





# Helping You Save Money and Energy



Customer A



Customer B

	Customer A	Customer B
<b>Rates</b> 	Customer is billed for energy through the standard service or basic rate plan.	Customer has enrolled in the FlatBill® plan and pays the same monthly bill for a full year. She is also taking advantage of the Senior Citizens Discount of \$24 per month.
<b>Pay</b> 	Customer calls and pays via credit card for a fee of \$2.25 per month.	Customer pays her bill online and sometimes uses the Authorized Payment Locations while out running other errands.
<b>Use</b> 	Customer does not think about how he uses electricity on a daily basis and does not follow energy-savings tip.	Customer ordered a smart thermostat from the Georgia Power Marketplace and uses that to help control her energy costs.
<b>Programs</b> 	Customer has not participated in any of the other programs for which he is eligible.	Customer participated in the Refrigerator Recycling Program and earned \$35.

## Energy-Saving Tips

1. Save up to \$100 a year when you properly use a programmable thermostat. Set manual thermostats to 78°F in the summer and 68°F in the winter, and then leave them alone.
2. Change standard air filters once a month or pleated filters once every three months to help your heating and cooling system run more efficiently. Have your system professionally serviced annually.
3. Caulk and weather-strip around your windows and doors. If the caulk is cracked or the weather stripping is flat or peeling, replace the old material.
4. Seal around wiring and plumbing penetrations. Use caulk for small holes and expanding foam for larger areas. This will keep conditioned air from escaping the house.
5. Use a smart power strip or simply unplug electronics when they are not in use and save up to \$100 a year.
6. Look for the ENERGY STAR® label when purchasing new appliances.
7. Keep air vents clear of obstructions to help your heating and cooling system operate more efficiently.
8. ENERGY STAR qualified LEDs provide high-quality light, last up to 20 years and use 75 percent less energy than standard incandescent light bulbs.
9. Wash full loads of clothes and avoid overdrying. Clean the lint trap before every load to increase efficiency, saving you more than \$30 a year.
10. Set your water heater's temperature to 120°F and wrap your electric water heater with an insulated blanket for additional savings. Read the installation instructions and warranty to make sure this doesn't void the warranty.

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Residential Customer Service: **1-888-660-5890** • [georgiapower.com](http://georgiapower.com)

## Your Georgia Power Bill

Get a better understanding of your bill with our easy-to-use Bill Explainer and learn more about billing and payment options at [georgiapower.com/residential/understanding-your-bill](http://georgiapower.com/residential/understanding-your-bill).

- **My Power Usage:** My Power Usage helps you monitor how much electricity you're using each day and projects the amount of your monthly bill. It is updated every 24 hours, so you can adjust your energy consumption according to your lifestyle and budget.
- **Energy Checkup:** Free in-home energy audits and online energy checkups are available for Georgia Power customers.

## Bill Payment Assistance

- **Payment Arrangements:** If you are experiencing financial hardship, it may be possible to extend your payment date beyond the current due date.
- **Agency Assistance:** United Way provides information about agencies that may be able to offer assistance. For more information, visit:
  - [211online.unitedwayatlanta.org](http://211online.unitedwayatlanta.org).
  - St Vincent De Paul, [svdpgeorgia.org](http://svdpgeorgia.org)
  - Division of Family and Children Services, [dfcs.georgia.gov](http://dfcs.georgia.gov)
- **Project SHARE:** Project SHARE provides emergency assistance to Georgians who need help with basic necessities – housing, food, medical care and utility services. The program assists the elderly, the disabled, the unemployed, the sick and others who are experiencing financial hardship. Call **1-800-257-4273** to learn more.
- **Senior Citizens Discount:** Georgia Power customers 65 years of age or older with a combined income of less than \$24,280 may qualify to receive up to a \$24 discount each metered month.

## Payment Options

- **Online:** Pay your bill online with a checking/savings account or a debit card, completely free of charge.
- **Pay by Phone:** You may submit your payment by phone 24 hours a day, seven days a week. Call **1-800-672-2402** to be directed to the Georgia Power Payment System by BillMatrix. There is a fee of \$2.25 to make a payment using your checking/savings account.
- **Authorized Payment Locations (APLs)** are venues that accept Georgia Power payments and post them immediately and securely. There are more than 4,800 APLs around the state and thousands more nationwide. APLs are open evenings and weekends and are convenient to where you live, work and shop. Locations include Kroger, Walmart, Publix, Walgreens, Dollar General, Family Dollar and more. Transaction fee \$1.50 per payment. To ensure immediate posting of your payment, please provide your barcode or ask store agent to process through Western Union or CheckFreePay.
  - Text GPPAY to 99123 to find locations near you.
- **Budget Bill:** Offers a service that averages the highs and lows of your standard service electric bill by giving you an average price to pay each month.

## Rate Options

Georgia Power offers several rate plans to fit your needs. Our plans are designed to help put you in control of your budget and power usage. Learn more about the options available to you at [georgiapower.com/residential/rate-plans](http://georgiapower.com/residential/rate-plans).

- **FlatBill®:** FlatBill allows you to pay the same amount for electricity every month for a whole year. If you have been a Georgia Power residential customer for

at least 12 months, we can customize an offer for you based on your past power usage and expected weather for the upcoming 12 months.

- **PrePay:** PrePay allows you the flexibility to purchase electricity in advance. It puts you in control of when and how much you pay. Eligible customers can enroll in PrePay by phone.

## Programs and Products

- **Marketplace:** Get instant savings on energy-efficient lighting, thermostats and more at the all-new Georgia Power Marketplace. Check it out at [georgiapowermarketplace.com](http://georgiapowermarketplace.com).
- **Power Credit:** Power Credit is a program designed to shift the time when power is used by your home's air conditioner. Homeowners can get a \$20 credit for enrolling and be eligible for an additional \$2 credit every time Georgia Power calls for the service.
- **Refrigerator Recycling Program:** If you are a Georgia Power residential customer and have a working secondary refrigerator or freezer you want to recycle, take advantage of Georgia Power's Refrigerator Recycling Program. We'll pick up and recycle your second refrigerator or freezer for free, and give you \$35.
- **Simple Solar:** Simple Solar provides options for purchasing solar renewable energy credits from Georgia Power for an additional 1 cent per kWh.