodCents Select customers every day. Many of Debbie's phone calls are about temperature settings – and how to temporarily adjust the programmed settings. "Many customers want to change the temperature temporarily to be more comfortable at that moment. So, I tell them they don't have to go through the program mode. They can simply press the "warmer" or "cooler" buttons until it's at the desired setting for them. The thermostat will maintain that temperature until either the price period changes to Critical, or the next customer scheduled time period begins."



Debbie
customer service representative

For customers preferring 'hands on' assistance, Gulf Power also offers on-site programming assistance from its district energy consultants.

"Sometimes customers assume the problem they are experiencing is caused by the GoodCents Select equipment, when it could easily be something wrong with the heating and air-conditioning system," cautions Hunton. "As experienced technicians, our first job is to troubleshoot the problem and determine if it is GoodCents Select related or not."

If it is, Comverge won't leave the customer's home until the problem is fixed. If the problem is HVAC-related, Hunton explains that Comverge directs customers to contact their heating and air-conditioning specialist. In addition, he informs customers that Comverge is available and very willing to assist their HVAC technician to help resolve the problem.

SELECTRICITY, FAQs AND MORE.....

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.

You can also find the most frequently asked questions from customers along with some myths and facts about the program.

Go to gulfpower.com and follow the GoodCents Select link.

DID YOU KNOW ...

Conservation programs at Gulf Power Company like GoodCents Select are reducing demand in Northwest Florida by 340 megawatts every year – enough electricity to power either 50,000 homes or 6,000 convenience stores or 300 new retail super centers.

SURGE PROTECTION



How do I know the surge protection is working?

The gateway on your meter communicates routinely (via your 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.

Anything I can do beyond meter based surge protection?

You may be interested in purchasing your own "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 quality plug-in suppressors with a UL 1449 rating.

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 you should have your thermostat 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 thermo-

stat 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 1 to 2 hours.

DON'T DROP THAT LAND LINE...

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.



NEED A NEW CUSTOMER MANUAL? CALL US AT 1.877.655.4001 TO REQUEST ONE.

