

# Duke Energy Progress Multifamily Energy Efficiency Program FAQs



Questions? We have your answers. Here's what you need to know before you get started with this program.

## Program Benefit Questions

### Do I have to pay to participate in the program?

Qualified property managers do not pay for these energy saving products. When you take advantage of the Duke Energy Progress Multifamily Energy Efficiency Program, not only will you receive free upgrades, you will also help to increase retention rates and attract new tenants.

### What's the value of letting us install these energy saving products?



#### Compact Fluorescent Light Bulbs (CFLs)

- Use up to 75% less energy, making it one of the most economical ways to reduce energy use.
- Last up to 10 times longer than incandescent light bulbs, reducing replacement costs and effort.
- Run cooler than incandescent bulbs, reducing energy loss.
- ENERGY STAR® certified.



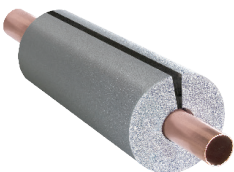
#### Bathroom/Kitchen Faucet Aerators (1.0 GPM)

- Use up to 55% less water than 2.2 GPM faucets, lowering utility, water and sewer bills.
- Flow feature control for no loss of water pressure.



#### Energy-Efficient Showerheads (1.5 GPM)

- Use 40% less water than 2.5 GPM showerheads, lowering utility, water and sewer bills.
- Virtually maintenance-free.
- High pressure with a pulsating massage feature.



#### Pipe Wrap

- Reduce water and energy use by preventing heat loss while hot water travels through your building's hot water pipes.

Upgrade the efficiency of your building today. For additional questions or to apply, call 1-888-297-1671.

## Frequently Asked Questions

### Water Product Questions

#### If a fixture uses less water, will it take longer to complete tasks?

Duke Energy Progress only installs engineered aerators designed to perform the same task using less water more efficiently. Energy saving aerators mix air and water to provide the correct surface area coverage for completing tasks. Chances are, you will not even notice that the flow rate has changed.

#### How do the energy efficient aerators and showerheads use less energy?

Energy efficient fixtures are designed to complete the same task while utilizing less water. Since your water is heated with electricity, using less hot water will additionally lower your energy bills.

#### Will I notice a difference in water temperature?

The water temperature will not be affected by the energy efficient fixtures. The temperature will still be controlled by your fixture.

### Light Bulb Product Questions

#### Will frequently turning my CFL on and off shorten its product life?

ENERGY STAR® certified CFLs are required to endure rapid cycling for five minute intervals to ensure that the products can hold up to frequent switching. However, to take full advantage of the energy savings and long life that CFLs provide, it is best to use them in the fixtures you use the most and are on for at least 15 minutes at a time. As always, it is a good habit to turn the lights off when you leave the room for an extended period of time.

#### Are CFLs safe for the environment?

Yes. While CFLs do contain a small amount of mercury (3-5 milligrams, which is no greater than the size of the tip of a pen), none of the mercury can be released unless the bulb is broken.

#### So what happens if I break a CFL?

- There are a few safety precaution measures you can take to clean it up:
  - After all people and pets have left the room, open a window or door to air out the space for 5-10 minutes. Also, if you have a central forced air heating/air conditioning system, make sure to turn it off.
  - Thoroughly sweep up the broken glass with a broom and dustpan, then wipe the rest with a damp paper towel.
  - Promptly place bulb debris and cleanup materials outdoors in a sealed trash container until materials can be disposed of properly. Avoid leaving any bulb fragments or cleanup materials indoors.

#### How do I properly dispose unbroken CFLs?

It is important that the bulb remain intact, so you should not break or crush it. For more details, including local recycling locations and contact information for recycling in your area, visit [www.earth911.com](http://www.earth911.com) or [www.epa.gov/bulbrecycling](http://www.epa.gov/bulbrecycling) and click on "Where You Live."

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