

Electric Water Heater Program

Jackson Electric Cooperative members are encouraged to participate in the electric water heater program. Members who commit to this program will receive free parts and service during regular office hours. Qualifications do apply.

As part of this program, Jackson Electric Cooperative requires the installation of a load management receiver. This receiver allows our power supplier, Dairyland Power Cooperative, to manage the water heater during peak periods.

After the purchase of a water heater from Jackson Electric Cooperative, you have 30 days from the date of purchase to install the water heater. You have 45 days from the date of purchase to have the load management receiver installed. If you do not comply with these deadlines, you may be charged for the entire cost of the water heater. Contact Jackson Electric Cooperative to make an appointment to have your load management receiver installed. Water heater delivery and installation are not available from Jackson Electric Cooperative.

By participating in this program, you authorize Jackson Electric Cooperative to inspect the load management receiver when necessary and without notice.

Water heaters obtained under Jackson Electric Cooperative's water heater program are to be used as the primary source of domestic hot water and are not to be used as supplemental water heaters or storage heaters. This will void the manufacturer's warranty, and repairs are not covered under the water heater program.

Value of Free Parts and Labor

If you were to purchase parts and have a technician from Jackson Electric Cooperative repair your electric water heater, this is what you would pay: (prices subject to change)

100/105 Gallon Titanium Element:

\$50/element + tax

100/105 Gallon Thermostat:

\$15/thermostat + tax

50 Gallon Element:

\$10/element + tax

50 Gallon Thermostat:

\$15/thermostat + tax

Labor: \$150 per visit



Your Touchstone Energy® Cooperative 

For more information contact:

Jackson Electric Cooperative

N6868 County Road F

Black River Falls, WI 54615

715.284.5385 or 800.370.4607

Outage Reporting: 855.222.DARK (3275)

Bill Payments: 844.759.3984

www.jackelec.com

Jackson Electric Cooperative is an equal opportunity provider and employer.

Electric Water Heater Program



Your Touchstone Energy® Cooperative 

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www.jackelec.com



Water Heater Repairs

Water heaters with an operational and connected Jackson Electric Cooperative load management receiver qualify for free parts and labor during regular office hours of 8 a.m. and 3 p.m., Monday-Friday. Some qualifications may apply. If the repair is plumbing or electrical related, or due to a dry-fired element, parts and labor will be charged to the member. This will be determined by Jackson Electric's contractor at the time of the visit. Repairs done after-hours, weekends and on cooperative-recognized holidays are charged a \$150 service fee.

Water heaters, including warranty water heaters, picked up after office hours, weekends, and cooperative-recognized holidays will be charged an additional \$150. Fees are subject to change without notice.

Water Heater Warranty

(to the Original Owner)

50-gallon manufacturer warranty:

- 6-years. If the unit fails within the 6-year period, the replacement unit's warranty will be prorated to the warranty date of the original water heater.
- If the unit is manufactured before April 2015 and is within the 6-year warranty period, you can purchase a 6-year warranty on the replacement 50-gallon water heater for a nominal charge.

85-gallon & 100-gallon manufacturer warranty:

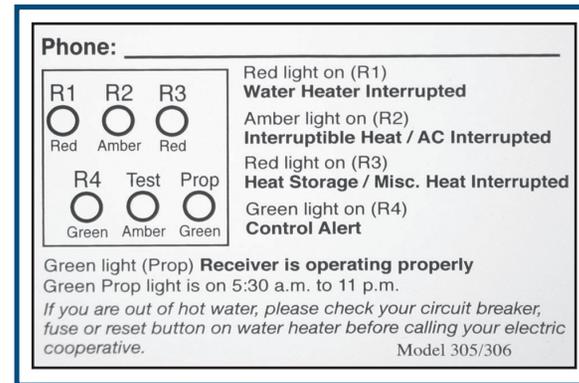
- 10-years if the original purchaser did not register the water heater for the extended lifetime warranty.
- 10-years if the home is not owned by the original purchaser.
- 10-years if the owner does not have proof of purchase.
- 10-years if the water heater has been moved from its original installation location.
- 10-years if the unit is part of a residential rental property.
- Extended lifetime tank warranty when installed in a single-family dwelling owned by the original purchaser of the water heater with proof of purchase. Water heater needs to be registered online within 90 days of the installation date.

Warranty qualifications differ with commercial and dairy applications. Contact our office for qualifications.

Load Management Receiver

The load management receiver is connected to your water heater wiring. During peak control periods, a radio signal from Dairyland Power switches the water heater elements off. Load management receivers are typically installed outside near the meter socket and wired into the breaker box.

You can determine if your water heater is being controlled by going to www.jackelec.com, click on the Residential Load Control tab or for further explanation, the Load Control Schedule tab. You can also determine if you're being controlled by looking at your receiver. On your receiver, there is a sticker, shown below, describing each of the lights and procedure to take if you're out of hot water.



Load Management Hours

Generally, water heaters are controlled on the coldest and hottest days of the year. If Dairyland Power experiences a grid emergency or if market prices are high, your water heater may be controlled. These periods are normally limited to six (6) hours.

Available Water Heater Sizes

Size	50 Gallon	100 Gallon
Diameter	20-3/8"	30-1/4"
Height	58-5/8"	70-3/4"
Tank	Metal	Polyethylene
Brand	Rheem	Marathon

Water Heater Costs

Please contact our office for current pricing.

Water Heater Rebates

75 to 99 gallons - \$125 per unit

(Qualifications: Energy Factor is .88 or greater, must be controlled by Jackson Electric's load management program.)

100 gallons or greater - \$300 per unit

If water heater is purchased from Jackson Electric, the \$300 rebate will be deducted from the 100-gallon water heater purchase price. (Qualifications: Energy Factor is .88 or greater, must be controlled by Jackson Electric's load management program.)

Units must be a new purchase, installed and operating (generating kWhs) in 2020 on Jackson Electric Cooperative's lines. Rebates are in place through December 31, 2020, or until funds are depleted. Availability of rebates and incentives is subject to change without notice. Rebate not to exceed the cost of equipment. Submit a completed rebate form, a copy of your receipt or invoice for the item purchased, and documentation showing the unit has been installed to Jackson Electric Cooperative no later than 60 days of the invoice date. Rebate forms are available from the office or online at www.jackelec.com. 85-gallon water heaters are not available for purchase from Jackson Electric Cooperative.