



Terms And Conditions

- MVEC Hours for Equipment Pick-up are 8:00am - 3:30pm, Monday-Friday. Please make arrangements accordingly if you are planning to pick-up your equipment at MVEC in person.
- MVEC will supply and service the Energy Wise switch. Controls must be mounted on the exterior of the structure in accordance with MVEC specifications. MVEC reserves the right to manage the Energy Wise switch year-round as needed to promote efficient operation of its system.
- MVEC will maintain and operate the load management switch and associated Energy Wise electric meters. MVEC shall not be responsible for any losses, damages, or claims arising from the installation, operation, maintenance, or failure to function of the Energy Wise system.
- MVEC members, who are renters, must have the owner of the property agree to the general terms of the Energy Wise programs prior to any installation.
- Installation of the Energy Wise system must be completed within 90 days (or, unless other arrangements have been made) from the date the Energy Wise equipment was issued. Failure to complete the installation within this time frame will result in the total cost of all associated equipment charged to the member's electric bill.
- MVEC members are required to notify MVEC when any energy loads, meter(s), load management switch, or associated Energy Wise electrical equipment is damaged, changed, repaired, removed or additions made, or if any MVEC seals are broken. MVEC is not responsible for overloaded transformers in these types of situations.
- Whole house heating – including heat pumps, plenum heaters and other whole house heating options requires a member to have an adequate and automatic back-up heat source to qualify for rebates and the Energy Wise program.
- All wiring for Energy Wise programs must be completed by the owner and/or an electrician and must be inspected by a local or state inspector before MVEC can make an appointment to install the Energy Wise equipment. Any type of hard wired (permanent) electric heating system wired to an Energy Wise meter (heat pumps, baseboards, wall heaters, garage heaters, boilers, etc.) requires a wiring affidavit before MVEC can install the Energy Wise equipment.
- MVEC will issue a service order to investigate an electronic meter issue at the member's residence and leave a notice (i.e. door hanger) that MVEC was at the location. The notice will request the member to contact MVEC immediately to resolve the meter issue within 30 days. If the problem is not resolved within that time period MVEC will remove the meter at no charge. If the member requests to have the meter placed back on the house they will be charged the current trip charge fee. Members whose Energy Wise meter cannot be read are subject to losing the Energy Wise rate. Anytime an Energy Wise meter can not be read due to this issue there will be no adjustment beyond the current month on their electric bill.
- Energy Wise meters that can not be read due to member interruptions are subject to removal and are subject to losing their Energy Wise rate on their monthly electric bill. If the member requests to have the meter placed back on the house they will be charged the current trip charge fee. Anytime an Energy Wise meter can not be read due to this issue there will be no adjustment beyond the current month on their electric bill.
- Rebates are available for members participating in an Energy Wise program. Complete rebate details and qualifications are listed online at www.mvec.net.
- Energy Wise program load controls are available online at www.mvec.net.

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