



---

## **WATER HEATER MAINTENANCE PROGRAM INFORMATION**

- Effective March 2026, form *WATER HEATER MAINTENANCE PROGRAM & RELEASE OF CLAIMS* must be signed to enroll in the Water Heater Maintenance Program.
- Gas or any ‘instant’ type water heaters are not covered by the Water Heater Maintenance Program, only typical ‘Tank’ type.
- Water heaters within SINGLE-WIDE mobile homes are not covered or eligible for the Water Heater Maintenance Program.
- Under-cabinet water heaters are not eligible for the Water Heater Maintenance Program; however, if you currently have an under-cabinet water heater and agree to have it replaced by a ‘low-boy’ model, you can participate. Removal, repairs, and/or modifications to countertops and/or cabinets are the responsibility of the homeowner.
- Powering on an electric water heater without water can cause damage to heating elements. If water is turned off to the structure, verify electricity is turned off to the water heater also. When water is re-supplied to the structure, open all hot water faucets to ‘air out’ system before turning power back on to water heater. Water heater must be full of water when electricity is supplied to water heater.
  - If Amicalola Electric Membership Corporation is called to repair or replace a heating element or thermostat due to damage caused by air within the water heater, a minimum service charge of \$50.00 will be applied to the account.
- Amicalola Electric Membership Corporation’s water heater maintenance program is designed to cover maintenance of the water heater only. The following item(s) and related problems are **NOT** covered by the program:
  - Electrical, circuit breaker, fuse, wire, and/or disconnects
  - Water pressures exceeding the design and specifications of the water heater as set by the manufacturer.
  - Water pressures exceeding the design and specifications of the T&P (temperature and pressure) valve.
  - Failure of components related to water pressures exceeding the design and specifications of the water heater.
  - Incorrect installations or modifications.
  - Local government permitting, inspections, and code compliance
- Normal Service Times are Monday – Friday
- Weekend and holiday repairs will only be performed in emergency situations, such as major leaks.
- Ensure the water heater is in an area accessible to our technicians.
- Rental properties will be billed to the homeowner’s account.
- When a water heater is accepted into the program, a 30-day waiting period will apply before any repairs are made.

If you are not on the maintenance program and your water heater is non-working, you have three options:

1. **Repair:** Have the water heater repaired, then it can be added to the maintenance program.
2. **Replacement through Amicalola EMC:** Purchase a new water heater from Amicalola EMC and then join the maintenance program.
3. **External Purchase:** Buy a water heater from another supplier and then join the maintenance program.

**Note:** Members are responsible for the installation if choosing options 2 or 3.

If you would like information on switching from a Gas-type water heater to an Electric water heater, please contact Member Service.