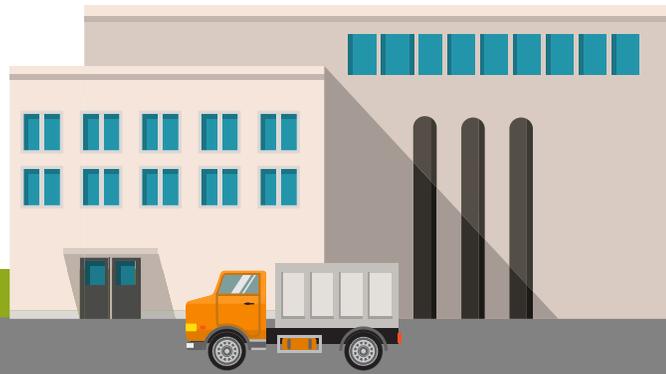


# Customer Connection for Business



Energy information to help you manage your operation

April 2018

## Welcome to our first edition of *Customer Connection for Business!*

We'll publish two to three times per year to provide program and technology information specific to your business. We'll also include updates on rates and other news.

## Cold climate heat pumps—the right choice

A cold climate heat pump (CCHP) can lower your heating costs considerably and double as a cooling system in the summer.

Heat pump technology continues to improve and the latest evolution uses an inverter compressor. CCHPs operate with nearly 400 percent efficiency at 47°F or above and when temps drop to **zero** can sustain efficiencies of about **200 percent**. That means CCHPs deliver two to four units of heating energy for every one unit of energy consumed.

We've promoted the value of heat pumps for years because of their ability to capture and deliver more energy than they consume. CCHPs now deliver energy savings at almost the same level that only the more expensive geothermal heat pumps were able to do.

### We're offering generous rebates

When installed as part of an off-peak heating system, your CCHP may qualify for an energy control rebate of up to **\$500 per ton** (based on nominal heating capacity at 47°F). CCHPs are available in ducted central units and split systems.

You can get a \$500 per ton rebate up to 20 tons and a \$250 rebate for additional capacity. Rebates totaling more than \$10,000 require prior approval. Visit [otpc.com/rebateapplication](http://otpc.com/rebateapplication) to fill out an application.

CCHPs must be:

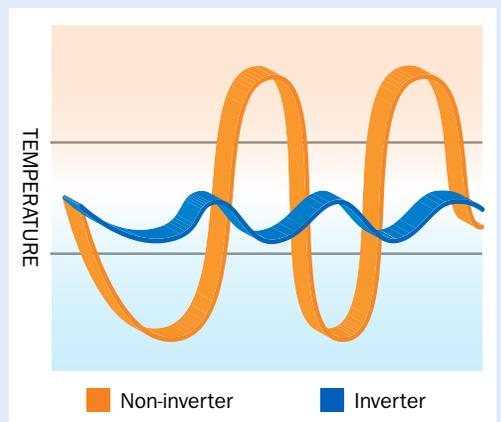
- Rated with an HSPF of 10 or higher.
- Equipped with a variable capacity compressor.
- Designed and sized for heating performance.
- Installed with crossover set point no higher than 0°F.
- Served on a Dual Fuel or Deferred Load Rate.
- Subject to control according to the rate.

While energy control rebates are available in all three states we serve, rebates for CCHPs installed as part of an energy efficiency program also are available in Minnesota and South Dakota.

**For help evaluating how CCHP technology may work for you contact your Energy Management Representative today!**

### Inverter compressors deliver efficiency

Inverters, or variable speed drives, cycle the compressor at different speeds depending on temperature and heating loads. By automatically adjusting the speed, the inverter eliminates energy losses caused by starting and stopping to maintain an even and comfortable temperature and reduces operating noise.



Discover energy-saving ideas tailored to your specific business with Business Energy Advisor. Try it at [otpc.com/BEA](http://otpc.com/BEA).



Business Energy Advisor

## LEDs are a bright choice

## Save money, energy, and time by swapping out your incandescent bulbs with LEDs

### Did you know?

- LEDs use 75% less energy.
- LEDs last about 20 times longer than incandescent bulbs.

Learn more at [otpc.com/BrightChoice](http://otpc.com/BrightChoice).

## Did you know?



Compared to conventional lights, LEDs produce **MORE LIGHT PER WATT** of power consumed.

The “**DAYLIGHT**” appearance of LEDs offers aesthetic and safety appeal.



LEDs don't need to warm up! Upon turning on, they're **IMMEDIATELY AT 100% BRIGHTNESS.**



Because of their energy-efficiency, LEDs **REDUCE CARBON EMISSIONS.**



LEDs are **BETTER FOR THE ENVIRONMENT.** They don't contain lead, mercury, or other known disposable hazards.



## Service your rooftop unit to reduce your bill

Spring is a great season to have a reputable heating, ventilation, and air-conditioning contractor look at your rooftop unit (RTU) to determine preventive maintenance needs.

Make sure you ask about:

- Refrigerant over- or under-charge.
- Compressor short cycling.
- Refrigeration line restriction and/or TXV problems in liquid lines.
- Non-condensables in refrigerant line.
- Low airflow through the evaporator.
- Condenser heat exchanger blockage.
- Broken economizers.
- Loose drive belts.

Regular service checks help identify small problems before they grow into costly repairs or entire RTU replacements. Detecting and resolving RTU problems will reduce your energy consumption and lower your cooling costs.

*Minnesota customers: Enroll your RTU air conditioning system in the **Commercial CoolSavings program** and receive a bill credit of \$6 per ton of capacity each month from June to September.*

Visit [otpc.com/coolingsavings](http://otpc.com/coolingsavings) to fill out an application.

## Increase your efficiency—and let us help!

Our Energy Management Representatives are available to help small businesses identify and evaluate energy-efficient productivity-increasing technologies that will help your business grow profits. And if you have questions about rates—including how you can take advantage of discounted off-peak rates—they'll help with rate and payback analysis.

To contact your representative today visit [otpc.com/EnergyExperts](http://otpc.com/EnergyExperts) or call **800-493-3299**



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## Eliminate heating/cooling loss

One of the easiest ways to save energy is to look for the places heat (or air conditioning) can escape from your business. There's no point in paying to heat or cool the outdoors! Check windows and doors for leaks and seal them!

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