

High-Bill Inquiry

As a homeowner, you care about the cost of your energy bills. For the first two years that you live in your house, the System Vision program guarantees the annual energy usage for heating and cooling your house. If you think your bills are too high, here are some steps you can take.

- **Check that your thermostat setting is on “Auto” (not “On”).**
- **Check that your heating and cooling registers are not covered by furniture or other objects.**
- **Make sure you change your return air filter about once a month.**
- **Review helpful tips to reduce your energy usage** - <https://www.progress-energy.com/carolinas/home/save-energy-money/energy-saving-tips-calculators/100-tips.page>
- **Review our Guarantee Information**
(http://www.advancedenergy.org/portal/systemvision/?page_id=717, scroll down under the HOMEOWNER’s Section)

If after reviewing the above information, you still have questions regarding your energy bills, please contact us using the following steps.

Submit information to systemvision@advancedenergy.org or mail to:

Advanced Energy
Attention: System Vision Guarantee
909 Capability Drive, Suite 2100
Raleigh, NC 27606

Include the following information:

- Your name
- The name of the developer who built your home (e.g., Wake County Habitat for Humanity)
- Phone number and best time to reach you
- House address
- Date you moved into your home
- Minimum of 12 months of energy bills for your house

An Advanced Energy technician will get back to you within 5 business days to follow up.

