

## **HOW YOUR LOAD MANAGEMENT DEVICE WORKS**

### **General Load Device Information**

- This device is a gray plastic box and is typically located above the water heater, near the HVAC system, at the outside disconnect for the HVAC system, or mounted next to the service panel (breaker box).
- A green light (normal) on the device indicates that electricity is flowing to the water heater or HVAC system.
- A red or amber light (control) indicates that load management is taking place and that the water heater or HVAC system is not receiving any power.
- The device is a satellite receiver that receives a signal about every 10 minutes, so if the circuit breaker is flipped off/on, or the entire home loses power, you will need to wait up to 15 minutes for the device to reset and the green light indicator to reappear.

### **Water Heater**

- During a peak alert involving load management, the device shuts off power to a member's water heater for the duration of the load management period — which can last several hours.

### **Heating System**

- Includes electric furnaces, heat pumps, geothermal, baseboard, and Electric Thermal Storage (ETS) units.
- During a peak alert involving load management, the device shuts off power to a member's heating system for the duration of the load management period — which can last several hours.
- In addition to the grey plastic box, heating system devices also have a small white box, known as a Dencor, which acts as a temperature sensor. This sensor will discontinue load management if the temperature of the home gets below 60 to 65 degree.
- The Dencor has lights inside the box. A green light, or combination of red and green, indicate that the temperature sensor is working properly.
- If the lights are solid or flashing red only, the Dencor has become "locked up". If this occurs, flip the breaker to the heating system off for a few minutes. Once the breaker is back on, the Dencor should reset in approximately 15-20 minutes. If the device still shows red, contact the cooperative.
- Members will receive a \$5.00 bill credit from November to June for having this device installed. NOTE: new heating devices are no longer installed; therefore, only homes with existing devices qualify for this incentive.

### **Central Air-Conditioning**

- Includes central air-conditioning systems, heat pumps, and geothermal units.
- Devices on air-conditioning systems are only controlled 8 to 10 minutes during every 30 minute period, thus cycling your system off and on.
- Air-conditioning controls are only connected to the system's compressor and should not affect the blower/fan on the air-handler.
- Members will receive a \$10.00 bill credit from July to October (for service in June through September) for having this device installed.