

Important Information Regarding Sioux Valley Energy's Residential Water Heater Program and Member Agreement

Water Heater Requirements

- Water heater must be installed at a home receiving electricity from SVE and must utilize electricity as primary source for heating water.
- Water heater must be installed within 90 days of purchase. Upon the completion of the water heater installation, the member must contact SVE to schedule installation/maintenance of load management equipment. Returns will be accepted within 90 days of purchase if water heater is not damaged, and packaging is intact.
- Member must agree to participate in load management program for the lifetime of installed unit which is compliant with DOE regulations. Enabling device location in front of lower element has been unlocked as part of the water heater agreement. Must allow SVE personnel to connect necessary equipment and perform periodic maintenance during normal business hours.
- The special upfront price is in lieu of a monthly load management billing credit. Some restrictions apply to the water heater program if replacing a previously rebated water heater less than 10 years old and for homes requiring more than one water heater due to the size/layout. The water heater must be paid for at the time of purchase.
- Location must be owned by member and a contractor may purchase/pick up the water heater for new construction or at a member's request which constitutes acknowledgment of the terms of the water heater program by the present/future homeowner.
- The member agrees to give SVE permission to register product warranty.
- Failure to comply with load management requirements as defined by DOE may void warranty of water heater and will result in member/contractor being billed for the balance of the full retail cost. Program dollars are limited – water heaters will be sold first come, first served basis. The water heater program can be changed or cancelled without notice.

Water Heater Warranty

- Warranty is subject to proper installation and conditions per manufacturer guidelines. Contact SVE at 800-234-1960 for warranty or repair services.
- Single family dwelling owned by original purchaser/private owner (or first homeowner if purchased by builder for new construction) and not part of a commercial account carries residential lifetime tank/6-year parts warranty.
- Limited 10-year tank/1-year parts warranty for rental/leased applications and for homes that are on a commercial/corporate account.
- Marathon and HTP water heaters are available for residential applications only. Marathon offers a 10-year warranty conversion for secondary owner; HTP does not. Rental/lease applications include one water heater per unit, multiple units connected to one water heater are not allowed.

Contact Energy Services for more information or to place an order at 1-800-234-1960.