

PeakSmart factsheet



About PeakSmart

PeakSmart helps manage peak demand on the electricity network. We're able to send signals to PeakSmart air conditioners to temporarily reduce the compressors electricity consumption. This is similar to putting the air conditioners into economy mode.

When PeakSmart is activated

Generally, PeakSmart mode is only activated a few days of the year for short periods of time when the electricity network reaches peak demand in extreme weather conditions. The number and duration of events is capped to ensure customer comfort levels are not compromised and to ensure the sustainability of the program.

A typical PeakSmart event

During a PeakSmart event the consumption of the air conditioner compressor is typically reduced by 25% to 50%. Each event normally lasts for 60 minutes but can last up to two hours. The number of PeakSmart events that can occur in any 12 month period will typically be no more than 10 and some years there may be no events.

Comfort levels

The air conditioner keeps producing cold air so customers shouldn't notice any difference to their comfort levels.

We have completed trials in the Townsville area with customers who own PeakSmart air conditioners. We tested the technology under extreme conditions and we received no customer complaints. Energex has been running its PeakSmart program successfully for many years with over 70,000 air conditioners connected.

Identifying PeakSmart

A PeakSmart *Ready* air conditioner has a tick in each of the three Demand Response AS4755 boxes on the bottom of the Energy Rating label. All of the major brands offer PeakSmart air conditioners and there are over 800 compliant models on the market today.

The signal receiver

To make an air conditioner PeakSmart *Active* a signal receiver, supplied by us, is fitted into the air conditioner's compressor. This can be done when the air conditioner is installed in the customer's home or retrofitted at a later date. Once the receiver is installed, the air conditioner is PeakSmart *Active* and ready to go. Please note this does not usually affect the air conditioner's existing manufacturer warranty.

The PeakSmart signal receiver responds to Audio Frequency Load Control (AFLC) signals sent through the electricity network (similar to economy tariff control of hot water systems and pool pumps). Instead of removing supply to the air conditioner altogether (which is what happens with air conditioners connected to T33), the signal temporarily reduces the electricity consumption of the compressor.

Obtaining signal receivers

Signal receivers are provided FREE of charge by us. To obtain a supply of signal receivers, please use the online order form at ergon.com.au/peaksmart.

Use the correct signal receiver

A number of different signal receivers are used across our network so you need to make sure you install the correct one for each customer. To find the signal receiver type for your customers go to ergon.com.au/searchincentives and use the interactive map or search by National Metering Identifier (NMI).



¹ Some models of air conditioners also require a small circuit board to be changed.

Installing the signal receiver

Installing the signal receiver is similar for most air conditioner brands and you can use the Installer's Manual provided by the signal receiver manufacturer TMAC. Let us know if you would like a copy of this manual. The following manufacturers have also produced their own installation instructions. You can download these at ergon.com.au/incentives under Suppliers and installers and PeakSmart air conditioning or contact the manufacturers directly to request a copy.

| Manufacturer | Contact information |
|-----------------------------|--|
| Actron Air | 1800 119 229 |
| Daikin | 1300 362 438 |
| Fujitsu | 1300 882 201 |
| Haier | customer.care@fp.com.au |
| Hitachi | 1800 211 800 |
| Kelvinator | 1300 363 640 |
| LG | 1300 542 273 |
| Midea | 1300 726 002 |
| Mitsubishi Electric | 1300 651 808 |
| Mitsubishi Heavy Industries | 1300 138 007 |
| Panasonic | 1300 304 545 |
| Samsung Electronics | 1300 887 660 |

Cashbacks

We offer cashback incentives to both customers and the nominated Retailer / Installer. (Please note the cashback offer is not available on air conditioners already connected to an economy tariff like Tariff 33 Economy).

Customer cashbacks

Customers located in an eligible area can get up to \$400 cashback when they install a PeakSmart air conditioner OR have their existing air conditioner converted to PeakSmart. (Note a maximum of 5 PeakSmart claims can be made per household):

- **\$100 cashback** - Less than 4kW
- **\$200 cashback** - 4kW or less than 10kW
- **\$400 cashback** - 10kW or more.

Retailer / installer cashbacks

Once approved, we'll pay you for carrying out the installation or conversion:

- **\$50 cashback** - for each new PeakSmart air conditioner installed
- **\$50** - for each previously installed PeakSmart *Ready* air conditioner fitted with a signal receiver and converted to PeakSmart *Active*.

PeakSmart air conditioners have been around since 2011 so it's likely there are customers in [eligible areas](#) that already have a PeakSmart *Ready* air conditioner installed at their property. We offer the same cashback incentives to customers to convert these to PeakSmart *Active* as we do for new PeakSmart installations.

Claiming the Retailer / Installer cashback

- After completing the installation complete a [PeakSmart Installation Form](#) and give it to the customer. Make sure you nominate on the job sheet who gets the cashback - the retailer or the installer
- The customer submits their application online at ergon.com.au/incentives. Note you can submit this application on behalf of the customer if you have their National Metering Identifier (NMI)
- At the end of each quarter, we'll email you with a summary of your cashback payments that have been approved
- To enable payment to be made, we'll then need you to issue an invoice to us for the approved amount. We'll then pay you via EFT (cashback incentives are paid quarterly).

Further information

To find out more about PeakSmart air conditioning please visit ergon.com.au/peaksmart, call 1300 550 766 or email PeakSmart@ergon.com.au.



NETWORK