



NOTICE TO ALL DUAL FUEL CUSTOMERS

Effective **December 9th, 2024**, Grand Marais Public Utilities will begin using disconnect meters to operate the ‘Dual Fuel program’ and begin referring to it as the ‘Interruptible program’. Disconnect meters temporarily interrupt the power to the electric heat panel during control periods and are more efficient and reliable than the current system. **We want to ensure that you are well-informed about this change and how it may impact your heating system.**

Key Details of the Change:

Disconnect Meters: This type of meter has the ability to disconnect and reconnect power to the load control panel. The new disconnect meters are designed to improve the accuracy and effectiveness of our load control program.

Potential Impact to Your Heating System: When load control is active, power will be temporarily disconnected from your entire load control panel. Any devices or appliances connected to the load control panel, including heat controls like thermostats and fans, will also be temporarily disconnected.

Program Timing: The load control programs will continue to operate as they have in the past to help reduce electricity demand during peak hours. The timing of the load control programs will remain consistent with our previous schedules.

Next Steps: We will conduct a series of tests of the new system on **November 18th-21st**. On these days we will disconnect electric heat for all dual fuel customers for 4 hours. This will occur on **November 18th & 19th from 4:00pm-8:00pm** and on **November 20th & 21st from 6:00am-10:00am**. During these tests we request that each dual fuel customer confirm that when the electric heat is disconnected, their backup gas heating system automatically activates.

What to do if your heating system needs maintenance: If your backup gas heating system does not automatically activate, contact a certified electrician to repair your system by December 9th. If your electrician cannot make the necessary changes before December 9th, please contact Grand Marais Public Utilities.

If you have any questions please contact Grand Marais Public Utilities at (218)387-1848, or cityhall@grandmarais.city.

Sincerely,
Shane Steele
Grand Marais Public Utilities