

Load Management Programs – Frequently Asked Questions

Receive a bill credit up to \$40 per year for each switch installed! Amount is distributed as a \$10 bill credit during the months of June, July, and August.

An additional \$10 can be received when you make a (one-time) referral of an additional Steuben County REMC member*

How?

Just participate in our Load Management Program. Let Steuben County REMC install a load management switch on your air conditioner or pool pump. This switch allows the unit to be cycled off for brief intervals during times of peak demand, when energy is most expensive. The load management program runs from June through September. When needed, the switches can be activated Monday through Friday during the hours of 2:00-8:00 pm for 15 minute intervals on A/C and hour intervals for pool pumps. This switch will NOT operate during weekends or holidays.

Why is it important to reduce peak demand?

Peak demand determines, in part, the cost of electricity purchased by Steuben County REMC. As peak demand grows, power suppliers must provide more fuel to generating facilities to keep up with the demand. This means a higher price per kilowatt and more cost for the consumer. By helping to control peak demand, you can help keep power cost lower and conserve energy.

How does the switch work?

The load management switch is radio controlled in conjunction with your meter. On days when the demand for electricity is critically high, we will transmit a radio signal from our office to cycle the air conditioners off for 15 minutes out of every 30 minutes; pool pumps will be paused during the entire control event. On A/C's the fan will continue to run to maintain comfort in the home, so you should not even notice that the compressor is off. The combined effect of all the switches on our system allows for a reduction in peak demand.

Does my air conditioner/ pool qualify?

Not all air conditioners qualify. Your air conditioner must be a central air conditioning unit that is thermostatically controlled. Window air conditioners or portable units do not qualify. Some geothermal units and heat pumps may not qualify due to the control wiring. Pools must have a permanently wired pump that is direct wired into a circuit panel in a the home/ or pool house. Portable/ collapsible pools will not qualify for this incentive.

Where will it be installed?

The switch will be mounted on the exterior of your home adjacent to your air conditioner's condenser unit next to the A/C disconnect switch.

Do I need to be home when the switch is installed?

No, it isn't necessary for anyone to be at home at the time of installation. If you would like to be present during the installation we can schedule an appointment with one of our qualified installing contractors to meet your needs.

Do I have to pay for the installation?

The switch is installed and maintained FREE of charge by Steuben County REMC. Any dissatisfaction or problems can be handled by contacting Steuben County REMC. The switches must remain intact and should not be removed by anyone other than a Steuben County REMC employee or contractor.

How do I sign up?

It's easy! Call Steuben County REMC, at (260)665-3563 and tell a Customer Service Representative that you would like to take part in the Load Management Program! **Call Today for your bill credit up to \$80.00! *****

*The one-time \$10 referral credit will be paid out as a bill credit in during the month that the referral switch is installed.

** In order for the member receiving the referral switch to receive credit they must have the switch installed prior to June 1st, 2014.

***Must elect into program prior to May 15th, 2014 to receive credit.

Steuben County REMC

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