

PG&E Induction Cooktop Loaner Program (ICLP)

Frequently Asked Questions



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ICLP Resource Library

For more induction resources, visit fishnick.com/pge-iclp.

Participating in the Induction Cooktop Loaner Program

Who is eligible to borrow a cooktop?

All PG&E customers are eligible to participate. If you are unsure if you qualify, email us at iclp@frontierenergy.com with your zip code and we will check for you!

How do I reserve an induction cooktop?

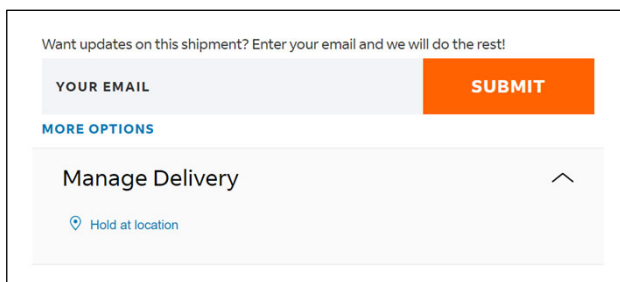
1. Watch [this video](#) for a step-by-step reservation guide. The video will walk you through the process that includes the following steps:
2. Set up an account on pge.com/inductionloaner.
3. Confirm your email.
4. Open the [inventory page](#) where you will see the Residential Cooktop unit.
5. Click on the **[Reserve]** button.
6. Select the start date for your preferred loan period.
7. Click the **[Cart]** button.
8. Once in your cart, under the Survey click **[+Take Survey]**.
9. Fill out the survey. Click **[Save]**.
10. Click **[Submit Reservation]**.

When will my induction cooktop kit arrive?

If your reservation is approved, we will prepare and ship your cooktop to arrive on your requested loan start date. Sometimes shipments will arrive a day or two early or late, depending on various factors. Make sure someone is available to sign for the package on your loan start date, otherwise shipping could be delayed until someone is able to sign for it. If you prefer, you can also reroute your delivery for pick up to your nearest FedEx location (follow FedEx instructions in the tracking emails). If your induction cooktop kit is late, let us know and we can tack on a day or two at the end of your loan period so you can enjoy using it for the full two weeks.

No one will be home to sign for the induction cooktop package. What can I do?

You can reroute the package for pick up at your local FedEx office by pulling up your tracking number (found in your shipment notification emails) at www.fedex.com and clicking on “Manage Delivery” and then “Hold at location” to select a pickup location nearest to you. You can also call 1800-Go-FEDEX with your tracking number.



The screenshot shows a FedEx tracking interface. At the top, it says "Want updates on this shipment? Enter your email and we will do the rest!". Below this is a text input field labeled "YOUR EMAIL" and an orange "SUBMIT" button. Underneath is a section titled "MORE OPTIONS" which contains a "Manage Delivery" button with a dropdown arrow. A dropdown menu is open, showing the option "Hold at location" with a location pin icon.



How do I return the cooktop kit?

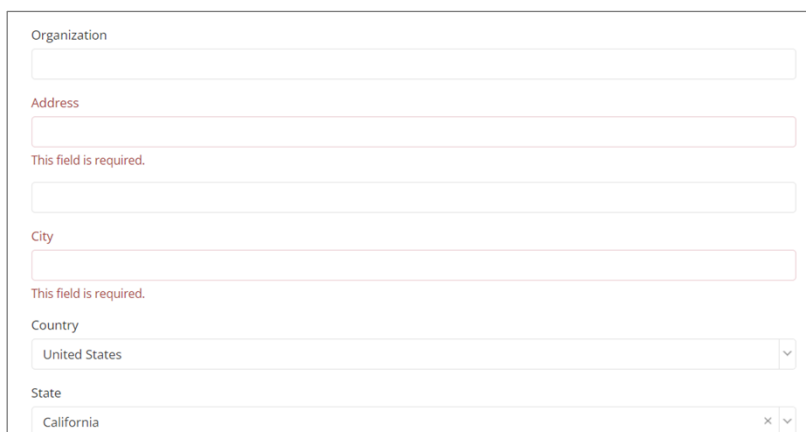
Watch [this video](#) for a step-by-step return guide. There is a prepaid return label in your induction cooktop kit. Please reuse the box and packaging to securely package the induction unit and pan back up. Tape the box with at least three strips of tape making sure all openings are closed. Stick the return label on to the box being sure to cover or black out the previous label. You can schedule a pickup from your home by calling 1800-Go-FedEx or follow the link to [schedule a one-time pickup or recurring pickups](#) (fedex.com/en-us/shipping/schedule-manage-pickups.html).

Will I be notified when my return is received?

Yes, you will receive a transaction receipt from donotreply@myturn.com once your unit is checked into our system. You will then receive the mandatory post-loan survey. Please fill out the survey about your experience. Your feedback will help us improve the program.

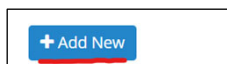
How do I submit a reservation for a commercial induction cooktop for my business?

