

# Load Management



Managing electrical demand on the network helps to ensure customers keep connected. The Lines Company uses load management so customers can help manage demand during peak times so there's enough power to go around.

## Frequently asked questions

### What is load management?

Load management is the process of balancing the supply of electricity on the network with the electrical load by adjusting or managing the load. This is usually done by turning off the meter relay to reduce the peak demand for electricity on the network. The relay usually only has the hot water cylinder connected to it.

### Why does TLC use load management?

We use load management when the network is close to capacity and during outages to help manage the flow of power. At those times we may temporarily turn off hot water cylinders in order to reduce the electricity demand across the network. Load management is a common practice across New Zealand energy companies.

### What is the benefit to me as a customer for having load management?

Customers with load management connected to their hot water cylinders are "helping the network" because they are contributing to reduce the overall load. These customers are rewarded by receiving a lower rate for their peak time compared to those customers that do not have load management. This reward is applied during all peak time periods, not just when load management is occurring.

### Does load management mean my power will cost more?

Our pricing programme does not directly use load management to set future tariffs. However, load management is often activated during peak times where the time of use rate is higher.

This is a benefit as it can move the controllable load away from the higher time of use peak pricing period.

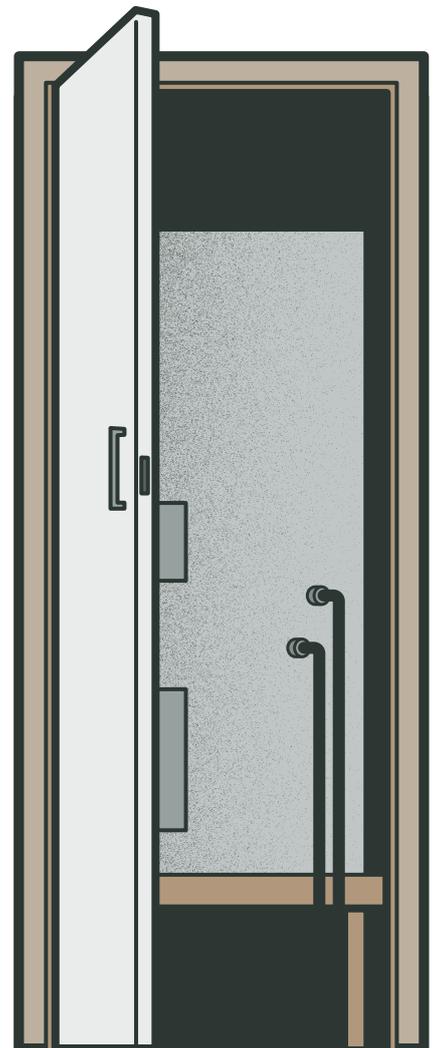
### How do I know if my hot water cylinder is connected to load management?

Not all customers are connected to load management. If you have found that you have ever run out of hot water through winter months you could be on load management.

If you have a smart meter, the pulse 2 light will be flashing when we are managing load. This does not necessarily mean that anything is connected to the load management relay, it just shows we are managing the load. You may be unaffected. If you are unsure, contact us to see whether you are on load management.

### How do I connect my hot water cylinder to load management?

Load management is available to any network customer. Call us and speak to the faults team and discuss your options. Your private electrician may need to visit to complete any necessary work.



### How do I disconnect my hot water cylinder from load management?

Call us and speak to the faults team and discuss your options. Your private electrician may need to visit to complete any necessary work.

Once you've been taken off load management, you will be subject to standard pricing including peak pricing during high demand periods.

### How long will my hot water cylinder be turned off?

The time the hot water will be turned off will vary depending on the amount of load that needs to be reduced. When used, load management typically affects a customer for less than 5 hours although we can manage load for up to 12 hours at any one period.

We try to minimize the period of load management as much as we can.

### When will my hot water cylinder turn off?

Load management usually occurs during the mornings and evenings over the winter months although it can occur outside of these times. When we manage the load your hot water cylinder will turn off and then automatically turn on when load management finishes. Typically, load management will take place through the months of May and September. During these months, load management can occur during the hours of 7:00am and 10:00am in the morning, and 5:00pm and 9:00pm in the evenings depending on the load.

### Does load management turn off my hot water altogether?

No. Load management only turns off the supply of electricity to your hot water cylinder. The hot water already stored in the cylinder can still be used and will stay hot or warm for several hours.

### Does it mean my hot water can run out and I will have cold water coming out of my cylinder?

It can do. The water in your hot water cylinder will still be able to be used, but if you run out, any cold water that replaces the hot won't be reheated during a load management period. See below for tips on how to more efficiently use your hot water.

## How can I keep my hot water hot and save hot water during load management?

There are many ways to minimize the impact of load management on your household. Some of these include:



#### Washing machines

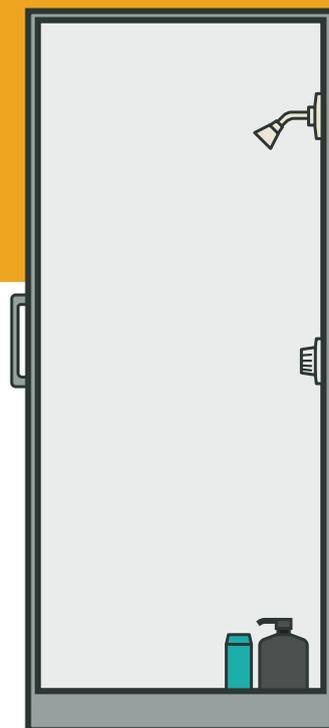
- Use cold water when washing your clothes.
- Use appliances like washing machines outside of peak times — appliances fitted with delayed start may help make this easier.

#### Use cold water where possible

- Wherever you can use cold instead of hot water this will help keep your hot water stored for longer and save on electricity usage.
- If you rinse your dishes before loading the dishwasher, use cold water.

#### Check your cylinder

- Wrap your hot water cylinder with insulation and your hot water pipe to keep them insulated (call your electrician or plumber for advice).
- Check that your cylinder is large enough for the size of your family in order to ensure there is enough storage available to get you through the load management period.



#### Showers not baths

- Shower rather than bath, showering typically uses half as much water.
- Adjust your daily routine and make allowances so there is enough hot water for your entire household.

## We're here to help

If you have any other questions please contact our Customer team on **0800 367 546** or email [info@thelines.co.nz](mailto:info@thelines.co.nz)