

Background

The Town of Antigonish (the "Town") operates electrical service for residents, institutions and businesses within the Town. The Town has engaged AMG Energy (parent company Acadia Management Group Inc.) to manage the Antigonish Direct Load Control Program (the "Program"). The Program involves the installation of electricity control device(s) on Customers' premises for the purpose of reducing peak demand for the Town during the months of December, January and February each year. The resulting cost savings are passed on to customers in the form of controlled electricity rates. There will be no cost to participating Customers.

Direct Load Control also assists with the integration of energy from renewable sources into the Town's service territory. Direct Load Control will increase in importance over time and may lead to further opportunities for your participation.

Customers who participate in Direct Load Control will be designated Antigonish Energy Partners and will be eligible for draws for prizes from local merchants twice each year. The following are Frequently Asked Questions & Answers pertaining to Direct Load Control and to the specific Program we are implementing in the Town of Antigonish.

1. Why Direct Load Control?

The bulk of the Commission's costs are incurred buying electricity from Nova Scotia Power Inc. Approximately one-third of these annual costs are for a peak demand charge based on the maximum power used in one 15 minute interval during the heating months of December-January-February. Direct Load Control reacts to the approaching peak by disconnecting power to loads that are not required at that time. Power is restored later the same day before the energy is required.

Direct Load Control also assists with integration of energy from renewable sources into the Town of Antigonish energy supply. Being able to control loads to account for the variability in supply from renewable sources such as solar, tidal and wind provides a distinct operational and cost advantage.

2. How Does the Town of Antigonish Program Work?

Loads are selected based on minimal effect on Customers. For example, hot water heaters are generally recharged while people are away or do not need hot water and the heating can be delayed with no effect. Loads to be controlled will be agreed prior to implementation and AMG Energy will explain operation in detail.

AMG Energy will install a switch for each load. The switch is controlled over the Internet using the Internet service already available in your home. Information is encrypted to internationally accepted standards and there is no privacy issue beyond that with any other Internet based communication. There will be no costs to the Customer for any of the changes AMG Energy makes.

Experience with a trial system in 2015-2016 tells us that the effect of Direct Load Control is negligible. The system is now designed such that any failure results in the load remaining connected. For example, removal of the Internet cable allows the customer to disable the system and ensure that all loads remain connected.

4. Who will be Installing Equipment?

All work will be performed by qualified contractors. The first part of the installation by AMG Energy will involve connection to the Internet and ensuring secure communications are established. The second and final step will be completed by a certified electrician connecting the switch such that it will control the target load.

5. Who Owns and Maintains the Equipment?

The installed equipment will be owned and maintained by the Town. The Customer has no responsibility for the equipment other than a duty of care to avoid damage to the extent possible.

6. Can I Override the System?

Yes, simply by calling AMG Energy at 902.542.5223 during business hours or by sending an e-mail to dlc@amginc.ca. You also can remove the Internet cable from the installed equipment which will cause all loads to remain active.

7. How Do I Get Involved?

If you are interested in becoming an Antigonish Energy Partner, obtain the Customer Agreement from the Town of Antigonish website, AMG Energy website, www.amginc.ca, from the Town of Antigonish Office or by e-mail request to info@amginc.ca.

8. Other Questions? Contact AMG Energy at 902.543.5223 or by e-mail at info@amginc.ca. We are always happy to hear from Antigonish Energy Partners.