



This Winter, Think Natural Gas for Heating!



The Heat is on – or it soon will be! Natural gas will enhance your home's comfort with fast, efficient heating. Heat generated by natural gas is warmer than its electric counterpart and gives your family comfort you can afford.

Natural gas furnaces heat rooms quickly, providing steady warmth from room registers, regardless of the outside temperature (unlike an electric heat pump, which provides less heat as outdoor temperatures drop). Warm air from a gas furnace is 20 to 30 degrees warmer than air from an electric heat pump. Electric heat pumps deliver air at about 95 degrees, which is slightly cooler than your body temperature. Meanwhile, gas furnaces distribute air at around 120 degrees.

According to the American Council for an Energy-Efficient Economy, gas furnaces are among the most energy efficient sources of heating available. To add to your savings, the City offers up to a \$700 rebate on a new natural gas furnace when replacing electric, propane or when converting a propane furnace to natural gas. As part of our customer care program, existing gas customers are eligible for a \$350 rebate when replacing an older natural gas furnace model.

If natural gas heating is in your future, **don't wait – act now!** Call your City of Tallahassee natural gas utility at 891-4YOU (4968) or visit Talgov.com/YOU for information on gas availability, rebates and gas connections.

Help Protect Local Lakes

The City's stormwater drainage system of culverts, ditches and ponds helps protect our community from flooding and also treats pollutants prior to them reaching local lakes and ponds. Illicit discharges or dumping into these systems are illegal because doing so can harm their ability to manage floodwaters and/or allow pollutants to mix in with surface waters. If you observe any illicit discharge, connection, spill or dumping of pollutants into the stormwater system, please report it to Utility Customer Services at 891-4YOU (4968). For more information on pollutants and the City's drainage system, please call Stormwater Management at 891-6860 or visit Talgov.com/YOU.



24-Hour Online Options for Utility Customers

Your Own Utilities offers customers several convenient ways to conduct business 24 hours a day at Talgov.com/YOU. Available online transactions include:

- Initiate new utility services
- Reconnect, disconnect or transfer services
- Pay utility bills online
- Sign up for the paperless SmartBill that includes a free electronic payment option
- Register for a free residential energy audit
- Review rebate and loan program information
- Review account information, including utility usage
- Register for **e+** Online to better manage energy and water use
- Report a missed solid waste pick-up

Talgov.com/YOU also includes a variety of energy-efficiency tips through the City's Energy Smart Plus (**e+**) initiative, allowing you to save energy, save water and save money!

For more information on your City government,



For all City of Tallahassee utility-related inquiries, including account issues or to report outages, please call Your Own Utilities at 891-4YOU (4968).



INSIGHT is published monthly by the City of Tallahassee's Department of Communications to inform citizens about City services and related items of interest. For more information, call 891-8533 or visit the City's website at Talgov.com. If you require an accommodation because of a disability in order to participate in a program, service or activity, please contact the appropriate City department. For persons using a TDD, please call 711. Requests should be made at least 72 hours in advance. Sign language interpreters require 10 days advance request.



OCTOBER 2011

INSIGHT

Keeping Tallahassee Clean and Beautiful

City rolls out new Solid Waste ordinance to prevent garbage and recycling containers from being left at the curb.

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ENERGY TIP

Get Ready for Winter Water Heating

Fall is a good time to replace your old water heater if it's inefficient or inadequate for your needs. Installation appointments are often quicker and pricing can be lower between seasons, before the cold weather rush! City rebates, as well as five percent interest financing, are available for qualifying energy efficient water heaters.

Natural gas tank-style water heater: \$675 rebate. Heats water almost twice as fast as the largest residential electric models for about 41 percent less energy cost.

Natural gas tankless water heater: \$675 rebate. Tankless brands like Rinnai, Bosch, Rheem, Noritz and Takagi heat water for about 55 percent less cost than a standard electric tank-style heater. They provide continuous hot water for up to three showers at once.

