

Questions and answers

Commercial refrigeration preventive maintenance discount



Contractor and installer questions and answers



1. Does proper commercial refrigeration system maintenance enhance energy efficiency?

Research shows that regularly scheduled maintenance of commercial refrigeration systems improves energy efficiency, extends equipment life, and reduces the frequency of sudden catastrophic equipment failures.

2. What is the preventive maintenance discount?

The Commercial Refrigeration Preventive Maintenance Discount Program is an energy-efficiency measure offered by Otter Tail Power Company that provides discounts to customers for preventive maintenance of commercial refrigeration systems.

3. What customers are eligible?

Minnesota customers receiving electric service from Otter Tail Power Company who operate commercial year-round refrigeration equipment for cooling and freezing are eligible. Residential customers and commercial air-conditioning and space-cooling systems are not eligible.

The Commercial Refrigeration Preventive Maintenance Discount Program is one of many energy-efficiency programs offered as part of the Minnesota Energy Conservation and Optimization (ECO) program, and presently is not available to customers in North Dakota and South Dakota.

4. How do the discounts work?

Licensed refrigeration contractors provide preventive maintenance services for customers of Otter Tail Power Company. The contractor providing the preventive maintenance service invoices Otter Tail Power Company for the service (up to the maximum contractor reimbursement amount in the table below). The contractor bills the customer for any amounts exceeding the maximum contractor reimbursement. Customers pay Otter Tail Power Company for the services based on the total horsepower capacity of the system that the contractor serviced. Prices and maximum contractor reimbursement amounts are as follows:

Customer price for preventive maintenance measures

Compressor horsepower serviced	Customer price (charged on upcoming electric service statement)	Maximum contractor reimbursement from Otter Tail Power Company
1 HP to 30 HP	\$29.95	\$525
31 HP to 100 HP	\$39.95	\$800
101 HP to 200 HP	\$49.95	\$1,050

5. What preventive maintenance work do I have to perform for customers to qualify for the contractor reimbursement?

To qualify, you must perform measures on the checklist at the bottom of this page.

Commercial refrigeration preventive maintenance checklist:

Walk-in freezers and coolers

Clean condenser coils, evaporator coils, condensate pan drains, screens, and filters; check refrigerant level; check fans; verify temperature set points (35°F for coolers and -15°F for freezers).

Miscellaneous refrigerated displays, standalone coolers/freezers, and specialty coolers

Check refrigerant level; remove lower shelf to clean coils and drain; flush condensate pump; clean fan(s), evaporator, and condenser coils.

Frozen treat machines and condiment freezers

Clean fan(s), evaporator, condenser coils, screen, and filters.

Ice merchandisers (indoor and outdoor)

Verify set point (0°F), check refrigerant level, clean condenser.

Air handler and heat reclaim coil (if applicable)

Clean evaporator coil, return-air grills, condensate pan drain, heat coils; check belts and bearings; notify owner/manager of condition.

Thermometers, door heaters, and controls

Verify proper operation.

6. What if the cost of the preventive maintenance that I perform for your customer exceeds the maximum contractor reimbursement that Otter Tail Power Company will provide?

If the cost of your commercial refrigeration work exceeds the maximum contractor reimbursement provided by Otter Tail Power Company, you are responsible for billing the customer for the amount exceeding the maximum contractor reimbursement.

7. How will Otter Tail Power Company bill customers for this?

Using the *customer price for preventive maintenance measures* table, Otter Tail Power Company will add the charges to customers' upcoming monthly electric service statement. Contractors will bill customers separately for overages or for work performed outside the scope of the commercial refrigeration preventive maintenance checklist.

8. What if the customer's system needs service work is outside the scope of the commercial refrigeration prevention maintenance checklist?

The customer is responsible for paying for this service. Any work above and beyond the items in the checklist—including materials and labor to replace belts, pulleys, bearings, and refrigerant; repair leaks; or repair/replace any other components—is the customer's responsibility.

9. Who should I bill for work completed outside the scope of the commercial refrigeration preventive maintenance checklist?

Specific items not paid for by Otter Tail Power Company include, but are not limited, to:

- Belts, pulleys, bearings, supplies, system components, or other materials or supplies.
- Materials and/or labor required to add refrigerant or adjust refrigerant levels.
- Any other services outside the checklist of preventive maintenance measures.

Any services not covered in the commercial refrigeration preventive maintenance checklist are the responsibility of the customer, and contractors must bill the customer for these services.

10. What is the typical process that refrigeration contractors and Otter Tail Power Company customers should follow?

1. Customer schedules preventive maintenance with a licensed refrigeration contractor/preventive maintenance service provider.

2. Refrigeration contractor/preventive maintenance service provider performs preventive maintenance measures.
3. Customer completes the Commercial Refrigeration Preventive Maintenance Discount application and mails it to: Rebates, P.O. Box 496, Fergus Falls, MN 56538-0496.

Size (HP)	Maximum contractor reimbursement
1-30	\$525
31-100	\$800
101-200	\$1,050
201 and larger	\$1,525

4. Contractor sends Contractor copy of Commercial Refrigeration Preventive Maintenance Discount Program application and invoice for preventive maintenance service to: Rebates, P.O. Box 496, Fergus Falls, MN 56538-0496. Contractor must bill customer for any services rendered above and beyond items listed in the preventive maintenance checklist or for any listed or unlisted charges that exceed the maximum contractor reimbursement amounts as listed.
5. Otter Tail Power Company pays contractor for charges up to maximum contractor reimbursement amounts. Any charges for preventive maintenance services above the maximum contractor reimbursement amount are the responsibility of the contractor to collect from the customer as a separate payment for services.
6. Otter Tail Power Company bills customer for appropriate charge, based on compressor horsepower, on future electric service statement.

11. Why would Otter Tail Power Company, as a utility that sells electricity, actually pay its customers to use less electricity?

For several reasons. First, it's the law. Any investor-owned electric utility operating in Minnesota is required to offer programs that encourage and assist customers in becoming more energy efficient. Second, Otter Tail Power Company understands and appreciates the need for a healthy economy in the smaller communities and rural areas of Minnesota, and this program supports economic development. Third, helping our customers efficiently use the electricity that they buy from us supports our company's mission, which is to produce and deliver electricity as reliably, economically, and environmentally responsibly as possible to the balanced benefit of customers, shareholders, and employees and to improve the quality of life in the areas in which we do business.



How can I learn more?

For more information about any of our programs, call our **Idea Center** at **800-493-3299**.

For detailed information regarding rebates for compressors, condensers, display case doors and lighting, and more, contact the Center for Energy and Environment at 651-335-5858 or otpc.refrigeration@mncee.org.



215 South Cascade Street
Fergus Falls, MN 56537

otpc.com