

# FREQUENTLY ASKED QUESTIONS

## DO I HAVE TO OWN THE RESIDENCE?

Because the HVAC equipment is owned by a homeowner, permission must be granted by the homeowner before the installation of the switch is possible.

## WILL THE SWITCH DAMAGE MY EQUIPMENT?

The load management switch will only interrupt the flow of electric current to your equipment and will not damage the unit.

## DO I NEED TO BE HOME WHEN THE SWITCH IS INSTALLED OR OPERATED?

Access to the home is required, however you do not need to be home at the time of installation. We will work with you to schedule a convenient time to install the switch or to replace your switch with upgraded technology to improve the program and your level of benefit.

Once installed, the switch will operate automatically from signals sent through the load management system. You do not need to be home to monitor or operate the switch.

## HOW MUCH MONEY WILL I SAVE?

When you opt in to participate in the Switch Makes Cents load management program, you will have the benefit of avoiding demand costs as well as receiving a reduced energy rate or incentive bill credits just for opting-in to Switch Makes Cents.

## HOW DO I SIGN UP?

It's easy to participate in the Switch Makes Cents load management program! Scan this code or visit our website at [www.wipco.com/contact-us](http://www.wipco.com/contact-us) and complete the online form and one of our energy advisors will contact you.

Members can also call our office at **800-253-5189** to learn more about the Switch Makes Cents load management program.



## COOPERATIVE INFORMATION

Western Iowa Power Cooperative is a not-for-profit electric cooperative providing safe, reliable, affordable, and environmentally responsible power to our 3,500 member-owners living in west central Iowa.

### Denison Headquarters

P: 712-263-2943

TF: 800-253-5189

F: 712-263-8655

A: 809 Highway 39 North

P. O. Box 428

Denison, IA 51442

### Onawa Office

P: 712-433-1622

TF: 800-279-4107

F: 712-433-2725

A: 418 East Iowa Avenue

P. O. Box 115

Onawa, IA 51040

### How to Reach Us

Visit [www.wipco.com/contact-us](http://www.wipco.com/contact-us) to submit non-outage or non-emergency related inquiries and a customer care representative will be in touch, or call **800-253-5189** during our business hours (7:30 am to 4:00 pm)

\*\*If a renewable energy facility, such as wind, solar, biomass or hydro is utilized as a source of generation or as an alternate supplemental energy supply at the member-consumer location, rebate and load management programs are not available.



## SWITCH MAKES CENTS

### LOAD MANAGEMENT PROGRAM



CONSERVE ELECTRICITY

AND SAVE MONEY

Touchstone Energy® Cooperatives  
of Western Iowa   
The power of human connections



## WHAT IS LOAD MANAGEMENT?

Load management is one of the easiest ways for members to become active in their cooperative and save some money on their electric bills. The program assists your cooperative by deferring the need to construct additional power plants or purchase power from external sources to meet the energy needs of our members. Load management programs give cooperative members the power to become partners in the effort to positively influence electricity rates.

The Switch Makes Cents program:

- Helps stabilize future power costs to your cooperative
- Reduces power plant emissions for a cleaner environment
- Shifts the energy used by electric heating systems, electric water heaters and other electric appliances to off-peak times
- Saves cooperative members money by providing more stable rates

## WHY IS IT IMPORTANT TO REDUCE PEAK DEMAND?

Peak demand determines, in part, the cost of electricity purchased by our wholesale power provider, NIPCO. As peak demand grows, power suppliers must provide more electric generation to keep up with the load demand.

Our co-op purchases kilowatt hours from our G&T (NIPCO) based on the demand for our members. Peak demand refers to the moment in time when the demand for electricity is the highest. If there isn't enough electric generation produced to keep up with peak demand, more generation facilities may need to be built, which mean a higher price per kilowatt and more cost to you, our member-owner. By helping to reduce peak demand you can help keep power cost lower and conserve energy.

## WHAT IS SWITCH MAKES CENTS?

Switch Makes Cents is a load management program that our cooperative has offered to members since 1985. This program curbs electric demand during peak times to prevent the need to build additional generating facilities or incur higher wholesale power costs. It reduces our system peak usage by as much as 20 megawatts (MW) in the summer and 12 MW in the winter. This is equivalent to powering approximately 3,200 homes!

It works by reducing total electric demand during times of peak-use, generally in the early morning and late afternoon, when people are commonly at home. On average, the Switch Makes Cents program saves **48.6 MW** per year for a total of **\$772.8K** benefit to Western Iowa Power Cooperative (WIPCO).

## HOW DOES

## SWITCH MAKE CENTS WORK?

By signing up for the Switch Makes Cents load management program, you get a direct savings as well as help the cooperative save on our wholesale power cost. In turn, this helps reduce everyone's power bill. Air conditioners, water heaters, electric heating applications (dual fuel and storage heat) and other equipment qualify for the Switch Makes Cents load management program.

WIPCO will install a load management switch in your home, on your farm, or in your commercial business. This switch allows the connected unit to be interrupted for brief intervals of operation during times of peak demand.

## WHAT EQUIPMENT CAN BE CONTROLLED?

- Electric water heaters (tankless water heaters are ineligible for the Switch Makes Cents program)
- Electric air cooling and heating systems
- Electric irrigators
- Electric generators



## HOW DOES

## MY SWITCH WORK?

The load management switch is controlled by either a radio or cellular signal or carried through your co-op's distribution power lines. On days when the demand for electricity is nearing peak levels, a signal is transmitted to the load control switch to interrupt the connected equipment. In most cases, HVAC fans will continue to run in the home and water heaters that are properly sized for your use will hold a reserve of hot water – you should notice little difference in your comfort. The combined effect of all the switches on our system allows for a reduction in peak demand. Take a look at your load control switch. If the light is red, the connected equipment is being interrupted.

## WHEN DOES THE PROGRAM CONTROL APPLIANCES?

While the load management program operates year-round, connected equipment is not interrupted every day. When needed to reduce peak demand, switches will interrupt operation of your qualifying electric devices during the following times\*:

- Summer operating season is June 1 - September 30. Normal summer control periods occur, as needed, between the hours of noon - 10:00 pm.
- Winter operating season is October 1 - May 31. Normal winter control periods occur, as needed, between the hours of 6:00 am - noon and 4:00-10:00 pm.

\* These dates and times are subject to change, on an annual basis, without notice.

## HOW DO I GET THE SWITCH?

The switch will need to be installed and maintained by WIPCO. Any questions about switch operation will be handled promptly when WIPCO is first contacted. The switches must remain intact and should not be removed, adjusted or altered by anyone other than a WIPCO employee.\*

\*If tampering is suspected, the member will be removed from the load management program for 12 months.