



**February 2025**

Dear New River Light and Power Customer,

Beginning with services billed on or after **March 1, 2025**, Appalachian State University's New River Light and Power (NRLP) **customers will see a slight increase in electricity rates** due to adjustments approved by the North Carolina Utilities Commission (NCUC) on February 18, 2025. NRLP does not profit from the rate adjustment. **This increase is a direct pass-through of wholesale costs and will be used solely to cover the increased energy price NRLP pays for electricity.**

**The typical residential customer will see an increase of about \$3.53 a month, beginning with your March bill.** This is a **3.3% increase**, based on an approximate monthly consumption of 1,000 kWh of electricity.

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

Even with this rate adjustment, **NRLP will still be among the lowest-cost providers of electricity in North Carolina.**

**Assistance is available for those in financial need.**

- NRLP partners with Hospitality House of Northwest NC, through NRLP's Good Neighbor Round Up Program, to help our customers who are struggling to pay their electric bills. To inquire about assistance **visit [hospouse.org/wecan](https://hospouse.org/wecan) or call 828-264-1237 ext. 2.**
- Watauga County Social Services also offers resources, including the Low Income Energy Assistance Program (LIEAP) and Crisis Intervention Program (CIP). To inquire about assistance through these programs, **visit [wataugacounty.org](https://wataugacounty.org) or call 828-265-8100.**

For 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. **Please see the back of this letter or visit [nrlp.appstate.edu](https://nrlp.appstate.edu) for a wide array of services and resources available to you. The included NCUC notice offers additional information about the residential and commercial rate increases.**

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

Sincerely,

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



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).

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

The **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 **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 IntelaHome® 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 IntelaHome, 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.

### Flexible pay-as-you-go 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.

### Renewable energy options

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.

**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.

### Connect with us

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

