What is peak demand and why is it important?
Peak demand refers to periods of exceptionally high demand, usually during the summer when people use more electricity, largely due to air conditioning. Using energy wisely during periods of peak demand reduces stress on the electric grid and makes the electric delivery system more reliable.

Who is eligible for the Residential Peak Reduction Program?
Customers of Appalachian Power Company and American Electric Power (collectively referred to herein as “APCo”) living in Virginia or West Virginia with central air conditioning/heat pump in good working condition can participate in the program. Window and wall air conditioners do not qualify. Customers must own their home or have the property owner’s permission to participate.

How does the program work?
When you enroll in the Residential Peak Reduction Program, APCo will install a device near your outside central air conditioning unit. There is no additional cost for the device and installation. During a limited number of peak demand periods, APCo will activate the device to adjust your air conditioner's compressor to run at 50 percent cycling. This is called a “cycling event.” During cycling events, your air conditioning system's fan will continue to circulate air throughout your home. Events will have very little impact on the temperature of your home, and most participants do not notice a change.

Do I need to be home for the installation?
No. As long as your outside air conditioning unit is accessible (not behind a locked enclosure, dogs and other animals fenced in another area of yard, etc.), you do not need to be home during installation. A program welcome packet will be left on your doorknob after the installation is complete.

When and how often do cycling events occur?
Cycling events can occur from May through September, only on non-holiday weekdays, between noon and 8 p.m. Cycling events will not exceed six hours per day.

Will I notice any change?
The temperature inside your home may increase by 1 to 3 degrees temporarily and then return to normal. Your system's fan will continue to circulate air throughout your home.

What is the difference between an “emergency” and “non-emergency” event?
**Emergency Event:** When regional demand for electricity is close to surpassing regional supply, APCo is required to activate a cycling event. Program participants may not opt out of an emergency event.

**Non-Emergency Event:** When local demand for electricity is very high, yet demand may not be close to surpassing regional supply, APCo may activate a cycling event. Program participants may choose to opt out from this type of event one time per year.

What if I want to opt out of a cycling event?
Program participants may opt out of one non-emergency event per year. However, emergency events have no opt-out options. You may opt out from a non-emergency cycling event by calling 855-522-8216. You may discontinue participation in the program after one year.
When will I receive the $40?
You will receive an $8 monthly bill credit for each central cooling unit controlled during the billing months of May through September every year that you participate in the program. If the device is installed between May and September, your first month's bill credit will be based on the installation date.

If my central air conditioner compressor is replaced, do I need to notify APCo?
Please call us at 855-522-8216 if your compressor is replaced. We will have an authorized program representative reconnect the Residential Peak Reduction device at no charge.

Have additional questions? Call us at 855-522-8216 or visit takechargewv.com/summersavings