

**If your electric use suddenly increases,
take time to consider all factors.**

- Possible changes in lifestyle that could increase electric usage.
- Problems with an appliance or other electric equipment.
- Seasonal changes that increase electric use.

If you cannot determine the problem, but feel something is wrong, contact Flint Energies' Marketing Department for assistance.

1-800-342-3616



Flint@nergies
Your Touchstone Energy® Cooperative 

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**HOUSEHOLD ELECTRICITY
USER GUIDE**



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Possible Causes of Higher Electricity Use

Many higher electric bills are the result of a home problem or changes in a consumer's habits. These are a few areas where problems may occur:

Air Conditioning or Heating (#1 Users of Electricity)

The consumer can check these items:

- Tightness of doors and windows
- Thermostat settings
- Leaks in ducts
- Filter condition (change monthly)
- Obstructions around the exterior unit

Have a professional check these items:

- Strip heat and relays
- Freon levels
- Thermostat operation
- Compressor cycling

If you experience higher than normal electricity use, have a professional check the strip heat. In some cases, heat strips can engage while the unit is in cooling mode. This condition causes higher than normal energy consumption and poor cooling performance. We recommend that a professional service your unit prior to heating season and again before cooling season to prevent problems.

Electric Water Heater (#2 User of Electricity)

The consumer can check these items:

- Any kind of leak, either from a faucet, pipe or pressure relief valve. Most leaks occur under your home, hidden from view. Check all crawl spaces. Leaks have even been found within slab floors.
- Temperature setting 120° F (recommended)
- Pipe insulation

NOTE Heating elements can fail to cut off, causing continuous operation. An element can be defective, which causes the other element to operate.

Consumer Living Habits

We ask consumers to compare living habits to the dates of consumption shown on the bill. Be familiar with what time period actually makes up the bill in question. Ask yourself these questions:

- Did I have guests during that period?
- Were my living habits different?
- Was it extremely cold?
- Was it extremely hot or humid?



- Did I turn off the air-conditioner or heat while I was out of town?
- Did I turn the water heater off during my absence?
- Was there an illness during that period?
- Any new additions to the family?
- Did I use extra lighting or other electric equipment?
- Have I added any major appliances?
- What is the condition of pumps or other outside equipment?
- Did I celebrate a holiday?

It is very important to consider every possible circumstance that could contribute to a higher bill. We urge Flint customers to learn how to read their electric meter, and track their electricity consumption. See our Monitoring Electricity User brochure to learn how.

We want to help you solve your problems. Help us by checking these areas first if you feel your energy bill is higher than normal.

Flint Energies offers whole-house warranty packages that include heat pump and HVAC options. We also offer rebates for replacing gas heating with heat pumps and water heating with electric.

Ask today!

Flint@energies

Troubleshoot your bill on our Web site at www.flintenergies.com