

Frequently Asked Questions

Updated 3/1/2023



What is Connect to Save?

Connect to Save is a pilot from your local electric cooperative that offers residential members rewards for reducing energy usage by enrolled smart devices (i.e., smart thermostats and electric vehicle chargers) during periods of peak demand.

How long will Connect to Save last?

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

What are the requirements for 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, electric vehicle charger, etc.).
4. Agree to the terms and conditions of the pilot.

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 incentive four to six weeks after registration approval. Registered users who are actively participating in the pilot for six or more months will receive an annual incentive of \$25 at the end of the year.*

**Members who have received a free ecobee smart thermostat from their electric cooperative are not eligible for the \$75 enrollment incentive. All participants will be eligible for the end-of-year annual incentive if they are actively enrolled and participating in the pilot for a minimum of six months.*

How do I sign up?

Visit your local electric cooperative's website and locate the Connect to Save pilot 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 four to seven 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. 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 an eligible device (For example, three thermostats controlling three separate zones are recognized as three individual devices).

Will this require approval?

Yes. We will need to verify that you are an active REMC member, that you have a qualified smart device that is connected to Wi-Fi and that this device is operating at the address within the participating cooperative's 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:

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

What happens if I replace or upgrade my enrolled device?

First, please ensure your device is eligible for the pilot by checking our Eligible Device List then simply check with your local REMC or email us at Connect2Save@hepn.com to confirm your new device is registered.

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

Send an email to Connect2Save@hepn.com requesting to end your participation in Connect to Save. Once you have been removed from the pilot, your device(s) will no longer be adjusted, and you will not receive the annual participation incentive.

Why do you want to adjust my smart thermostat?

When temperatures get very hot or very cold, your heating and cooling usage will increase to compensate for the extreme temperatures. This creates an “energy rush hour” or “peak demand.” During times of peak demand, electric cooperatives need more power generation to meet the higher demand for electricity by HVAC units throughout the service area. This, in turn, drives up power costs. Reducing energy use throughout our system during times of peak demand, saves the cooperative money. 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 with Connect to Save, we can help you use less energy during peak demand.

- **Smart thermostats** — We will remotely adjust the temperature — never more than 3-4 degrees — to lower the power needed during times of peak demand. 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 of what it was prior to the load control event. You will always have control of your thermostat. If you become too warm or too cold, you have the power to opt out of that particular event by simply adjusting the temperature yourself.
- **Electric vehicle chargers** — We will remotely reduce the amount of energy being used to charge your EV. 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 by simply adjusting the temperature of your thermostat using your device, mobile or web application.

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. Your local cooperative reserves the right to terminate participation for any account deemed as not actively participating in Connect to Save.

Is there a maximum degree to which you will adjust my thermostat?

Yes, adjustments to your thermostat will not exceed 3-4 degrees.

When my REMC calls a peak time event, will my thermostat be adjusted to a specific temperature?

No. Your temperature will be adjusted by no more than 3-4 degrees based on what it was set to at the time of adjustment.

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 be notified a minimum of one hour in advance of each event, though we try our best to provide as much notice as possible. This is typically around 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 do adjustment events last?

Typically, an event lasts between two and three 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 automatically return to its normal programming.