

Q How does the load management switch work?

A When activated by NOVEC, the switch cycles off the power to the water heater and/or air conditioner by means of a transmitted signal. This occurs only a few times each month on days with extremely high or low temperatures when there is an increased use of electricity.

Q What time of day will the switch be cycling the water heater and air conditioner?

A Typically between 4:00 p.m. and 6:00 p.m. during the summer. In the winter, the water heater may be cycled between 7:00 a.m. and 9:00 a.m. and between 4:00 p.m. and 6:00 p.m.

Q Can I also use a water heater timer if I have the load management switch installed?

A Yes, provided the timer is connected between the load management switch and the service (fuse) panel. The load management installer will ensure that this is done properly.

Q Can I have a switch installed on my heat pump air conditioner?

A Yes. The switch only cycles the air conditioning function of the heat pump for short time periods. The unit's indoor fan will continue to circulate cool air to maintain a comfortable temperature.



A load management switch helps NOVEC conserve energy and control expenses.

Q What happens to the switch if I need to have my water heater or heat pump air conditioner replaced?

A Call NOVEC. We will send a qualified technician to your home to remove the switch and schedule a time to re-install it on your new equipment.

Q Will the installation of the load management switch save me money?

A There is no immediate savings or refund on your electric bill. However, the switch produces savings for NOVEC through a reduction in wholesale power costs. These savings are passed on to you in the form of Cash Back, lower operating costs and reduced future rate increases.

Q What should I do if I have no hot water or my air conditioner is not operating?

A Call NOVEC.

For More Information

Contact the NOVEC
Energy Services Department

Monday-Friday

8:00 a.m. to 5:00 p.m.

703-392-1503

1-888-335-0500, extension 1503

Send e-mail to
energyservices@novec.com

Load Management Program

Load Management

NOVEC

The Powerful Choice



Load management is your silent partner in holding down the cost of electricity. NOVEC introduced this innovative program in 1979 as one of the first of its kind in the nation. During NOVEC's peak demand for electricity, the switch turns your water heater off for typically up to two hours and/or your central air conditioner off for 7^{1/2} minutes out of every half-hour. The peak demand periods usually occur only a few days each month and last for a few hours. To date, more than 45,000 load management switches have been installed in homes by qualified service technicians.

The majority of load management participants are never inconvenienced by the switch. Most customers actually forget it's connected after a few months because there is no change in the hot water availability or comfort level in the house.

In exchange for your voluntary participation in the Load Management program, you'll get quick response and same day electric water heater repair or air conditioner service evaluation at no cost.

HELP NOVEC HOLD DOWN COSTS

NOVEC purchases wholesale power based on the number of kilowatt-hours used during peak demand periods.

By joining the program you help NOVEC hold down the cost of providing power. These savings are passed on to you in the form of

Cash Back, lower operating costs and reduced future rate increases.

ELECTRIC WATER HEATER REPAIR

If your water heater has ever malfunctioned, you know how inconvenient and expensive it can be to have it repaired. Without knowing the problem, you don't know whether to call an electrician or a plumber. What you do know is that it will cost you plenty of time and money.

By participating in Load Management, you'll not only save on repair bills, you'll also do your part to help save energy.

As a participant in the Load Management program, NOVEC will replace, at no cost to you, malfunctioning electrical parts on your water heater. These parts could include thermostats, elements, reset buttons and fuses. Replacing a leaking water heater is not covered since this is a plumbing problem.

For water heater repair, call NOVEC, 24 hours a day, seven days a week at 703-335-0500 or 1-888-335-0500.

FIRST CALL RESPONSE FOR AIR CONDITIONER PARTICIPANTS

If your air conditioner is not working, NOVEC will send a service representative to help diagnose the problem before you call a contractor. This evaluation is free. Simply call NOVEC, 24 hours a day, seven days a week at 703-335-0500 or 1-888-335-0500.

COMMONLY ASKED QUESTIONS

Q What do I gain by participating in NOVEC's Load Management program?

A You will help to conserve energy, stabilize rates, and reduce the chance of power shortages and rolling blackouts. In addition, you'll receive free electric water heater repair and a "first call response" service evaluation on your air conditioner for as long as you participate.

Q How do I join the program if I am the property owner?

A If you are the property owner, contact NOVEC's Energy Services Department at 703-392-1503 or 1-888-335-0500, extension 1503 to request a copy of the enrollment form. Rental property tenants must obtain the owner's permission and signature prior to joining the Load Management program.

Q How do I join the program if I live in an apartment community?

A Most energy-conscious apartment communities in NOVEC's service area already participate in the program. Check at your rental office or call NOVEC to find out if your complex participates.



A qualified technician installs all load management equipment.