



## Load Management (ETS) Program Q & A

### **Q: How do members benefit from participating in this program?**

A: Members with significant electric heating and appliance loads save money based on lower rates charged for the kilowatt-hours (kWh) consumed on the participating meter. Members not using electricity on the controlled (ETS) meter, are not saving on their energy bill by being on the program.

### **Q: When should I expect there to be load control periods?**

A: We rely on experts at our power supply cooperative to determine the timing of these load control periods so that we can meet the demands of the program. What has been typical are load control periods occurring in the hours of 7 a.m. to 1 p.m. and 5 p.m. to 9 p.m. during winter months and 1 p.m. to 9 p.m. in summer months. You can expect these periods to occur on the hottest and coldest days. CEC does not conduct the program on weekends or major holidays.

### **Q: How can I be made aware when there is a load control period?**

A: CEC emails members when a load control period is predicted. If you do not receive these emails and would like to, contact Laura Hensley at 800-521-0570 ext. 2132 or email [lhensley@central.coop](mailto:lhensley@central.coop). Predicted periods can also be found on our website by going to [www.central.coop](http://www.central.coop) > Energy Programs > Load Management Program. There is also a quick link in our SmartHub app. (visit [www.smarthubapp.com](http://www.smarthubapp.com) to learn more about the app)

### **Q: Why has the frequency and length of load control periods changed over the years?**

A: As most things do, the program has evolved over time and the load control periods that you experience today do likely differ from that of the program years ago. This is a result of changes in the way that we all use electricity. The contract for this program states that the load control periods will not exceed 12 hours total in one 24-hour period, and that continues to be true of the program.

### **Q: What is back-up heat?**

A: Participants must be able to adequately heat their homes without the use of electric heat. Back-up heat should keep the home at a reasonable temperature, safe for occupants. Electric space heaters are not to be used as this does not reduce the home's demand for electricity during peak demand periods, which is the intent of the program. The ideal back-up heat source is electric thermal storage (ETS) units, but may also include wood burners, pellet stoves, propane heat, etc.

### **Q: What if you do not have adequate back-up heat for winter load control periods?**

A: The cooperative's goal is to reduce peak demand for electricity, but never at the expenses of our member's well-being. If you do not have back-up heat, you should not be participating in this program.

### **Q: Can I remove my service from this program?**

A: This is a voluntary program, but will require an electrician for removal. Your home currently has a dual meter base and subsequently two breaker panels inside. An electrician would need to rewire for your home to have one CEC meter. You must notify the cooperative to complete removal from the program.