



March 2023

Dear New River Light and Power Customer,

Electric rates are being adjusted.

Beginning with services rendered on and after **March 1, 2023**, Appalachian State University's New River Light and Power (NRLP) customers will see an increase in their electricity rates due to adjustments that were approved by the North Carolina Utilities Commission (NCUC) this month. **NRLP does not profit in any way from the rate adjustment.** This increase is a pass-through of wholesale costs and will be used solely to cover the increased energy price that NRLP pays for electricity.

With the costs of natural gas and electricity increasing dramatically over the last year, NRLP has worked hard to keep this impact as low as possible. Even with this rate adjustment, **NRLP will still be among the lowest cost providers of electricity in North Carolina.**

What will this look like?

The typical NRLP residential customer consumes approximately 750 kWh of electricity each month and will see an **increase of 3.7% in their monthly power bill, beginning with your March bill.** This is an average **increase of about \$3.40 a month.** Commercial customers will see similar increases based on their energy consumption and load characteristics.

Assistance is available for those in financial need.

To help with household budgeting, we offer a prepay billing option designed as a flexible, pay-as-you-go plan that puts customers in control of how and when they pay for electricity.

Additional options are also available for those who are struggling to pay their electric bills:

- 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 through the Good Neighbor program, **visit [hospouse.org/wecan](https://www.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://www.wataugacounty.org) or call 828-265-8100.**

NRLP offers a number of programs to better serve our customers.

We are proud to offer our customers the power of choice. From clean energy initiatives to energy budgeting with the Prepay Billing Service, NRLP offers services and tools to help bring you convenience, a clean energy future, quality, and control over your energy usage. Please see the back of this letter or visit nrlp.appstate.edu for a wide array of services available for our customers.

Sincerely,

Ed Miller
General Manager
New River Light and Power
Appalachian State University



For more than 100 years, Appalachian State's New River Light and Power has served customers in the High Country. We continually look for ways to offer the highest level of service at the lowest possible cost while meeting the challenges facing our industry. Thank you for your trust and confidence in your neighborhood electric provider.

At NRLP, choices are important to us because they are important to you, our customers. All of the programs and services below can be found on our website, nrlp.appstate.edu.

For more information, or if you have any questions or suggestions on how we can better serve you, please contact us at 828-264-3671 or 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 a hassle-free way to help our community move towards a clean energy future.

Online Bill Pay

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.

Track your energy usage

NRLP gives customers the ability to track their energy usage through [Intelahome AMI Portal](#). Customers can access hourly or daily usage data through NRLP's customer portal, which displays usage charts that provide insight into energy use habits, as well as how temperature affects electric usage. The energy forecast function on our main page is also a great way to estimate electric costs based on temperature.

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, recommendations for better energy efficiency and savings.

Prepay Billing Service

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 that into cost savings.

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