

WHAT IS LOAD MANAGEMENT?



Your local Touchstone Energy® Cooperative uses load management to reduce the electric system's total demand during times of peak usage by remotely cycling devices off and on such as water heaters, heat pumps and irrigation systems. Participation in the load management program is voluntary.



WHAT ARE THE ADVANTAGES OF LOAD MANAGEMENT?

Participation in the load management program saves your cooperative money by avoiding the need to purchase power at higher costs as well as preventing transformers, substations and transmission lines from being overburdened. Individual members can also save money by taking advantage of rebates and/or special rates offered as incentives by the cooperative.



WHAT DOES A LOAD MANAGEMENT RECEIVER LOOK LIKE AND WHERE IS IT LOCATED?

It's a rectangular-shaped box about the size of a typical book that is usually positioned next to the service panel or near the device being controlled. Three models of devices are shown to the left.

I JUST MOVED INTO MY HOUSE. DO I NEED TO DO ANYTHING TO SIGN UP FOR LOAD MANAGEMENT?

If the previous home occupants were enrolled in the load management program, you automatically assume participation in the voluntary program. If you are unsure if your home is equipped with load management equipment and you would like to participate, contact your local electric cooperative.

HOW DO I KNOW IF MY HEAT PUMP IS BEING CONTROLLED?

If your air source heat pump is controlled, load management devices will periodically cycle your appliance off and then back on during peak electric demand. It is likely you will not even know when your heat pump is being controlled.

HOW LONG WILL MY HEAT PUMP BE OFF?

This varies, but typically no longer than 15 minutes at a time. Then it will cycle back on to begin cooling.

WHY DOES MY HEAT PUMP TURN OFF AUTOMATICALLY?

If your heat pump automatically turns off, it is likely that you are participating in the voluntary load management program. When electric demand is the highest, it costs more to generate and deliver power to your home; therefore, during this high demand, you may experience brief, intermittent periods of operation when the load management device cycles your heat pump off and on.



HOW DO I KNOW THAT I DON'T HAVE MECHANICAL PROBLEMS WITH MY HEAT PUMP?

Those participating in the load management program will find a load control receiver connected to the heat pump. The load management receiver will cycle the appliance on and off for 15 minute periods during times of peak energy use. If you have such a device, realize that it's perfectly normal for your heat pump to cycle off and then turn on again. However, if the thermostat is calling for cooling and the unit does not re-start after 30 minutes, call a certified technician to have it inspected.

SOMETIMES, IT SEEMS LIKE MY UNIT IS RUNNING, BUT ISN'T COOLING. IS THIS NORMAL?

With some heat pumps the indoor fan will continue to operate during the 15 minute off cycle but the air coming from the duct work will not be conditioned. Once the 15 minute on cycle begins, your system will begin to cool the house again.



IS LOAD MANAGEMENT HARMFUL TO MY HEAT PUMP OR AIR CONDITIONER?

Load management does not harm your home's cooling equipment since it works similar to a thermostat.

WHAT CAN I DO TO KEEP MY HEAT PUMP IN GOOD WORKING ORDER?

Before any maintenance is done, make sure the electric power is shut off to the device at the circuit breaker. You should keep the outside unit clean from debris such as dirt, leaves and grass clippings. Also, keep the indoor fan clean and change filters regularly. Consult the owner's manual or your HVAC professional for the proper way to clean the coils on your heat pump system.

SHOULD I USE A SETBACK THERMOSTAT?



Setback thermostats can reduce the cost of heating or cooling your home. However, setback thermostats do not always work well with equipment that is connected to the load management program. It is best to consult with your HVAC professional or your cooperatives energy expert regarding the use of a setback thermostat with your home's equipment.



WITHOUT MAKING A LARGE FINANCIAL INVESTMENT, WHAT CAN I DO IN MY HOME TO HELP SAVE ENERGY AND MONEY?

There are many ways to save money and energy in your home without a great deal of expense. Applying caulk around windows and weather stripping to doors, drawing the blinds on the sunny side of the house, using CFL lighting and adding insulation to the attic are cost-effective ways to reduce your energy bill. Visit "StopEnergyLeaks.com" for more information.