1. Start by creating an account on pge.com/inductionloaner.
2. Once logged in, add your business name to the organization field and your business address:



The screenshot shows a web form with the following fields: Organization (text input), Address (text input with a red error message "This field is required."), City (text input with a red error message "This field is required."), Country (dropdown menu with "United States" selected), and State (dropdown menu with "California" selected).

3. Then click on the “Surveys” tab to take the pre-loan survey, and click “Add New”



4. Once those steps are completed, send an email to iclp@frontierenergy.com and include your business name and your requested reservation dates. We will update your membership and submit a reservation for you.

Can I pay for and keep the induction cooktop at the end of my loan period?

No. The unit is part of the program’s inventory. If you would like a similar induction cooktop, we encourage you to shop around as there are many single-burner units with features that may better suit your needs and preferences. If you have decided that the Duxtop 9600LS is the best for you, search the Internet and purchase a brand-new version.



Induction Kit Components

What does the induction cooktop kit include?

The residential induction cooktop kit includes:

- a 120V countertop plug-in, single burner “hob”, induction cooktop
- an induction-ready, 9.5" stainless steel pan
- a magnet clip to test your own cookware for induction compatibility
- a trifold brochure with information on induction technology and QR codes for additional resources
- a promotional post card in case you want to spread the word about the induction loaner program
- a “Getting Started” card with brief operation instructions, a QR code to the manual, and FedEx return instructions
- a return label for returning the kit
- ample recyclable packaging for the return shipment

What type of pan comes with the loaner kit?

The pan is a 9-1/2- inch, stainless steel Vollrath 3809 frying pan. Stainless steel is made with iron—a material necessary for cookware to be used with induction. The bottom of the pan is aluminum clad, improving heat distribution consistency. There are many other comparable pans, and we encourage you to research and try other kinds of induction ready cookware. If a magnet sticks to the bottom of your pan, your pan will work with induction, and you can use a pan you’re already familiar with.

How do I keep my food from sticking to the stainless-steel pan?

You will need to preheat the pan to the right temperature and add the right amount of oil or fat to the pan once preheated. The “water bead” test is one way to test if a pan has reached the right temperature. Follow this link for more information about the water bead test: [What is the water bead test, & why does it work?](#)

Is my cookware induction-compatible?

Do the magnet test to find out! Hold a magnet to the bottom of your cookware. If the magnet sticks, that cookware will work with induction. Newer induction-ready cookware will have the induction logo.

Why do I hear a high-pitched noise when I use the induction cooktop?

Sometimes people who are sensitive to higher frequencies can hear a high-pitched noise while using the induction cooktop. These frequencies are emitted when a magnetic field causes the cookware to vibrate while heating up. Not everyone can hear the sound. Also, people who can hear it while operating some induction models may not hear it while operating other models.

Why is the fan on the induction cooktop so loud?

Countertop induction cooktop units have fans to keep the unit from overheating while in use. There are many factors that contribute to your experience of the fan sound including the decibel rating, human hearing acuity, the kitchen environment, etc.

How do I clean the stainless-steel pan?

If your pan is slightly dirty, do a quick soak with dish soap and scrub with a dish brush. If your pan is a little messier, buff with scouring powder, fine steel wool, and a little bit of water.



Switching to Induction

How much will it cost to replace my current stove with an induction stove?

Each case is unique and will depend on several factors, including having the right electrical outlet in the right part of your kitchen, whether your home's wiring can handle the load from an induction range, the range you would like to buy, etc. A licensed electrician can confirm if you have the right outlet and wiring in your home.

How do I get started electrifying my kitchen?

If you currently have an electric resistance stove, you may already have the right wiring and electrical outlet. Consult with a licensed electrician who can assess your kitchen's wiring and your home's electrical panel. For kitchen electrification resources, visit [The All-Electric Kitchen - Switch is On](https://www.switchison.org/cooking) (switchison.org/cooking) and/or [PG&E Energy Action Guide](https://www.pge.com/guides/energy-action-guide) (guide.pge.com).

Are there energy savings if I switch from a gas stove to an induction stove?

Energy cost savings will depend on several factors, including how long you cook, the time of day you cook, and your gas and electric rates. Induction stoves are more efficient—approximately 90% efficient. Electric resistance stoves are approximately 75% efficient and gas stoves are approximately 40% efficient. Therefore, with induction, you will be using energy more efficiently than you would with gas or electric resistance.

Are there any rebates for purchasing a full-size induction stove?

Visit www.SwitchIsOn.org to search for rebates for an induction range available in your area. Also, note that some manufacturers may have promotions that include free induction-ready cookware.

What recipes do you recommend cooking on induction?

Any recipe! If you are just starting out, we recommend keeping it simple at first to become familiar with the technology. Once familiar with induction, try some of your favorite recipes. You may need to experiment and apply different cooking techniques to get the same result. Here are some simple recipes you can try with induction if you need some help getting started: [Induction Cookbook.pdf](#).

