

POLK-BURNETT ELECTRIC COOPERATIVE

Policy No.: M-43: Water Heater Service

Objective: Members who contribute to the cooperative's load management program by accepting the installation of a load management receiver on their water heater will receive free service (parts and labor) during normal working hours for as long as the program is in place.

Policy:

**Criteria:**

- a. Water heater load will be interrupted for up to six hours during full load control events at times of peak demand and interrupted during economic situations. All interruptions are determined by Dairyland Power Cooperative.
- b. Cooperative personnel will be given access to the load management receiver for maintenance and inspection purposes.

**Cooperative's Responsibilities:**

- a. Cooperative personnel will install and maintain the load management receiver at no cost to the member.
- b. The water heater may be controlled at any time of the year for up to six hours in any given 10-hour period.
- c. Load management events are limited to system peaks, economic dispatch needs or emergencies.

**Member Responsibilities:**

- a. Provide access load management receiver for cooperative personnel to service equipment.
- b. If requested, drain the water heater for servicing.

The cooperative reserves the right to modify or discontinue this program at any time.

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Edward O. Gullickson, President  
March 28, 2016