



Entek Device Program Frequently Asked Questions

What is the Entek Device Program?

The Entek Device Program is a voluntary program designed to shift energy consumption during periods of high demand for electricity. The Entek device will be installed on your electric water and will reduce energy usage during expensive peak periods.

On extreme temperature days, PWC may engage your Entek device to reduce electrical consumption during the monthly peak hours. PWC will call peak events – average of six times per month, typically between 7 am and 8 am in the winter. During the spring and summer events may be called for two-hour durations or units may be cycled during three-hour events. Typically, between 3 pm and 6 pm. Once the cycling event has ended, your system will resume normal operation. The maximum number of events per month is six (6). Duration of a control event is between one (1) and three (3) hours.

PWC will provide you with a \$85 bill credit and cover the cost to install an Entek device on your electric water heater. A PWC hired licensed electrician will install the Entek device for each water heater unit serving your home.

How do I know if I'm eligible to enroll?

- Applicant must be a PWC electric customer in good standing on a residential or small power TOU rate.
- Applicant must be account holder of record where Entek device is installed.
- Applicant may own or rent residence (if a renter, must have owner approval for installation; renter will receive the bill credit incentive).
- Applicant must have a single-phase electric water heater, with a storage tank of not less than 50 gallons, that is in good mechanical condition.
- Applicant agrees to maintain device connectivity.
- Applicant shall maintain active electric account with PWC for the Program duration.
- Applicant agrees to participate in the Program for twenty-four (24) months.
- If Applicant is a renter, Applicant agrees to provide signed Landlord Agreement prior to installation.
- Applicant agrees to allow PWC to use data related to energy usage to measure the impact on consumption during TOU hours.
- Applicant must submit all paperwork required of this Program (email: customer.programs@faypwc.com)
- Applicant must agree to Terms and Conditions of this Program.



How do I know if an Entek is compatible with my electric water heater?

Entek is designed to work with most residential and small commercial storage-style electric water heaters. It is not compatible with heat pump water heaters, tankless or instantaneous water heaters, boiler-fed water heaters or “combo” systems. This Program does not include natural gas water heaters.

How does the Entek device control my electric water heater?

The control box is a junction box to an electric tank's power source, so it turns on/off the power to the tank per the control algorithm.

How will my Entek device be installed?

At no cost to you, a local licensed electrician will contact you to set up an installation appointment. Installation appointments can be scheduled Monday-Friday 8:00 AM-5:00 PM.

What if I miss my appointment?

If a customer fails to meet the scheduled appointment, the customer will be charged ½ the cost of the installation, \$75.00. To avoid this charge, please call the electrician in advance if you will be unable to meet at the scheduled time. Should you fail to contact the electrician to cancel and reschedule, this charge will be billed to your account.

What are the dates of the Program?

Applications are processed on a first-come, first-served basis and funds will be available through June 2024. This Program is subject to change and may end without prior notice.