



Solar Water Heater with EnergyWise

Thank you for taking part in Progress Energy’s **Solar Water Heater with EnergyWise** program. By investing in a clean, renewable energy source, you’ll be able to save energy every month. And by participating in the EnergyWise program, you’ll get additional financial benefits.

Program incentives:

1. \$450 upfront credit to offset your purchase of a solar water heating system
2. Monthly EnergyWise credits for covered devices (whole-house electric cooling, heating and water heating)
3. EnergyWise monthly pool pump credit, if applicable

When you sign up for **Solar Water Heater with EnergyWise** and we install the EnergyWise equipment, you’ll be placed on the year-round EnergyWise schedule. You’ll receive the associated credits and controls until the Solar Water Heater rebate form has been processed.

Once that form is processed, you’ll receive the \$450 rebate as a credit on your electric bill and begin receiving the Solar Water Heater monthly credits for the life of the account.

Program	Seasons in effect	Monthly credit	Interruption description
Heating	Winter	\$2.00	Up to 16 ½ minutes out of each 30-minute interval during peak usage periods.*
Cooling	Summer	\$1.25	
Water heater	All year	\$.87	May be a continuous interruption not to exceed five (5) hours during peak usage periods.
Pool pump**	All year	\$2.50	

* For customers with a heat pump: Heat pump backup strip heaters may be interrupted continuously during peak usage periods not to exceed 300 minutes during which time the heat pump will not be interrupted.

** Pool pump participation is optional.

Monthly credits will be issued every month when total electric usage is 600 kWh or higher even when there are no interruptions. Credits will be prorated according to usage above 600 kWh.

Residential year-round schedule

Summer (April through October)

- No peak usage in the a.m. Peak usage is from 1 to 10 p.m.

Winter (November through March)

- Peak usage is 6 to 11 a.m. and from 6 to 10 p.m.

Maintaining your eligibility

You must keep your heating, cooling and water heating systems on the EnergyWise program for a minimum of 36 months or you will need to reimburse Progress Energy a portion of the \$450 installation rebate. The amount of the reimbursement will be determined based on the number of months remaining before the 36 months is completed. The prorated monthly amount is \$12.50. For example, if you have completed 27 months on the program, you would be nine months short of the 36 month commitment; nine months x \$12.50 per month = \$112.50 due to Progress Energy.

Changes to the required appliances can impact eligibility. Contact Progress Energy prior to modifications to your heating, cooling or water heating systems.

Help Support Solar Education

Now you can help students enjoy a hands-on approach to solar education by contributing your monthly EnergyWise credits to SolarWise for Schools.

- The SolarWise for Schools fund purchases solar energy (photovoltaic) systems for Florida schools.
- To contribute your EnergyWise credits to SolarWise for Schools, or to find out more, call **1.888.282.9757**.

Congratulations on your decision.

You have completed the first step of the **Solar Water Heater with EnergyWise** program by accepting year-round EnergyWise with the required appliances. For more information on our Solar Water Heater program, visit progress-energy.com/save.

To learn more about solar power and solar water heaters, visit the following Web sites: flaseia.org findsolar.com
fsec.ucf.edu flaseref.org



Solar Water Heater with EnergyWise

- 1. Appliances interrupted.** Interruptions will only affect water heaters, central heating and air conditioning systems and swimming pool pumps. No other appliances will be affected. **Solar Water Heater with EnergyWise** customers are required to have whole-house heating, cooling and water heating installed with EnergyWise devices and participate in the program for a minimum of three years.
- 2. Multiple appliances.** If the residence contains more than one water heater, all appliances of this type must be installed with EnergyWise devices; however, only one credit will apply. This policy also pertains to more than one cooling/heating system.
- 3. Exceptions.** Progress Energy is not required to offer this program to customers with low kWh consumption, limited occupancy residences, or if costs would not be economically justified.
- 4. Use of alternative equipment.** If Progress Energy determines that the effect of equipment interruptions has been offset by the customer's use of supplementary or alternative electrical equipment, service under this rate may be discontinued and the customer billed for all prior EnergyWise credits received for a period of up to six (6) months.
- 5. Maximum credits.** Credits for eligible appliances are annual credits paid out monthly during the months when the equipment is most likely to be interrupted. For months where consumption is below 600 kWh, no credit will apply. Monthly credits will be prorated according to usage above 600 kWh.
- 6. First credit.** Credit will usually appear on the second bill received after the installation.
- 7. Condition of equipment.** Your equipment must be in proper working order prior to installation of the EnergyWise devices. Progress Energy will not be responsible for the repair or maintenance of your equipment.
- 8. Lights.** You can determine if one or more of your appliances is being interrupted by observing the lights on the EnergyWise device:
 - A. Green Light – Normally on. No appliance is being interrupted.
 - B. Red Light – When on, your water heater and/or pool pump is being interrupted by EnergyWise.
 - C. Yellow Light – When on, your heating or air conditioning system is being interrupted by EnergyWise.
- 9. Timers.** If you are using a timer on your water heater or on your swimming pool pumps:
 - A. Set the timer to allow the water or pool pump to operate at times of the day that are different from the peak usage periods listed on the other side of this sheet.
 - B. Adjust the timer in November and again in April when the interruption schedule is switched from winter to summer.
 - C. Adjust the timer for Daylight Savings Time.
 - D. Check the timer periodically for proper clock time.
- 10. Problems.** If you suspect a problem with our EnergyWise device, please do the following:
 - A. Check the lights on the device to see if your appliance is being interrupted by EnergyWise. If so, wait the appropriate time (according to schedule on the other side) for the appliance to resume operating.
 - B. If no lights are on, check for blown fuses that need to be replaced or circuit breakers that need to be reset.
 - C. If you are using a timer on your water heater or on your swimming pool pumps, check to see that the timer is turned to "on."
 - D. If your appliance still will not operate and a red or yellow light is on, please call Progress Energy at the number listed below. Be sure to mention that you are an EnergyWise Program customer.
- 11. Critical capacity conditions.** Interruptions could occur outside of peak usage periods in case of critical capacity conditions on the Progress Energy system.
- 12. Tampering.** If Progress Energy determines that the EnergyWise devices have been tampered with, Progress Energy may discontinue service under this rate schedule and bill for all prior EnergyWise credits received by the customer, plus applicable investigative charges.
- 13. Access.** Progress Energy will require reasonable access to all customers' premises to install, maintain, inspect, test and remove EnergyWise devices on the electrical equipment. Progress Energy reserves the right to discontinue credits under this rate schedule should reasonable access be denied.

Thank you for participating in our **Solar Water Heater with EnergyWise** program. If you have any questions concerning this program, please call Progress Energy Customer Service: Pinellas **727.443.2641**, Orlando **407.629.1010** or toll-free **800.700.8744**.

