



Newsline

WINTER IS HERE

WINTER IS HERE. WITH IT COMES THE COOLER WEATHER AND THE POTENTIAL THAT WE MAY LOAD CONTROL MORE OFTEN.

Which load management techniques will work best for you will depend on the meter type in place at your property and your lifestyle.

Please call us to find out what type of meter you have and to discuss which load management options may suit your situation. 0800 367 546 option 1

NEW TO HAVING AN ADVANCED METER

New to having an Advanced meter or you just want more information about how your kW load will be calculated now you have one? Turn to page 2.

Turn to page 2

ACTIVELY MANAGING YOUR LOAD

If you know you have an Advanced meter or Time of Use meter and are already actively managing your load, find out if we are load controlling by heading to our home page www.thelinescompany.co.nz, where you can view our load control indicator map.

www.thelinescompany.co.nz

We have recently simplified our website information on why we load control. Head to www.thelinescompany.co.nz/network/load-control to take a look.



Follow us on Facebook - find us at The Lines Company Ltd.

Did you know that you can check planned outage information on our Facebook page?

Follow us on Facebook and get notifications when we update the page. During major unplanned outages (faults) our fault phone line message will be updated regularly and we will also update our Facebook page as often as possible. Cruise FM broadcast both our planned outage information and information updates during large scale unplanned outages.

CRUISE FM

For outage information listen to CruiseFM.

Not only are scheduled shutdowns broadcast but during unplanned outages this is the radio station to listen to for up-to-date information.

Website <http://www.cruisefm.co.nz/>

- 88.7FM Piopio, Mahoenui, Aria
- 94.3FM Taumarunui, Whakapapa, National Park
- 99.0FM Ohakune, Turoa, Raetihi
- 104.4FM Te Kuiti, Otorohanga, Waitomo and Rural
- 104.4FM Mangakino, Whakamaru
- 105.3FM Mangakino, Whakamaru

INFORMATION - ABOUT ADVANCED METERS

A NUMBER OF CUSTOMERS HAVE REQUESTED THAT WE EXPLAIN HOW THE NEW METERS RECORD USAGE AND CALCULATE KW LOAD. SO BOB IS BACK TO HELP US.

We understand that even with the examples and explanation below it is still quite complex. Please call **0800 367 546 option 1** or email us queries@thelines.co.nz with your questions.

A full year of data will be used (wherever possible). The calculation year starts on the 1st October each year.

Your kW load will be calculated across a two-hour period whenever there has been a period of load control.

For calculation purposes usage will be recorded in 10 minute intervals during periods of load control and usage outside of load control will be recorded as zero.

For consumption recording the meter will record all usage in 30 minute intervals.

Two peaks from the same 24-hour period can still be used. However there must be a 5 hour gap between the end of one period and the commencement of the next qualifying period.

EXAMPLE 1

In this scenario Bob was cooking up breakfast, had the jug on, a few lights on and a heated towel rail as well as having his electric heating going. There was one short period of load control. At the end of the 2 hour calculation period Bob's calculated two hour peak is 0.25kW.

Periods of load control are coloured in red.

Period Ending	consumption kWh	calculated 2hr peak
6.50am		
7.00am	0.5	
7.10am	0	
7.20am	0	
7.30am	0	
7.40am	0	
7.50am	0	
8.00am	0	
8.10am	0	
8.20am	0	
8.30am	0	
8.40am	0	
8.50am	0	0.25

EXAMPLE 2

In the next scenario Bob comes home from work around 5.30pm. His electric heating is programmed to come on at 4pm to heat the house. When Bob gets home he heats some dinner and cooks some vegetables. Bob then relaxes in front of the television. During this time there are 2 short periods of load control. The highest calculated 2 hour peak is 1.65kW.

