

Lighting up the New Year

As we flip the switch on 2023 and move into the new year, we want to thank all our customers for your support and participation in programs that help promote green energy and low-cost energy services for our community.

With the excitement the new year brings, we also want to recognize the effects winter weather has on your electric bill and provide recommendations on how you can save money and energy this year.

Winter Weather Impacts

Why is My Electric Bill Higher?

With the holidays and heating needs the winter season brings, it's common to see changes in your electric bill. Here are a few ways you can reduce your energy use to compensate for the additional spend in the winter:



- **Lower your thermostat** - the colder it is outside, the harder your system has to run to keep up. Use blankets or sweaters to help stay warm instead of turning up the heat.
- **Reduce your hot water use and lower your water heater's temperature** - your hot water takes longer to heat since the water is colder, so the more you use, the higher your bill will be.
- **Use LED bulbs and turn off lights that aren't in use** - holiday decorations, extra gatherings, and dark evenings lead to more light and electricity being used.

Reporting an Outage

Unexpected winter storms can have the potential to impact electricity reaching homes and businesses. If there is a loss of power, HEC customers can report an outage by calling us directly at **(540) 434-5361**. Please do not report outages on Facebook as messages are not monitored 24/7.

[Learn How to Stay Safe During an Outage](#)

Go Green and Save Money

Swap Your Appliances for Energy-Efficient Options



When you swap your qualifying home appliances for energy-star ones, you can apply for our Energy Save and Earn Rebate to earn money back on your purchase. That's on top of the money you'll save each year in electricity use.

[View Eligible Appliances](#)

Enroll in our Friendly City Solar Program

Are you interested in powering your home with renewable energy this year? Customers enrolled in HEC's Friendly City Solar Program can support renewable energy without the upfront costs and maintenance associated with installing solar panels on their homes.

[Learn More or Enroll in the Program](#)

4 Ways to Reduce Your Carbon Footprint

1. Turn off lights and unplug devices that aren't in use. Devices that are turned off but plugged in can still use energy.
2. Start a composting and recycling initiative at your home or workplace.
3. Wash your clothes in full loads and use cold water — they get just as clean!
4. Find activities that allow you to walk, bike, or take public transportation instead of driving.



2023 Achievements Made Possible by Our Customers

2023 was a year full of great strides we were able to take toward creating a greener community.

With the continued success of our Friendly City Solar Program and focus on green initiatives and sustainability, we're grateful for our customers who have helped make this possible. A few highlights from 2023 include:

- **\$22,264** donated between Salvation Army and People Helping People through contributions from our customers and HEC's 100% matching program towards electricity bills from our Energy Share Program
- **300+** customers enrolled in the Friendly City Solar program
- **3,306,000+** kWh of energy generated through the Friendly City Solar farm
- **8** homes weatherized in partnership with CHP

In addition, we opened up our new energy exhibit at the Explore More Discovery Museum and attended numerous community events, including touch-a-trucks, the Rocktown Energy Festival, and Worlds of Work, to help promote energy education and conservation.

Thank you to everyone who made 2023 such a great year. We look forward to continuing to serve our community in 2024.

Mark Your Calendar

March 10 - Daylight Savings (Spring Forward)

March 19 - First Day of Spring

Follow us on Facebook and visit our website for additional updates and energy tips.



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