

*Customers participating in any of the load management programs usually do not notice when their load management switch is activated.*

## Satisfaction Guaranteed

There is never a maintenance charge with the Town's Load Management Program. If you become dissatisfied for any reason, the switch will be removed at no charge.

For more information, call (919) 435-9400 or visit us online at [www.wakeforestnc.gov](http://www.wakeforestnc.gov).



**WakeForest**  
**POWER**

A Division of the Town of Wake Forest

TOWN of WAKE FOREST  
301 S. Brooks St.  
Wake Forest, NC 27587  
(919) 435-9400  
[www.wakeforestnc.gov](http://www.wakeforestnc.gov)

# Switch on the savings all year.

**LOAD MANAGEMENT**



TOWN of  
WAKE FOREST

# How load management works

**Load Management** is a way to control the amount of electricity being used in your home at any one time. When periods of peak demand occur, load management is used to reduce the demand and lower the cost. For example, the demand for electricity is high on hot summer afternoons when many residents are running their central air at the same time. Load management is used during these periods to reduce the Town of Wake Forest's electricity demand and lower the cost.

Customers who participate in any of the load management programs allow the Town to install a load management switch on their electric water heater, electric heat strips, or central air conditioner. During periods of heavy demand for power, radio signals to the load management switch cycle the controlled units off. The more switches the Town has in place, the greater the impact of the load management program.

Wake Forest averages approximately 10 days per month load managing. Typically, peak times occur on hot summer afternoons between 2 p.m. and 6 p.m. and cold winter mornings between 7 a.m. and 8 a.m.

## Choose a program

**SAVE \$24/YEAR**

### Electric Water Heater Control

Water heaters are cycled off during load management periods. Controlling water heaters will not affect the amount of hot water available. Customers receive a \$2 utility bill credit each month.

**SAVE \$40/YEAR**

### Electric Heat Strip Control

Heat strips are controlled during the winter load management periods (January through April). Compressors continue to provide heat. Customers receive a \$10 utility bill credit on bills from December through March.

**SAVE \$20/YEAR**

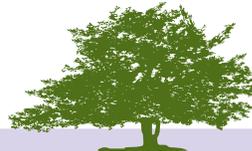
### Central Air Conditioner 50% Control

Under 50% air conditioner control, the compressor is cycled off for brief periods. The circulating fan continues to run and comfort levels are not affected. Customers receive a \$5 credit on bills from June through September.

**SAVE \$80/YEAR**

### Central Air Conditioner 100% Control

Under 100% air conditioner control, compressors are turned off for the entire load management period. Fans operate but air is not cooled. Therefore, homes may get hot. Customers receive a \$20 credit on bills from June through September.



YES! I want load management switches, sign me up for:

- Electric Water Heater**  
\$2 monthly credit, year-round  
*Water heater must be a minimum of 30 gallons*
- Air Conditioning**—Choose one option
  - 50% Control**  
\$5 monthly credit, June–September billing
  - 100% Control**  
\$20 monthly credit, June–September billing
- Heat Strips**  
\$10 monthly credit, December–March billing

NAME

STREET ADDRESS

EMAIL ADDRESS *Will not be disclosed to any other organization*

PHONE NUMBER

ACCOUNT #

**Do you**  **own your residence**  **rent your residence**  
*If you rent, the owner's signature is required for switches to be installed.*

Sign me up for the load management program. I understand that load management switches will be installed at my residence by qualified personnel at no expense to me and that I will receive monthly credits on my electric bill as specified above.

SIGNATURE

OWNER'S SIGNATURE *Only applicable if you are renting your residence*

I would like to receive occasional emails about programs, services and special events offered by the Town Wake Forest. I understand that I may unsubscribe at any time.

Drop off your completed form at town hall or mail it to:  
**Town of Wake Forest, attn: Customer Service**  
**301 S. Brooks St., Wake Forest, NC 27587**