



Re: Dual Fuel Home Heating Program

Thank you for participating in Lake Country Power's Dual Fuel heating program. Before the heating season begins, please test both your primary electric heating system and your non-electric backup heating system. Both systems should be fully operational, and your backup system must be capable of adequately heating your home during periods when your electric heat source is controlled.

During periods of high electric demand or system emergencies, your primary electric heat source may be interrupted or shut off for up to **12 hours at a time**, with a maximum of **400 control hours per heating season**. Your non-electric backup system provides heat during these control periods.

Scheduled Dual Fuel Control Tests

Lake Country Power has scheduled two test control periods to help you verify that your backup heating system is operating properly:

- **October 22, 2026, 6–9 p.m.**
- **October 24, 2026, 6–9 p.m.**

During these tests, your primary electric heat source will be interrupted or shut off, allowing your non-electric backup system to operate. Your electric heat source will return to normal operation when the control period ends. These tests will occur unless an actual control event takes place on either date.

Monitor Control Periods and Receive Alerts

During the heating season, visit **lakecountrypower.coop** and select **Money Saving Programs > Today's Load Control Times** to monitor Dual Fuel control periods.

You can also receive load control notifications by email or text through SmartHub. If you do not have a SmartHub account, visit **lakecountrypower.coop** and select **Register for Online Access**.

Questions about Dual Fuel or other load management programs? Call: **1-800-421-9959** and press **6** for Member Service.

Sincerely,

Lake Country Power
Member Service Department