

RESIDENTIAL SERVICE - LOAD CONTROL
RIDER LC-WIN-1

AVAILABILITY

This Rider is available in conjunction with all residential service schedules provided Customer contracts for Company or its representative to install and operate the necessary control equipment in a location provided by Customer and suitable to Company in or about the residential dwelling unit to (1) interrupt service to all resistance heating elements installed in approved central electric heat pump unit with strip heat and/or (2) interrupt service to each installed, approved electric water heater. Company shall be allowed to monitor Customer's load or any part thereof and the operation of controlled appliances, at no charge, to Customer under the provisions of this Rider. The residence must be owned and occupied by Customer.

Service under this Rider is only available in Company's Western Region service territory in and surrounding Asheville. This Rider is only available where Company has the necessary communications equipment installed and where such signal can be satisfactorily received at Company's specified location on Customer's residence.

MONTHLY RATE

Electric Resistance Heating Element Credit

Customer shall receive an Initial One-Time Bill Credit of \$25 in the next bill following successful installation and testing of the load control device(s) on the resistance heating elements installed in Customer's electric heat pump(s). On the next bill following each twelve months of continuous participation on the program Customer shall receive an additional Annual Bill Credit of \$25. Customer leaving the program may return anytime to the program but shall not receive the Initial One-Time Bill Credit but must complete a twelve month continuous participation on the program to receive the Annual Bill Credit of \$25.

Water Heater Credit

Customer shall receive an Initial One-Time Bill Credit of \$25 in the next bill following successful installation and testing of the load control device on Customer's electric water heater(s). On the next bill following each twelve months of continuous participation on the program Customer shall receive an additional Annual Bill Credit of \$25. Customer leaving the program may return anytime to the program but shall not receive the Initial One-Time Bill Credit but must complete a twelve month continuous participation on the program to receive the additional Annual Bill Credit of \$25. Customer leaving the program may return anytime to the program but shall not receive the initial one-time bill credit but must complete a twelve month continuous participation on the program to receive the Annual Bill Credit of \$25.

APPROVED CENTRAL ELECTRIC HEAT PUMP UNIT

An approved central electric heat pump unit with strip heat is an installed central heating unit used to heat the residence through a ducted system. All central electric heat pump units installed at the residence must participate in load control in order to receive the Annual Bill Credit.

APPROVED ELECTRIC WATER HEATER

An approved water heater is an insulated standard storage-type water heater of not less than 30 gallons rated capacity equipped with either one self-contained electric heating element or two self-contained non-simultaneous operating electric heating elements. The wattage rating of each element shall not exceed 5,500 watts. All storage-type water heaters installed at the residence must participate in load control in order to receive the Annual Credit. On-Demand (Tankless or Instantaneous) water heaters are excluded from this program.

INTERRUPTION

Company shall be allowed, at its discretion, to interrupt service to each water heater for up to four hours during each day of the calendar year. Such interruption may be for longer periods of time in the event continuity of service is threatened. Company shall also be allowed, at its discretion, to interrupt service to the resistance heating elements in each electric heat pump unit for up to four hours per day during the winter months. Resistance heating element interruptions shall be limited to a total of 60 hours during any one winter season and are subject to interruption during the calendar months of December through March. Company reserves the right for longer interruption in the event continuity of service is threatened. The Company reserves the right to test the load control equipment at any time, and such test periods shall be counted towards the maximum hourly interruption limit. Customer shall have the option to override the heat interruption control event; however, if Customer exceeds two (2) control event overrides per controlled device(s) in a single control season of December through March, Customer may be subject to removal from the program and shall forfeit the next subsequent Annual Bill Credit for that controlled device. A control event override is defined as customer requesting exemption from part or whole of the interruption time period.

EQUIPMENT INSPECTION AND SERVICING

Company or its agents shall have the right of ingress and egress to Customer's premises at all reasonable hours for the purpose of inspecting Company's wiring and apparatus; changing, exchanging, or repairing its property, as necessary; or removing its property after termination of service. Company and Customer shall schedule a convenient time for such purposes whenever it is necessary to service Company's equipment installed inside the residence. If any tampering with Company-owned equipment occurs, Company may adjust the billing and take other action in accordance with the Rules and Regulations of the North Carolina Utilities Commission and the laws of the State of North Carolina as applicable to meter tampering.

SALES TAX

To the above charges will be added any applicable North Carolina Sales Tax.

CONTRACT PERIOD

The Contract Period shall not be less than one year. Customer or Company may terminate participation under the Rider by providing 30 days prior notice to the other party. Upon termination, installed equipment at the residence will be remotely disabled to prevent further load control, but will only be removed upon request by Customer.

Effective for service rendered on and after October 14, 2008
NCUC Docket No. E-2, Sub 927