

# Ripple Control options

Orion provides the technology that allows customers to reduce their electricity bills through remotely managed Ripple Control switching of hot water and night store heaters to make the most of when electricity is cheaper. As well as saving on your power bills, Ripple Control also helps Orion operate our network more efficiently.

There are two main options available, which we have set out below together with the most common matching retail pricing plans. To take advantage of these options, you may need specific Ripple Control wiring – if you don't have this already you will need to call an electrician.

## Option 1: Peak control for water heating

Under this option Orion turns off hot water heating when network loading is high, usually just on the colder winter weekday mornings and evenings. We limit the time we turn the power off to ensure you continue to have hot water. This option allows access to cheaper retail pricing plans called 'inclusive', 'composite', 'controlled' or 'economy'.

**P1 Peak control residential** Turned off during peaks and emergencies. We aim to limit the time your hot water heating is turned off to no more than 4 hours in any 8 hour period, and no more than 8 hours per day.

**P2 Peak control business** Turned off during peaks and emergencies. We aim to limit the time your hot water heating is turned off to no more than 2 hours in any 5 hour period, and no more than 6 hours per day.

This option will work for you if your hot water cylinder is big enough to meet your hot water needs with stored heat from 7am to 11am and from 5pm to 9pm on weekdays.

## Option 2: Fixed time control for water heating, night store heating

These options help customers shift power usage into off-peak night periods, when network loading levels are low and electricity prices are cheaper. These options are best used with 'night only', 'day/night' or 'weekender' type retail tariffs.

**F1 Night only** Provides approximately 7.5 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. In a day/night type pricing plan, the boost attracts the higher day price

**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

The F1 Night only option will work for you if your hot water cylinder is big enough to meet your hot water needs all day. The F2, Night with afternoon boost option will give significantly more hot water, but the boost during the day attracts the higher day price on day/night pricing plans.

## Changing between options

To change options contact your electricity retailer who is responsible for the metering and ripple receiver. Most retailers charge a fee for changes.

## Want more flexibility?

On some retail pricing plans such as anytime, uncontrolled, day/night or weekender plans, you can have your own control device fitted by your electrician, then set and adjust your water heating to suit your needs. This lets you take advantage of night prices but boost your supply when needed, or you could control your water heater to take advantage of solar generation. Smart switches that you can schedule and control from your mobile phone are available. Check with your electricity retailer to make sure you have an appropriate meter setup before having any new equipment installed.

**Talk to your retailer if you would like to consider a plan that incorporates Ripple Control. If you need more detail than we've provided here, please call Orion on 0800 363 9898 or email [info@oriongroup.co.nz](mailto:info@oriongroup.co.nz).**