

# Frequently Asked Questions

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## What is Connect to Save?

Connect to Save is a program offered by your local electric cooperative that rewards residential participants for reducing their energy use by adjusting enrolled smart devices during peak demand periods.

## What are the requirements for Connect to Save?

To participate, you must have:

1. A current participating Cooperative residential electric service account in good standing;
2. A fixed wireless network at the Cooperative's specified service address (mobile broadband may be ineligible; please consult the Cooperative);
3. An installed and functional eligible device connected to the wireless network;
4. A primary residency at the designated address.

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

ecobee

Honeywell

sensi

 Renew Home

*\*Please see our Eligible Devices List for specific models.*

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

You will receive a \$75 enrollment incentive four to six weeks after registration approval for each registered device. Registered users who actively participate in the program for six consecutive months or more will earn an annual incentive of \$25 at the end of the year. \*

*\*Members who received a free ecobee smart thermostat or enrollment incentive 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 at the end of the year and participate in the program for a minimum of six consecutive months.*

## How do I sign up?

Visit your local electric cooperative's website for Connect to Save program information and an online enrollment form. After you submit the enrollment form, you will receive a confirmation email indicating that your application is under review. Please allow four to seven business days for the application to be processed. Depending on your device and your local cooperative, you may be able to apply through SmartHub or the device manufacturer's app.

## 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 need to confirm that you are an active REMC member, have a qualified smart device connected to Wi-Fi, and are 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 contact information below:

**ecobee**  
877-932-6233

**Honeywell**  
800-633-3991

**Renew Home**  
support.google.com/  
googlenest/gethelp

**Sensi**  
888-605-7131

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

First, please verify that your device is eligible for the program by checking our Eligible Device List. Then contact your local REMC or email us at [ConnectToSave@hepn.com](mailto:ConnectToSave@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 [ConnectToSave@hepn.com](mailto:ConnectToSave@hepn.com) requesting to end your participation in Connect to Save. Once removed from the program, 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 become very hot or very cold, your HVAC unit use 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. Power costs can be lowered by reducing energy use throughout our system during peak demand. Because electric cooperatives are not-for-profit, those savings are then passed on to you.

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

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 or adjustment event. You will always have control of your thermostat. If your temperature becomes uncomfortable during a control event, you have the power to change those settings. This is called “opting 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, app or web application.

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

While we understand there can be times when you feel the need to opt out, doing so too often diminishes the overall goal of reducing energy demand when needed. Your local cooperative reserves the right to terminate any account that is not actively participating in Connect to Save.

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

Yes, your thermostat will not exceed an adjustment of 3-4 degrees.

### **When my REMC calls an event, will my thermostat be adjusted to a specific temperature?**

No. Your temperature will be adjusted no more than 3-4 degrees from its setting at the time of adjustment.

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

You will be notified of an adjustment event by the manufacturer at least one hour in advance, although this may vary. Notification may be through a message on your device, in the manufacturer’s app, or by email; however, in emergencies, you may not receive any notice.

- Renew Home (formerly Google Nest) customers receive email, text, in-application notifications and a notice on their devices.
- Ecobee, Honeywell and Sensi customers receive in-app and on-device notifications.

### **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 adjust back to its regular programming.