



Austin Utilities – 1908 14th St NW, Austin, MN 55912 – 507-433-8886 - www.austinutilities.com

Load Management FAQ's

Load management devices help reduce demand for electricity during peak usage times by cycling the compressor on your central air conditioner off for a few minutes each hour. Also known as peak shaving, this practice can save customer's energy and money!

Q: What is a load control device?

A: A load control device is a unit installed near your central air conditioning unit that allows Austin Utilities to interrupt power to the condenser on your air conditioner during peak energy usage while allowing your fan to continue circulating cool air inside your home. Load control devices operator for a short time each hour with no impact on comfort.

Q: How long is my AC condenser cycled off?

A: These smart devices know when and how long to control your AC load without disrupting your comfort more than 2 degrees. Customers who believe their comfort is being disrupted should call the AU office at 507.433.8886.

Q: Why does Austin Utilities want to control my air conditioner?

A: During hot weather Austin Utilities reaches peak energy demand and we are charged year round based on that peak. As a not for profit organization, we have to pass these costs on to our customers. For each One (1) MW of demand that we reduce our peak, we can save our customers approximately \$170,000 per year.

Q: Who is required to have a load management device?

A: Any residential customer who is installing, replacing or upgrading their central air conditioner.

Q: Can I opt out of this program?

A: Under special circumstances, customers are given opportunity to opt-out of AU load management program. The customer must submit an application, be a single-family residential customer, property owner, responsible for paying all fees. Customers opting out are required to pay an additional \$15 dollars for each monthly billing cycle during peak shaving months of June, July, August, and September. Customers with the medical opt-out option must submit a load control opt-out waiver annually to suspend all fees and charges. Should the customer discontinue the opt-out program, there is no cost to enable the load control.

Q: "My air conditioner won't start. Could it be the load management device you installed?"

A: It could be but making sure that all the controls and equipment are in proper working condition and in the right position are key to making sure everything runs smoothly.

- Check your electrical service panel to make sure the breaker is switched to “On” or your fuse box to make sure the fuses are properly sized and not blown.
- Check near the air conditioner compressor outside to see if there is a disconnect switch (box) near the unit and make sure that is switched to “On”.
- Make sure your thermostat is switched to “cool”, and the temperature setting on the thermostat is set lower than the current temperature inside your house.

If the answer is yes to all of the above, wait for approximately 20 minutes. If your unit still isn't operating, please call 507-433-8886 with your concern and someone will be dispatched to investigate.

Q: Every time I start my air conditioner a fuse blows. Could this be caused by the load control?

A: No, if this is happening, something inside your air conditioner is causing problems. You will need to contact a professional cooling contractor to check your unit.

Q: What does this device look like and where is it located?

A: Your device may look like one of the below and is always located very near the condenser. It may be outside, in an attic or on the roof depending on where the condenser is located. **Austin Utilities is in the process of replacing all old style load controllers with the new style load controllers as the old style load controller system has become obsolete.**

Old style, being replaced with new style:



New style Black colored load control unit: Model LCR6200



The Load Control Relay device has two indication lights (L.E.D.'s), one is red and one is green.

Green LED – Power Status

GREEN LED ON-Indicates that the unit is receiving power.

GREEN LED OFF-Indicates the unit is not receiving power.

Red LED – Load Status

RED LED ON- Indicates load is being controlled.

RED LED OFF- Indicates load is not being controlled.

If you have any additional questions please call our office at 507.433.8886.