Heat pump water heater: \$600 rebate. These are all-electric, high efficiency water heaters that operate for about half the cost of standard electric water heaters. Some are marketed as "hybrid" water heaters. They draw heat from room air, cooling the room as they heat the water. A garage or utility room is usually a good location.

Solar water heater: \$450 rebate. A great way to utilize the sun's free energy, especially for larger families with high water heating demands. While solar photovoltaic systems seem to get more enthusiastic attention, solar water heating by comparison produces about twice as much energy per dollar invested.

For more information on appliances and programs, including details about loan and rebate eligibility, applications and requirements, call 891-4YOU (4968) or visit us at Talgov.com/YOU.

City Rolls Out New Solid Waste Ordinance

Keeping Tallahassee - America's Most Livable City - clean and beautiful



Want to help keep Tallahassee looking its best?

You can do your part by preventing garbage and recycling containers from being left at the curb for extended periods.

Simply roll carts to the street **no earlier than the day before collection service** and return them to the house **no later than the day after collection.**

It's all part of the City's new solid waste ordinance, which took effect October 1, to help improve neighborhood aesthetics and safety along City streets. Developed in response to concerns raised by local residents, the ordinance was revised from its first draft based on community feedback and now allows more time for citizens to pull back containers. The revised ordinance was passed by the City Commission on August 31, following a public hearing that featured overwhelming community support.

"Containers left by the road for long periods can become unsightly, obstruct traffic and pose safety hazards for motorists, cyclists and pedestrians," said Solid Waste Services Director Reginald Ofuani. "They also can adversely affect the aesthetics of a community. We

appreciate the citizen input to find a solution that works for our neighborhoods and helps us maintain our status as America's Most Livable City."



Under provisions of the ordinance, City residents in single-family detached homes, duplexes and apartment complexes with garbage and

recycle barrels provided by the City must place their containers at the curb no earlier than the day before collection and return them to their proper storage area no later than the day after collection.

If a customer receives three warnings within a 12-month period, the City will be allowed to switch the household from standard to premium service for one year. With the upgraded plan, City-designated crews will carry the containers to and from the curb on the day of collection for an additional monthly customer charge of \$21.03. So rather than the \$16.09 for standard service, those residents would pay \$37.12 per month.

For residents who cannot physically take their containers to and from the curb, the City continues to offer its Helping Hands service. For qualification criteria on the Helping Hands service or general information on the solid waste ordinance, call 891-4YOU (4968) or visit Talgov.com/YOU.

NOVEMBER CALENDAR

- 9** City Commission regular meeting at 4 pm
- 11 Veterans Day holiday;** administrative offices closed (City solid waste collection schedules change during holiday weeks. Please visit Talgov.com/YOU for information on schedule changes during the Veterans Day holiday week.)
- 21** Community Redevelopment Agency Board meeting at noon
- 21** Capital Region Transportation Planning Agency meeting at 1 pm

- 22** City Commission regular meeting at 4 pm (meeting on Tuesday due to Thanksgiving holidays)
- 24-25 Thanksgiving holidays;** administrative offices closed (City solid waste collection schedules change during holiday weeks. Please visit Talgov.com/YOU for information on schedule changes during Thanksgiving week.)

All meetings are held in the City Commission Chambers, located on the second floor of City Hall (300 S. Adams St.), unless noted otherwise. Meeting dates, times and locations are subject to change. City Commission meetings are shown live on WCOT, the City's government access channel, Comcast Cable channel 13. The meetings are rebroadcast the following Thursday at 12:30 pm and 7:30 pm and the following Saturday and Sunday at 12:30 pm. City Commission meetings are also streamed live online and are indexed and posted for viewing on Talgov.com. Call the Department of Communications at 891-8533 for more information or view the current City Commission agenda online at Talgov.com. Follow City news on Twitter @COTNews.