

# Frequently Asked Questions

Updated: 12/22/2022



## What is Connect to Save?

Connect to Save is a subscription-based rebate from your local electric cooperative that offers residential members rewards for reducing energy usage during peak periods enrolled smart devices (i.e., smart thermostats, electric vehicle chargers, etc.).

## How long will Connect to Save last?

Connect to Save will last a period of three years (2022-2025).

## What are the requirements for the Connect to Save?

To participate, you must:

1. Be a current residential electric service account holder with an account in good standing at one of the participating electric cooperatives (Jackson County REMC, South Central Indiana REMC or Southeastern Indiana REMC).
2. Have a wireless network at the service address.
3. Have an account linked to your enrolled device (e.g., smart thermostat, EV charger, etc.)
4. Agree to the terms and conditions of the program.

## What types of devices qualify for Connect to Save?



## How much will my rebate be and when will I receive it?

A registered device will receive a \$75.00 incentive 4 to 6 weeks after registration approval. Registered users who are actively participating in the program for 6 or more months will receive an annual incentive of \$25.00 at the end of the year.

## How do I sign up?

Visit your local electric cooperative's website and locate the Connect to Save program information. Follow the instructions to complete the online enrollment form. Once the enrollment form has been completed, you will receive a confirmation email stating your application is in the approval process. Please allow 4 to 7 business days for the application to be reviewed.

## Can I receive more than one credit for multiple enrolled devices, at one location/home?

Yes. You are eligible for a credit for one or more enrolled devices on one account. All enrolled devices must be in your local electric cooperative's service area.

## What if my thermostat has multiple zones, does that qualify for multiple devices?

No. Incentives are based on a per device basis; therefore, one thermostat, regardless of how many zones it controls, is recognized as one device.

In instances where a single HVAC unit has multiple thermostats for individual zones, each thermostat will be recognized as a single device (i.e., three thermostats controlling three separate zones is recognized as three devices).

## Will this require approval?

Yes. We will need to verify that you are an active REMC member within one of our participating cooperatives, that you have a qualified smart device that is connected to Wi-Fi, and that this device is operating at the address that is within the participating cooperatives service area.

## Who do I talk to if I'm experiencing issues with my enrolled device or need help with my settings?

You can reach your device manufacturer's customer service team at the numbers below:

<b>ecobee</b> 877-932-6233	<b>Enel X</b> 844-584-2329
<b>Honeywell Home</b> 800-323-4576	<b>Chargepoint</b> 888-758-4389
<b>Google Nest</b> 855-469-6378	

## What happens if I replace or upgrade my enrolled device?

Simply notify your local REMC or [email](#) us to confirm your new device is eligible for the program.

### **If I am a landlord, does my tenant receive the incentive or do I?**

The incentive will be issued to the service account holder, whether that be in the form of a check or bill credit. If the landlord applies to the program and is not listed as the service account holder, the application will be denied.

### **What should I do if I no longer want to participate in Connect to Save?**

Send us an [email](#) requesting to end your participation in Connect to Save. Once you have been removed from the program, your device(s) will no longer be controlled, and you will not receive the annual participation incentive.

### **Why do you want to control my smart thermostat?**

When temperatures become very hot or very cold, your HVAC unit usage will also increase to compensate for the extreme temperatures. This creates an “energy rush hour” or “peak demand”. During these peak demands, electric cooperatives need more generation to meet the higher demand of electricity that your HVAC unit requires. This in turn, drives up power costs. By lowering energy use throughout our system during times of peak demand, power costs can be lowered. Because electric cooperatives are not-for-profit businesses, those savings are then passed on to you.

### **How would you control my smart device?**

By registering your device through Connect to Save, we can help you use less energy during peak demands.

