

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

### **General Load Device Information**

- The 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. To conserve hot water during this time, avoid laundry, dishwashing, and bathing until the peak alert has passed.

### **Heating System**

- Includes electric furnaces, heat pumps, geothermal, electric 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 systems also have a small white box, known as a Dencor, which acts as a temperature sensor. This sensor will stop load management and return your heating system to normal operation if the temperature of the home gets below 60 to 65 degrees.
- 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 receive a \$5.00 bill credit from November to June (for service in October through May) for having this device installed. (NOTE: New devices are no longer installed on heating systems. 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 each 30-minute period. As a result, your system will cycle off and on during summer peak alerts.
- Air-conditioning controls are ONLY connected to the system's low voltage side of the compressor and will not affect the blower or fan on the air handler.
- Members receive a \$10.00 bill credit from July to October (for service in June through September) for having this device installed.

This information, as well as photos of load management devices, are available at [www.firelandsec.com/content/load-management](http://www.firelandsec.com/content/load-management)