

Smart Thermostat Program

YOUR QUESTIONS ANSWERED

Anza Electric Cooperative is launching an innovative new program designed to curb energy use on certain high-demand days, which will keep energy prices lower for all members.

Participating members receive a FREE ecobee3 lite thermostat, installed for free by a licensed electrician, and a \$100 bill credit for participating in 65% of the yearly adjustments.

About the program

Who is eligible to enroll?

Residential members who own an AEC-served home with Wi-Fi are eligible.

Will I be able to change my temperature setting?

Absolutely. There will never be more than 30 high-demand adjustment events in a calendar year. During those events, you will ALWAYS have the ability to override the thermostat adjustment.

Will AEC ever turn my thermostat off?

No. You will ALWAYS be able to control your thermostat.

Why does AEC want to control my thermostat?

AEC does not want to control your thermostat. AEC seeks members who voluntarily agree to allow us to adjust their thermostats on the days of highest electricity demand, which helps keep electricity costs lower for all members. As a thank-you for participating, you get a free smart thermostat and, if you participate in at least 65% of all adjustment hours event in a year, a \$100 bill credit.

When will adjustment events start and how long will they last?

The start time of these events depends on the stress of the demand on the power grid at a given time. However, these events will never exceed four hours at a time, the first hour of which will be precooling or preheating. See the table on page 3.

How hot/cold will my home be during these events if I participate?

The specific temperature will vary based on your original setting. The temperature setting will never be adjusted more than 4 degrees in either direction.

What happens after I submit the participation agreement?

You will be contacted by an AEC-approved contractor to schedule installation of your ecobee3 lite thermostat. When the contractor visits, he will verify the thermostat is compatible with your HVAC system. Should the thermostat be incompatible, you will be released from any obligation related to the smart thermostat program.

Is there any additional benefit for participating?

Yes! Members who participate in at least 65% of the yearly adjustment events will receive a \$100 bill credit.



Will I save energy by enrolling in the smart thermostat program?

A properly installed and configured ecobee smart thermostat has been shown to save up to 23% in heating and cooling costs during normal operation. Yet on days when adjustment events occur, more energy will be required to precool or preheat your home and then to return your home to its regularly scheduled setting after the adjustment event concludes. On event days, you may not save energy from having your thermostat adjusted.

How can I unenroll from the Smart Thermostat program?

You can unenroll from the program at any time by contacting AEC. However, if you unenroll within one year of your installation, you may be charged for the cost of the thermostat and installation.

About the thermostat

When will I receive my smart thermostat?

Your installation will depend on the contractor's schedule.

How much does the smart thermostat cost?

AEC will cover the entire cost of the smart thermostat.

What types of smart thermostats are being offered?

AEC is offering the ecobee3 lite thermostat, although other models may be offered in the future.

What if I already have a smart thermostat?

Right now, you can choose to receive an ecobee3 lite thermostat from AEC and have it installed in place of your existing smart thermostat. However, AEC may expand program enrollment in the future to members with existing smart thermostats, including certain models by ecobee, Honeywell, Emerson and Nest.

What if I am having trouble with my ecobee thermostat?

Please visit ecobee's online support center or call ecobee support at 877-932-6233. AEC can adjust your thermostat during times of high energy demand only and cannot provide product support.

About the adjustment events

What are AEC-initiated adjustment events?

AEC-initiated adjustment events occur when AEC adjusts your thermostat's temperature setting to curb demand on the electric grid. Adjustment events are four hours long. In the first hour, AEC will precool your home. In hours two through four, AEC will incrementally increase or decrease your thermostat's setting from its original setting. See the table on page 3. Please note that AEC will not turn off your thermostat at any time.

When do AEC-initiated adjustment events occur?

Adjustment events occur on high energy-demand days during hot, humid afternoons. Reducing electricity demand on these days helps to keep energy prices lower for all members.

How will I be notified of adjustment events?

AEC will email you the day before or the day of an event. During the event, your thermostat will indicate an override of the programmed setting.

How often do adjustment events occur?

Adjustment events may occur up to five times per month without exceeding 30 events per year. Up to two events may occur in the same week, possibly on successive days.

How does AEC count my participation in adjustment-event hours?

If you choose to enroll, you can opt out of up to 35% of event hours in a year, participating in 65% of the total event hours and still earn a \$100 bill credit.

For example, if AEC has 10 events in one year, each for the maximum of four hours, that's 40 total event hours. You would need to have participated in at least 26 of those 40 hours to earn the bill credit. You can opt out of one hour at a time or an entire four-hour event — the choice is yours.

If your thermostat is set at 76 when an event starts, hour one lowers the setting to 74 to precool, hour two increases to 78, hour three to 79 and hour four to 80. If 80 is just too hot for you, you can override the setting and opt out of hour four only. Or, if you have a situation that requires your thermostat setting to be maintained, you can override the entire event.

Because we can't predict the weather a year in advance, we encourage our participants to keep track of their adjustment-event hours throughout the year.

Will every adjustment event be for four hours?

No, that's the maximum span of an adjustment event. It may be shorter, depending on the condition of the electric grid.

Who can I contact if I have more questions?

Call AEC at 951-763-4333 and ask to speak with the smart thermostat program manager or fill out the contact form on our website.

Example Summer Adjustment Event

Thermostat setting is at 78 degrees and event begins at 3 p.m.

Time	Thermostat Setting Adjustment
3 to 4 p.m.	76° (pre-cooling hour)
4 to 5 p.m.	80°
5 to 6 p.m.	81°
6 to 7 p.m.	82°
After 7 p.m.	Returns to 78°, event ends



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