



MONTHLY CREDITS

After your Load Control (LC) switch is installed, you will begin receiving the LC credits on your electric bill. The amount of monthly credit you will receive per appliance controlled is:

Water Heater	\$1.00 monthly
Air Conditioner*	\$2.50 (Standard LC)
	\$5.00 (LC+)
	\$7.50 (Total LC)

*AC credit applied June, July, August and September only.

— SEE INSIDE PANEL FOR MORE INFORMATION —

REPORTING PROBLEMS

If your water heater or your air conditioner does not appear to be working, first check to see if this occurred during a Load Control period (see “Control Times”). If you are unsure, call Piedmont EMC FIRST at 1-800-222-3107 or 919-732-2123, 24 hours a day for help.

SERVICING OR REPLACING YOUR WATER HEATER OR AIR CONDITIONER

If your water heater or air conditioner is serviced or replaced, call Piedmont EMC so the LC switch can be checked for proper operation.

LOAD CONTROL SPECIAL FEATURES

- **FREE Installation and Maintenance.** The LC switch will be installed FREE and at your convenience. Any trouble calls or switch maintenance are also free of charge.
- **Compatible with Water Heater Timers.** Load Control operation will not affect your water heater timer. We connect the LC relay between your timer and your water heater so the timer clock will not be affected.
- **Return to Normal Function.** If the LC signal is interrupted in any way, the switch automatically returns your equipment to normal operation.
- **Time Delay Re-Start & Time-Out.** When the power has been interrupted to your air conditioner and LC switch, the switch has a built-in time-out feature that will not allow the air conditioner compressor to operate for 5 to 10 minutes. This could avoid hard re-starts on your compressor. During the time out, the red LED lights on the switch will be illuminated continuously.
- **Minimal Effect on kWh Use.** Load Control may not noticeably reduce or increase your monthly kWh use. LC is designed more to shift load to the off-peak time of the day.



General Office PO Drawer 1179
Hillsborough, NC 27278
(919) 732-2123

Roxboro Office PO Box 1327
Roxboro, NC 27573
(910) 599-0151

Caswell Office 64 Rascoe Dameron Road
Burlington, NC 27379
(336) 421-1296

WWW.PEMC.COOP TOLL FREE 1.800.222.3107

LOAD CONTROL

Piedmont Electric Membership Corp.
PO Drawer 1179
Hillsborough, NC 27278
(919) 732-2123 or 1-800-222-3107





SIGN ME UP FOR LOAD CONTROL

PLEASE COMPLETE AND RETURN THIS REQUEST FORM with your next bill or drop it off at one of our offices.

I would like: (please check appropriate boxes)

1 **Water Heater Load Control**

Water heater location _____

Water heater is accessible without a key or alarm

Yes No

Central A/C Load Control

2 Name _____

Address _____

City _____

Home Phone _____

Cell Phone _____

Work Phone _____

3 **Is an Appointment Desired?** Yes No

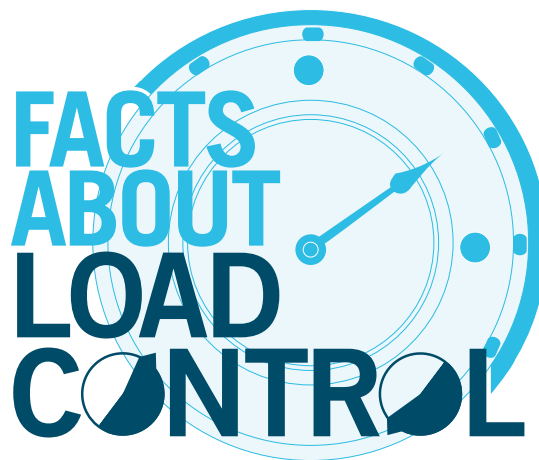
Best Time to Call

Morning Afternoon Evening

4 Signature _____

Date _____

OR call 1-800-222-3107 to request Load Control



Thank you for volunteering for Piedmont EMC's Load Control Program. You will benefit from the program in two ways:

- 1** *You will receive credits on your electric bill*
- 2** *You are helping hold the line on power costs by allowing your co-op to reduce electric load at high demand peaks*

This pamphlet provides some important facts about the program and your **LC (Load Control)** switch. Please keep it for future reference.

ABOUT YOUR SWITCH

The switch receives an electronic signal from Piedmont EMC. This tells the switch to open and close the relays that are wired to your electric water heater and/or air conditioner.

The flashing yellow light on the front of the switch is there to show the switch is operating normally. The light should blink 24 hours a day.

When Piedmont EMC is in Load Control, red LED lights will be illuminated on the front of the Load Control Switch.

LOAD CONTROL OPERATION

We operate the Load Control system to reduce the co-op's electric load during peak power demand hours. Some months we may only need to control one time. Other months, when extreme temperatures occur, we will need to control more often.

The peak hours usually occur Monday through Friday during the following times:

Summer Between 1 p.m. and 7 p.m.

Winter Between 6 a.m. and 10 a.m.

*Only water heaters are controlled in the Winter.



WATER HEATERS

Except for peak load emergencies, we try to limit control of the water heater to a maximum of 4 hours in the winter and 6 hours in the summer. In most cases you will not notice when we control because your water heater tank will have a reserve of hot water ready for your use.



AIR CONDITIONERS

During Summer Load Control periods, your Central A/C (air conditioner) compressor will be cycled off. There are three types of load control:

Standard LC: your compressor is cycled off about 7 minutes and back on for about 14 minutes.

LC+: the compressor is cycled off about 14 minutes and back on about 7 minutes.

Total LC: your compressor remains off for the entire control period.

Your A/C indoor fan will continue to operate as needed by your thermostat.