Period Ending	consumption kWh	calculated 2hr peak
4.50pm		
5.00pm	0.2	
5.10pm	0.2	
5.20pm	0.2	
5.30pm	0.3	
5.40pm	0.3	
5.50pm	0.5	
6.00pm	0.5	
6.10pm	0	
6.20pm	0	
6.30pm	0.5	
6.40pm	0.3	
6.50pm	0.3	1.65
7.00pm	0	1.55
7.10pm	0	1.45
7.20pm	0	1.35
7.30pm	0	1.2
7.40pm	0	1.05
7.50pm	0	0.8
8.00pm	0	0.55
8.10pm	0	0.55
8.20pm	0	0.55
8.30pm	0	0.3
8.40pm	0	0.15

This is a simplified version of part of the algorithm contained within the meter.

HOW THE 2HR PEAKS ARE CALCULATED IN THE SCENARIOS

The easy way to calculate the two hour peak when there has been a period of load control is to add the relevant twelve, 10 min consumption figures and divide the total of the two hour period by 2. This will give the average of that two hour peak. In example 2, if the twelve 10 minute consumption figures from 5pm up to 7pm are added together and then divided by 2 the calculated two hour peak is 1.65kW. This could be one of Bob's top 6 peaks used to calculate his kW load.

THINKING OF GOING SOLAR - PART 1

IF YOU HAVE BEEN THINKING ABOUT INVESTING IN SOLAR OR OTHER ALTERNATIVE ENERGY SOURCES PLEASE CALL US EARLY IN THE PROCESS. WE WELCOME APPLICATIONS TO CONNECT ALTERNATIVE ENERGY GENERATION AND HAVE EXPERTS TO HELP YOU TO CHECK THAT WHAT YOU ARE BEING PROMISED IS TRUE FOR YOUR SITUATION.

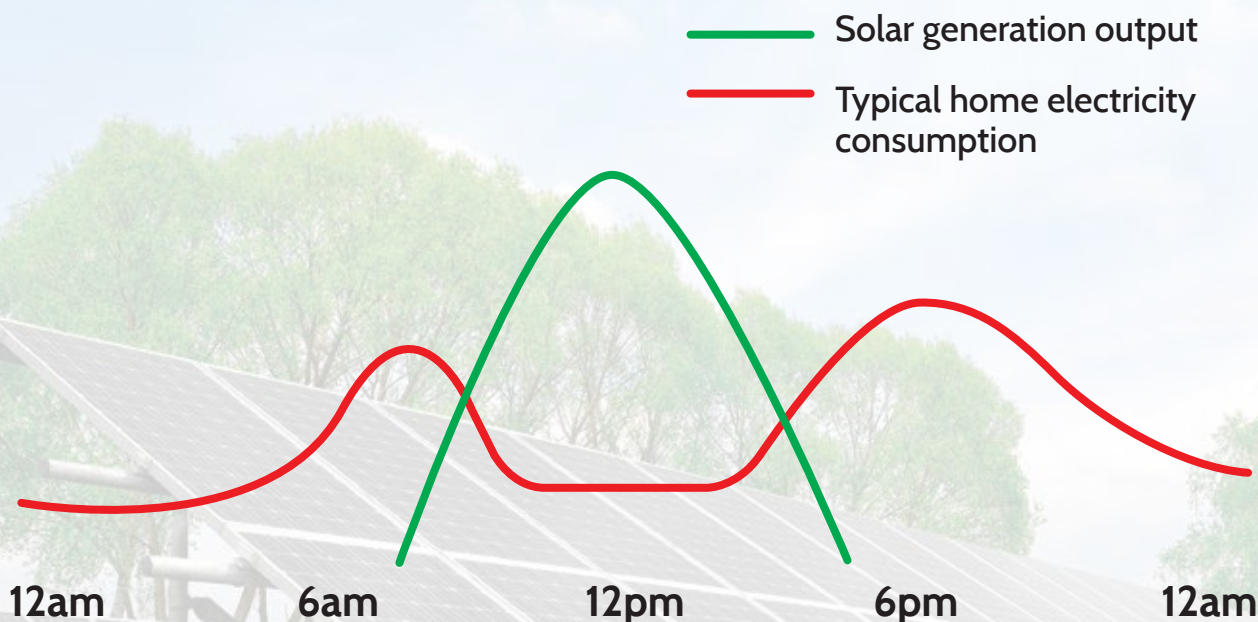
It is worth doing some extra research before making your decision.

