



## March 2024

Dear New River Light and Power Customer,

Beginning with services rendered on and after **March 1, 2024**, Appalachian State University's New River Light and Power (NRLP) **customers will see a decrease in their electricity rates** due to adjustments approved by the North Carolina Utilities Commission (NCUC) on Feb. 19, 2024. The rate decrease is due to a decrease in the wholesale costs that the utility pays for electricity. **With this rate decrease, NRLP is among the lowest cost energy providers in North Carolina.**

**Beginning with your March bill, the typical residential customer will see a decrease of about \$18.78 a month.** This is an **18.9% decrease**, based on approximate monthly consumption of 750 kWh of electricity.

Commercial customers will see similar decreases based on their energy consumption and load characteristics.

As the decrease takes effect, please be aware that some customers may see split rates on their bills, if part of your usage occurred prior to the rate decrease.

For more than 110 years, we have remained true to our mission to provide our customers with the highest level of service and reliability at the lowest possible cost, and **NRLP continues to make efforts to better serve you.** We are proud to continue to offer our customers the power of choice. From clean energy options such as the Green Power Program and Net Billing Rider, to energy budgeting with the Prepay Billing Service, NRLP offers services and tools to help you take control of your energy usage. **Please see the back of this letter or visit [nrlp.appstate.edu](http://nrlp.appstate.edu) for a wide array of services available to you.**

For more information, questions or suggestions on how we can better serve you, please contact us at 828-264-3671 or [nrlp.appstate.edu](http://nrlp.appstate.edu).

Sincerely,

Matthew Makdad  
General Manager  
New River Light and Power  
Appalachian State University



## The Power of Choice

NRLP is pleased to offer our customers a wide array of programs and services. For additional information, please visit [nrlp.appstate.edu](http://nrlp.appstate.edu).

### Choose green

Bringing renewable energy to the High Country, NRLP's [Green Power Program](#) is an innovative, accessible way to offset your carbon energy usage. For as little as \$5 extra per month, you can help reduce your carbon footprint by purchasing blocks of clean hydroelectric power. With no contract and no need to purchase home equipment, the Green Power Program is hassle-free.

New in 2023, NRLP now offers several options for customers who wish to generate their own electricity. [NRLP's Net Billing Rider](#) supports customers with photovoltaic, or solar, systems, allowing them to use the energy generated by their system to offset their energy load received from NRLP — while remaining connected to the NRLP power grid and having reliable standby, or backup, service at any moment. For customers who simply want to sell all of their generated solar energy to NRLP — while continuing to purchase all of their energy needs from NRLP — the [Purchased Power for Renewable Energy Rider](#) is available. Finally, for customers who generate energy using systems other than solar, the [Buy All, Sell All](#) program remains available to support your needs. Visit the [NRLP website](#) or call our office at 828-264-3671 for more information.

### Convenient service with the Customer Portal and NRLP Connect mobile app

The new [Customer Portal](#) offers convenient 24/7 access to your account, online bill pay and paperless billing sign-up. An easy way to reduce paper waste, paperless billing is a great option for our environmentally conscious customers. Explore the portal to find energy tracking charts and usage data. Need to manage your energy on the go? Download the new [NRLP Connect mobile app](#), available through Google Play and the App Store.

### Track your energy usage with NRLP's Resource Center

NRLP gives customers the ability to track their energy usage and gather insights into energy habits with a variety of tools available in the new [Resource Center](#), including the Energy Forecast Tool and TempTracker365™. Through the IntelHome® AMI Portal, customers can access hourly or daily usage data. Learn how to save energy and money, no matter the season.

### Energy audits

NRLP offers free [energy audits](#) for our residential and commercial customers. Along with tracking your energy through IntelHome, energy audits offer a deeper understanding of your energy use and recommendations for better energy efficiency and savings. Or, perform your own virtual audit any time by visiting the NRLP Resource Center and clicking on the [Virtual Energy Audit](#) block.

### Pay-as-You-Go Flexible Billing

The [Prepay Program](#) is a pay-as-you-go, flexible way to leverage your energy budgeting by putting you in control. Pay how and when you want with no monthly bills, deposits or reconnect fees. Studies have shown that prepaid service can lead to overall energy usage reductions by as much as 15%. Prepaid customers are more aware of their energy usage and turn it into cost savings.

### Connect with us

Stay connected, find outage updates and more by following us on social media.

