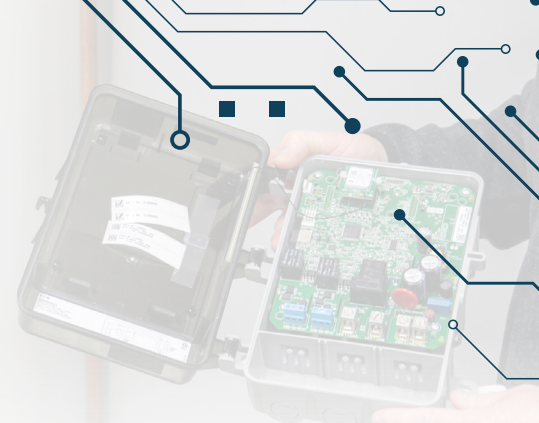


THE FUTURE OF ENERGY MANAGEMENT IS HERE.



Central Electric is stepping into the next generation of energy management, also known as load management. Your cooperative is in the process of replacing outdated load management devices.

If you have a load management device in your home or at another location, Central Electric will contact you by mail, email or phone when it's time to schedule an appointment to replace your device. Please refer to the frequently asked questions below for more information regarding the load management program.

FREQUENTLY ASKED QUESTIONS



1. Q: What is load management and why do we do it?

A: Load management is a system that helps ensure we are efficiently utilizing electricity. It refers to limiting energy use during peak times when energy is more expensive. By managing energy usage on grain bin fans, irrigation pivots, air conditioners and water heaters, your cooperative is able to greatly reduce wholesale power purchases.

Load management helps your cooperative provide reliable power at the lowest possible rate. Since the load management program began in the mid-1980s, East River Electric cooperatives have saved more than **\$200 million** in avoided wholesale power purchases.

2. Q: Why is Central Electric installing new load management devices?

A: We have been operating on the same technology since the mid-1980s and this equipment is at its end-of-life. New devices are required to continue the program.

3. Q: How is the new device different from my old one?

A: The existing load control devices use signals on the power lines and electric service cables to communicate to the devices. The new devices utilize wireless technology.

4. Q: What does the device do?

A: It performs similar functions as the existing load control devices. These devices receive commands to allow us to turn loads, such as water heaters, on and off to help reduce peak demands and costs. The new devices also have the ability to let us know if they are not working properly.

5. Q: What are the benefits of the new devices?

A: It allows the cooperative to continue to perform load control to save the members money. The new devices also allow the cooperative to verify everything is operating properly and to be more proactive in identifying and resolving issues.

6. Q: Do I need the new device?

A: A new device is necessary to continue your participation in the load management programs and to continue to receive any applicable rebates, rates or incentives.

7. Q: Will there be a cost to me?

A: No. There is no charge for the installation of the new device. The new device is required to continue the load management program, so we are doing it as a part of our regular business.

8. Q: I don't want the technology. Can I refuse it?

A: All the existing devices need to be changed because the equipment has reached the end of its useful life and will stop working. If a member chooses not to have a new device installed, they will no longer be eligible to participate in the load management program or receive any related benefits.

9. Q: Will my electricity work while the device is being changed out?

A: Yes, most installations can be changed out without the need for an outage or service interruption. The technician may need to briefly disconnect power to the specific load, such as the water heater, while performing the needed wiring changes.

10. Q: How will this affect my billing rates?

A: There will be no changes to billing or rates related to changing out the devices. However, if a member chooses not to allow the new device to be installed, they will no longer receive any benefits, and this will be reflected in the monthly billing statements.

11. Q: Who will see the data received and how will it be used?

A: The cooperative will communicate with the device to tell it to either turn on or off. The cooperative will also get a limited amount of information back from the device to confirm it is functioning properly. This does not include any personal or identifiable information.

12. Q: How long will the installation process take?

A: Typical installations should take less than 1 hour.

13. Q: Will someone contact me from the co-op?

A: Central Electric will be in contact to schedule your device changeout in the coming months. Please call us directly with any questions at 1-800-477-2892.