

## Enroll today!

Instructions: Fill in all fields, then mail to:

Beat the Peak  
Load Management Program  
P.O. Box 1180  
Rocky Mount, NC 27802-1180

Or fax to: (252) 467-4899

I agree to have load management switches  
installed on the following appliances:

\_\_\_\_\_ Electric Water Heater

\_\_\_\_\_ Electric Heat Strips

\_\_\_\_\_ Central Air Conditioner

Name \_\_\_\_\_

Customer/Account Number \_\_\_\_\_

Address \_\_\_\_\_

Home Phone \_\_\_\_\_

Enrollment into the program may also be  
completed online at [www.rockymountnc.gov/  
loadmanagement](http://www.rockymountnc.gov/loadmanagement) or by calling (252) 467-4803.

By agreeing to have switches installed, the  
customer agrees the city of Rocky Mount will not  
be held liable for any economic loss due to the  
malfunction of the load management equipment  
or any power interruptions.

Disconnecting, bypassing or tampering with a  
load management switch in any way is theft of  
services and is illegal according to the North  
Carolina General Statutes 14-151-1.

## For additional information regarding the Load Management Program:

Please contact the city of Rocky Mount:

Phone: (252) 467-4803

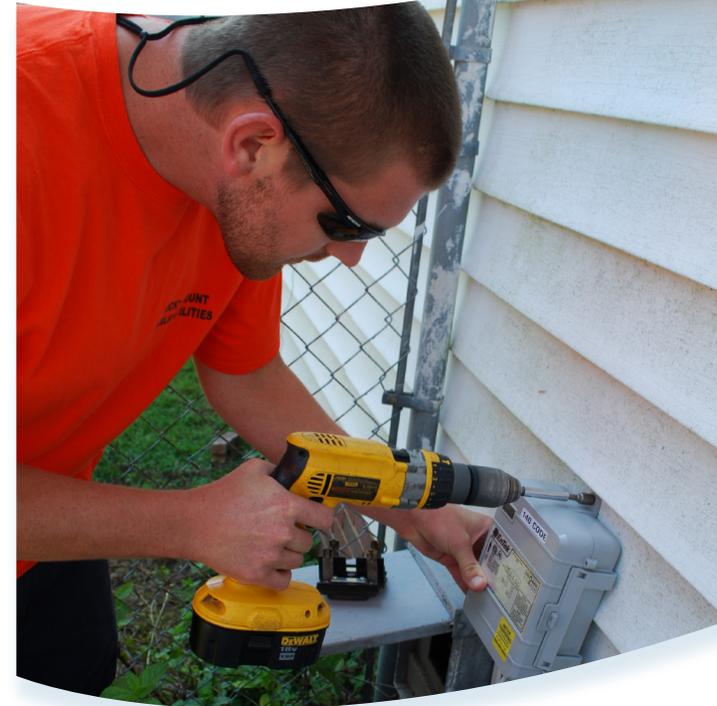
Fax: (252) 467-4899

Email: [energyspecialist@rockymountnc.gov](mailto:energyspecialist@rockymountnc.gov)

Frederick E. Turnage  
Administrative Complex  
P.O. Box 1180  
Rocky Mount, NC 27802-1180

[www.rockymountnc.gov/loadmanagement](http://www.rockymountnc.gov/loadmanagement)

## Beat the Peak Load Management Program



## What is the Peak?

“Peak” or “Peak Demand” is the greatest amount of electricity used at one time by an electric system. This typically happens when a large number of customers are using appliances at the same time. These peaks determine how much the city of Rocky Mount must pay for power. Higher peak demands mean higher prices. By controlling electric load or practicing “load management,” the cost of electricity can be controlled.

## What is Load Management?

Load Management is a means of controlling the amount of electricity being used at any one time. When periods of peak demand occur, load management is used to reduce the demand in order to control the cost of electricity.

## How does the program work?

Customers who participate in the Load Management Program allow Rocky Mount Energy Resources to install a radio-controlled switch on one or more appliances in the home. Switches are available for the electric water heater, supplemental electric heat strips used in heat pumps, and the central air conditioner. If a customer has more than one air-conditioning unit, heat pump or water heater, switches shall be installed on all units.

In order to participate in the program, the customer must be the owner of the premises at which switches

are to be installed, or must have the permission of the owner or manager.

During periods of heavy demand for power, the switch allows Rocky Mount Energy Resources to send a radio signal to briefly interrupt power to the appliance. By cycling the controlled units off, Rocky Mount Energy Resources can reduce the demand on the overall system. The more switches in place, the greater the impact of the program.

## When do peak demands occur?

Peak demands are seasonal and weather-based. Load management does not require daily load control. Peak demand periods are estimated to occur less than 10 days per month and last for approximately 3 to 4 hours. Typically, peak times occur on hot summer days between 2-6 p.m. and on cold winter mornings between 7-8 a.m. The Load Management switches are operated in a manner that provides maximum savings with minimum inconvenience to participating customers.

## Is there a cost to participate in the program?

There are no installation or maintenance charges associated with this program. However, any service that has been tampered with so as to defeat the intent of the Load Management Program, shall result in additional customer charges and/or discontinuation of credits.

## Available Credits

Participation in the program is voluntary, and customers may choose which switches to have installed. Credits are issued during specific periods of time; however, appliances may be controlled in other months.

### Electric Water Heater Control

Customers receive a \$7.50 credit each month.

Water heaters are cycled off during load management periods. The water in the tank will remain hot and available for use. However, the water heater will not generate additional hot water during load management.

### Electric Heat Strip Control

Customers receive a \$15.00 credit each month during five months of the winter season (November, December, January, February, and March).\*

Heat strips are controlled during the winter load management periods, while compressors continue to provide heat.

### Central Air Conditioner Total Control

Customers receive a \$20.00 credit each month during three months of the summer season (July, August, and September).\*

Compressors are cycled off for the entire load management period. Fans will continue to circulate the air, but the compressor will not generate any additional cool air.

Window air condition units do not qualify for the Total Control credit. Customers who signed up for the Regular Control program prior to June 1, 2002 will continue to receive a \$3.00 credit each month for three months during the summer season. This program is no longer available to new load management customers.

\*The first credit for November and/or July is prorated based on the billing period. The difference will be credited in April and/or October.

