

# Water Heater Rebates

Delaware Electric Cooperative is now offering a \$300 rebate to member-owners who buy ENERGYSTAR® qualified heat pump water heaters. Heat pump water heaters are up to three times more efficient than traditional models, which can save homeowners on their utility bills.



The Co-op has set aside \$30,000 for the new rebate program, which will allow DEC to offer the rebates to 100 qualified individuals. To qualify for the rebate, applicants must be served by DEC, the unit must be purchased in 2013, the rebate request must be received within 60 days of the water heater purchase date and the heat pump water heater must be ENERGYSTAR® certified. For a list of certified water heaters, visit [energystar.gov](http://energystar.gov). Heat pump water heaters operate much like a refrigerator. Instead of generating heat directly,

they pull heat from the surrounding air to help warm the water. These efficient water heaters aren't right for everyone and members should visit [www.smartwaterheat.org](http://www.smartwaterheat.org) to consider the benefits of buying an efficient unit.

For more information about the program, please call 855-332-9090. Applications can also be found at the Co-op's website, [www.delaware.coop](http://www.delaware.coop), under the "grants and rebates" section.

## New Substation to be Energized

What goes through your mind when the power goes out? Anger, frustration or simple curiosity? At Delaware Electric Cooperative we understand that losing power is a major inconvenience. After all, electricity powers our homes and our lives. Later this month DEC will energize its new Scuse Substation west of Dover, improving outage response times and reliability for members in the county. When power goes out to members in Kent County, the Co-op will now be able to redirect power from the new substation to some members who are in the dark.



### Contact Us

To report an outage, review account information or for member services please call:

Phone: 1-855-DEC-9090

Email: [callcenter@decoop.com](mailto:callcenter@decoop.com)  
14198 Sussex Highway  
Greenwood, DE 19950

Office Hours:  
Monday-Friday  
8:00 a.m. - 4:30 p.m.

[www.delaware.coop](http://www.delaware.coop)

Drive-up window and the call center are open  
Monday-Friday  
7:00 a.m. - 6:00 p.m.  
Night deposit is available

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**Energy Efficiency**  
*Tip of the Month*

Ninety percent of the energy it takes to wash clothes is used to heat water. If you wash in cold water, you could save \$40 per year if you have an electric water heater and \$30 annually if you have one powered by natural gas.

Source: U.S. Department of Energy

**Use cold water to wash clothes when possible to save money!**



## An Exciting Year For Your Cooperative

### Inside This Issue

- Easy Ways to Save
- Water Heater Rebates
- Improvements in Reliability

2013 will be marked by new investments in renewable energy and new upgrades to improve the reliability of Delaware Electric Cooperative's electrical system. Already this year your Co-op has broken ground on an environmentally friendly solar energy farm in Sussex County. For the first time DEC will also purchase energy produced using excess methane gas at the Sandtown Landfill in Kent County. Your



Cooperative is committed to producing clean, sustainable energy, but is also always focused on improving reliability.

**Your Co-op will soon be purchasing energy produced by converting methane gas at the Sandtown Landfill into electricity.**

A new substation will be energized in Kent County this month and power lines all over DEC's service territory are being rebuilt or upgraded. These important investments are being made as DEC continues to offer the lowest electric rates in the State of Delaware!

# Easy Ways For You To Lower Your Energy Bill!



Only do full laundry loads. If you must do smaller loads, adjust the water level in the washing machine to match the load size, especially when using hot water.



Clean refrigerator coils annually. Set the refrigerator temperature to 34 - 37° F and freezer temperature to 0 - 5° F.



Use microwave for cooking when possible. When cooking on the oven range, use pot lids to help food cook faster.



Replace any light bulb that burns more than one hour per day with its equivalent compact fluorescent bulb. Turn off unnecessary lighting.



Ways To Save At Home



Set thermostats to 78° F in summer, 68° F in winter. Run ceiling paddle fans on low, blowing up in the winter.



Turn large-screen TV's off completely when not in use.

## Can I Buy Power From Another Company?

Over the last couple of months, you may have received mailings from one or more companies offering to supply electricity to you at a lower cost than you currently receive from us. We wanted you to know that no alternative supplier has a supply rate lower than DEC's. These companies are targeting our members assuming you receive your power from another Delaware electric provider. When someone from another power company calls you or mails you a flyer, you can compare the Co-op's rates to their own rates using the information below. If you have any questions about unsolicited power offers, please contact us at 855-DEC-9090.



- ▶ DEC's winter supply cost is 7.6 cents per kilowatt hour
- ▶ DEC's summer supply cost is 8.5 cents per kilowatt hour.
- ▶ The Co-op's delivery cost is 3.6 cents per kilowatt hour for all 12 months.