Over the next few Newslines we will look at the different areas to consider in depth so you can ask the right questions when considering your options.

This month we will be looking at:

- What time of the day will the energy be produced
- Will energy production occur at the times you are likely to use the most energy

Below is a graph that demonstrates the average solar production situation.



Solar energy is most productive during clear daylight hours. It is also worth noting that there are fewer daylight hours overall in winter than summer, and the sun's heating effect is better in summer than winter.

If you use electric heating in your home, usage is more common in the early mornings and in the evenings in the cooler months. This means you are likely to need most of your power for heating during the shortest days and when the sun isn't up. For many people the same pattern can be seen for cooking times too.

If the most likely times that you are going to be using power is not going to be the same as when the solar produces power then you will still have to use energy from a retailer that is delivered by TLC, or you could invest in battery storage which would be an extra cost to consider.

To talk to someone about what alternative energy might save you or for help with your application to connect alternative energy call 0800 367 546 option 1 or email queries@thelines.co.nz with the subject line alternative energy.

Call us to discuss on 0800 367 546 option 1

SAFETY AROUND DOWNED POWER LINES

Please be careful around downed power lines and treat all power lines as live. If you damage some of our equipment we ask that you contact us immediately and stay in the area at a safe distance. By staying near the site you can warn others to keep away from the danger until help arrives.

Please help us keep everyone safe.

To report a fault call 0800 367 328

THE NEXT SPONSORSHIP FUNDING ROUND CLOSES IN JULY

IF YOU HAVE AN EVENT OR COMMUNITY PROJECT BETWEEN 1ST SEPTEMBER AND THE 31ST DECEMBER THAT YOU WOULD LIKE US TO CONSIDER FOR SPONSORSHIP THE APPLICATION NEEDS TO BE IN BY THE 22 JULY.

Forms are available online at www.thelinescompany.co.nz/community and email it to queries@thelines.co.nz or call us on 0800 367 546 to request an application and return it to PO Box 281, Te Kuiti 3941.



www.thelinescompany.co.nz/community

LANDLORD REBATE FORM DUE

IF YOU HAVE ALREADY REGISTERED AS A LANDLORD WITH US AND HAVE HAD A VACANT PERIOD BETWEEN 1ST OCTOBER 2015 AND THE 31ST MARCH 2016 PLEASE HAVE YOUR REBATE APPLICATIONS IN BY THE 30TH JUNE 2016.

If you have not registered or filled out a rebate form please call us on 0800 367 546 option 1 or go to www.thelinescompany.co.nz/relief-policy-forms to download them. Send or email the completed forms to us before the end of June for a rebate.

Please email forms to service@thelines.co.nz subject line "landlord rebate" or send them to: PO Box 281, Te Kuiti, 3941

DRAFT TERMS AND CONDITIONS

THANK YOU TO ALL THOSE WHO TOOK THE TIME TO EMAIL AND SEND IN FEEDBACK ON TLC'S DRAFT TERMS AND CONDITIONS.

We will publish a summary of all the feedback on our website at the end of May 2016. Work on the draft terms and conditions is ongoing and publication is not expected before August 2016.

SWITCHITS AND THE NEW METERS

If you have had a SWITCHit prior to having your meter upgraded to an Advanced meter please give our Customer Team a call. We can check that your SWITCHit is set to the correct channel. SWITCHit are an indicator of load control only.



ph 07 878 0600
www.thelinescompany.co.nz

Freephone Customer Support
0800 367 546

thelines
company

PO Box 281, King Street East, Te Kuiti 3941.