- **For smart thermostats**, we will remotely adjust the temperature a few degrees to lower the power needed during peak demands. This is called a “peak time event”. To assure you are comfortable during the peak time event, the thermostat is adjusted a few degrees cooler/warmer prior to the load control event. You will always have control of your thermostat. If during a load control event, your temperature becomes uncomfortable, you have the power to change those settings. This is called an “Opt Out.”
- **For EV chargers**, we will remotely reduce the amount of energy being used to charge your vehicle. This may be accomplished by slowing the charge rate or by shifting the charging window to a timeframe when energy use is low. You will always have control of your EV charger and if during a load control event, you require more charge than we are allowing, you can change this setting. This is also referred to as an “Opt Out.”

### **Am I allowed to opt out of an event?**

Yes. During an event, you can opt out using your device, mobile or web app.

### **How often can I opt out? Can I opt out for every load control event?**

While we do understand there can be times when you feel the need to opt out is important, opting out too many times diminishes the overall goal of reducing energy demand when needed and your local cooperative reserves the right to terminate any account deemed as not actively participating in Connect to Save.

### **Is there a maximum degree you will adjust my thermostat?**

Yes, your thermostat will not exceed an adjustment of four degrees.

### **When my REMC calls a load control event, will my thermostat be adjusted to specific temperature, or will it be lowered or raised by a specific number or degree?**

*Example: My thermostat is set to 70. Will the temperature automatically be set to 74, or will there be a specific setting, regardless of my current temperature?*

The thermostat will adjust four degrees up or down during the event, with a pre-cooling of two degrees before the event.

### **How will I know if you are controlling my device?**

You will be notified prior to a load control event as to when we will control your device. During the event, your device and/or app will notify you when a load control event becomes active.

### **Will I receive a notification prior to a peak time event?**

Members will receive a notification a minimum of one hour in advance of each event (typically four hours).

### **How will I know that a peak time event is in progress?**

Depending on your device manufacturer, notifications will appear on your device or in your web/mobile application.

### **How long could an event last?**

Typically, an event lasts between three and four hours, however, it could last between one to four hours.

### **Will my temperature adjust back to my preferred setting after the event ends?**

Yes. Once the event ends, your thermostat will adjust to its regular programming.

# Cooperative Staff Questions

## How are incentives processed for Connect to Save?

Device incentives will be processed on a bi-weekly basis (Friday) by Hoosier Energy through the EECP rebate program. You can expect the rebates to be deposited with other residential and C&I rebates on Monday. The check report noting who receives the incentive will be available that Thursday. Any documentation needed to process the incentive can be obtained through EECP (contact Barbara Hirstius if you need assistance.).

Annual incentives will be processed during the first week of December, ensuring cooperatives will receive them the following Monday of the second week.

## Who will track anniversaries and rebate incentives?

Hoosier Energy will track enrollment anniversaries and rebates through the EECP software application.

## How many opt outs can a participant make?

This will be reviewed on a case-by-case basis. At this time, we do not set a limit on the number of opt outs allowed.

## Will the REMC be notified before any member is removed from Connect to Save?

Yes, the REMC will be notified prior to any member being removed.

## Who will control the devices during a peak time event?

Your local cooperative's generation and transmission provider, Hoosier Energy, will schedule peak time events.

## How will we get notified of the peak time events?

Members will receive an e-mail a minimum of one hour in advance of each event (typically four hours).

Depending on your device manufacturer, notifications may appear on your device or in your web/mobile application.

- Google Nest customers receive email, text, and in application notifications as well as a notice on their device.
- Ecobee and Honeywell receive in application notifications as well as a notice on their device.
- Enel X and Chargepoint only utilize in application notifications.

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## Who will track anniversaries and rebate incentives?

**Eric Wilson** – [ewilson@hepn.com](mailto:ewilson@hepn.com)

Connect to Save program information and peak event controls

**Barbara Hirstius** – [bhirstius@hepn.com](mailto:bhirstius@hepn.com)

Incentive payments and enrollment documentations

## Connect to Save Customer Support

### Telephone

812-876-0200

### Email

[Connect2Save@hepn.com](mailto:Connect2Save@hepn.com)