



New Bern CONNECTS Load Management Rewards
Reduced Residential Deposit Program

Application Form

INSTALLATION ADDRESS INFORMATION

Name _____ City _____ State _____ Zip _____

Address _____ Phone _____

Account number _____ - _____

Additional Address (garage, outbuilding, etc.) _____

Account number _____ - _____

LOAD MANAGEMENT EQUIPMENT LISTING (indicate with “x” appliances which may apply to you)

EQUIPMENT & REQUIRED LOAD MANAGEMENT SWITCH(S) ID

___ Air Conditioner, LMAC

___ Heat Pump, LMAC

___ Water Source Heat Pump, LMWS

___ Heat Pump Heat Strip, LMH1 or LMH2

___ Electric Furnace, LMF1 or LMF2

___ Electric Water Heater, LMWH

___ Swimming Pool Pump, LMSP

**City of New Bern Customer Service Policy
Section 1, Load Management
Paragraph 10, Load Management Reduced Residential Deposit Program**

10. Effective January 1, 2015, the City initiates its Load Management Reduced Residential Deposit Program. Customers must request participation in this program by submitting a complete application to the City of New Bern. After the City approves the application, a deposit adjustment will be applied to the customer's electric account contingent upon the installation or verification of functioning Load Management Switches at the requested residence. The adjustment will be calculated as the difference between the City's deposit requirement of the two highest utilities cost months in the previous 24 months for a residence and 2 times the monthly average utilities cost in the previous 12 months for a residence. To receive this adjustment, customers are required to participate in the Load Management program by having Load Management Switches installed on all applicable appliances within the premise for a minimum of five (5) years. If necessary, the load management switches can be removed from these appliances, but **if the customer requests that the switches be removed within five (5) years of the date that the adjustment is issued, or if the City of New Bern is unable to verify functioning load management switches at the residence, then the full amount of the adjustment will be assessed back to the customer's utility account and the required deposit amount will be assessed to the account.**"

I have read, understand and accept the terms of the above City of New Bern, New Bern CONNECTS Load Management Rewards Reduced Residential Deposit Program. Furthermore, I hereby authorize the installation of the appropriate Load Management equipment. Deposit reduction for existing customer will occur on the January 2015 billing statement or at time of application thereafter. Load Management equipment must be installed or previously installed equipment must be verified functional no later than 3/31/15 or no more than 60 days from application submitted after January 2015.

Name (please print) _____

Signature _____ Date _____

Please make and retain a copy of this application for your records.

Email a copy of this application to UtilCustomerService@newbern-nc.org

or Hand Deliver to Utility Business Office at 606 Fort Totten Dr. New Bern, NC 28560

or Mail to:

City of New Bern Utility Business Office
P.O. Box 1710
New Bern, NC 28563-1129