



January 23, 2012

Dear New River Light and Power Customer,

Beginning with January 24, 2012 bills, New River Light and Power customers will see an increase in their electricity rates due to adjustments that were approved by the North Carolina Utilities Commission on January 18, 2012. The increase in your rates is due solely to an increase in the wholesale costs that New River will be paying for electricity. Residential customers who consume 750 kWh each month will see an increase that will be less than \$7.80 per month. Commercial and industrial customers will see similar increases based on their energy consumption and load characteristics.

Electricity costs across the country have risen dramatically over the last several years. Utilities in North Carolina are subject to these same trends. Please know we are working to keep these cost increases to a minimum, and New River remains among the lowest cost providers of electricity in the Southeast.

How can we help you reduce your electricity costs?

- NRLP offers no cost energy audits.
- NRLP offers cost saving weatherization kits.
- We provide a number of energy saving tips that can be found on our website:
<http://www.nrlp.appstate.edu>, or at the Energy Depot web site:
<http://www.energydepot.com/electricities/index.asp?mu=70>

How can you help?

- Replace incandescent lights with compact florescent or Light Emitting Diode (LED) lights.
- Install a programmable thermostat.
- Seal/Caulk areas around drafty windows and doors.
- Add insulation in attic and crawl spaces.

Providing great service at the lowest possible cost has been a guiding principle of New River Light and Power as we have served the Boone community since 1915. We pledge to make every effort to continue to provide reliable power at the lowest possible cost.

Sincerely,

Ed Miller
General Manager, New River Light and Power