

Ripple control option summary

INFORMATION SHEET

Orion provides a ripple signalling system for switching water heaters and night store heaters for residential and business customers. There are a range of options that can provide significant savings on your power bill, but it's important to choose the one that suits your needs. If you're building or renovating, most electricians are familiar with these options, and can help you select the one that's best for you and ensure you have the right wiring installed.

For most water heaters we require that a ripple controller is fitted as a condition of providing our delivery service. This ensures that we can coordinate switching and manage loading levels during periods of peak load on the network, and during both network and grid emergencies to help prevent major outages occurring.

1. Peak control (for water heating)

Under this option, Orion routinely controls water heating when network loading is high. We limit the duration of control to ensure that customers continue to have hot water. These channels support controlled, economy, composite or inclusive type retail tariffs.

At any point in time you can see how much peak load management we are doing by navigating to our load management dashboard on our website (www.oriongroup.co.nz).

P1 Peak control (residential)	Off during peaks and emergencies. We aim to limit control to no more than 4 hours in any 8 hour period.
P2 Peak control (business)	Off during peaks and emergencies. We aim to limit control to no more than 2 hours in any 5 hour period.

2. Fixed time control (for water heating and night store heaters)

This option turns on water heaters and night-store heaters at night, when network loading levels are low and electricity prices are cheaper. These channels support night only, day/night or weekender type retail tariffs - all options are available for both residential and business connections.

F1 Night only	Provides approximately 7½ hours per night in one or two blocks, between the hours of 9pm and 7am.
F2 Night with afternoon boost	The same as F1 (above), but with an additional 3 hour boost between the hours of 12pm and 4pm in the afternoon.
F3 Nights and weekends	The same as F1 (above), but with an additional 4 hour boost between the hours of 9am and 4pm on Saturdays and Sundays.
F4 Night 8 (reserved)	Provides approximately 8 hours per night in one block from 11pm till 7am (reserved for use only with Orion's permission).

3. Emergency control (for water heating)

This option provides near-continuous water heating without any regular control. We only interrupt water heating supply to prevent or limit total outages during emergency capacity shortages. These channels are used on anytime retail tariffs.

E1 Emergency control (residential)	Only off during emergencies (expect less than 2 events per year, lasting up to 2 hours).
E2 Emergency control (business)	Only off during emergencies and given priority for restoration.

Talk to your electricity retailer about their retail pricing plans they can help you select or change to a plan that suits your needs.

If you need more detail than we've provided in this summary, give us a call on **03 363 9898** or send an email to info@oriongroup.co.nz

oriongroup.co.nz

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