

WATER HEATER MAINTENANCE PROGRAM GUIDELINES

THE PROGRAM

The BTES Water Heater Maintenance Program is intended to promote the use of efficient, storage-type, electric water heaters and encourage participation. By participating in this program, participants help BTES keep electric rates lower than they would have been otherwise while conserving energy and minimizing inconvenience to customers. This program also provides one number for customers to call if they experience an emergency with their water heater at any time. These guidelines provide the qualifications and continued requirements for the maintenance program to ensure the benefits for BTES and participants in the program.

QUALIFICATIONS AND REQUIREMENTS

In order to participate in the Water Heater Maintenance Program, an existing electric water heater must meet the following specifications:

- Minimum Nominal Rated Gallon Capacity of 50 gallons.
- Minimum two (2) 4500-watt elements.
- The water heater is in good working condition without signs of deterioration.
- The location of the water heater, thermostats, and elements are easily accessible, sanitary, and in an environment that is conducive to keeping all equipment in good working condition.
- The location of the water heater must allow communication to the load management device.
- Some customers' usage may not qualify for participation in this program due to individual usage patterns or regulatory requirements.

BTES will provide free service calls and maintain thermostats and heating elements on participating water heaters if:

- Replacement parts are readily available.
- The load management device remains installed and in good working order.
- Safe and sanitary access is provided to the water heater and load management device to BTES for inspection, testing, and maintenance purposes.
- BTES can communicate with the device over the fiber optic system.

For the benefit of the participant and the success of the program, BTES specifies that the participant keeps the water heater thermostats set to a minimum of 135 degrees. If the temperature is modified below this threshold, the participant may become ineligible for the program.

If at any time the participant chooses to opt out of the Water Heater Maintenance Program, the participant forfeits free service calls and replacement thermostats and elements provided by BTES and becomes ineligible to participate in the program in the future. The participant must provide BTES access to remove the load management device. Any damage to the load management device may be the responsibility of the participant.