

# Smart Grid Test Bed Technology Validation and Testing

## Demonstration Details

**Demonstration:** Connected Water Heater

**Updated:** 10/1/2025

As indicated under Schedule 13, the Company will maintain the following information about incentive amounts, participation requirements and procedures for the Smart Grid Test Bed on a dedicated page of the Portland General website:

Demonstration	
Connected Water Heater	PGE will provide equipment purchase incentives for qualifying heat pump water heater (HPWH) systems that are flex load enabled, which will be used to assess load flexibility potential, building construction and design considerations, system operation and maintenance, and occupant feedback.
Incentives	
Incentive Amount	Participating multifamily new construction project property owners may receive equipment purchase incentives of amounts up to \$1,800 per unitary HPWH system installed and up to \$1,000 per unit served by a central HPWH system. Installed HPWH equipment may subsequently be enrolled in PGE's Multifamily Residential Demand Response Water Heater Pilot (Schedule 4) once available to receive on-going participation incentives.
Participation Requirements	
Customer Eligibility	Schedule 7 or 32 customers with qualified equipment
Eligible Area	In all territory serviced by the Company
Procedures	
Application and Enrollment	<p>PGE will work directly with multifamily property owners or their property management to obtain a signed participation agreement for each participating property.</p> <p>The participating property will agree to notify tenants of participation in the PGE Multi-Family bundle. Unless PGE terminates these demonstration projects, this participation agreement will indicate enrollment for the entire project term. New Residential Customers in a participating property will be enrolled in the demonstration.</p> <p>Tenants that are also Residential Customers will be automatically enrolled when the participating property enrolls in the demonstration.</p>



Dispatch Parameters and Special Conditions	<ol style="list-style-type: none"> <li>1. At any time, PGE can interact with customer-owned equipment with the intention to remotely adjust the device settings in accordance with project goals.</li> <li>2. The Company has the right to remove a Residential Customer from the pilot at any time, for any reason.</li> <li>3. PGE shall have the right to select the schedule and the percentage of the Customer's appliance(s) to cycle at any one time, up to 100%, at its sole discretion.</li> <li>4. Incentives may be provided at PGE's discretion via an on-bill credit on the Customer's next monthly billing statement, direct deposit, check issued to participants, or through payment to a qualified installer by PGE or PGE's authorized consultants.</li> <li>5. PGE is not responsible for any direct, consequential, incidental, punitive, exemplary, or indirect damages to the participating Customer or third parties that result from performing direct load control on a participating appliance.</li> <li>6. If the Residential Customer moves from the enrolled residence during the term of the demonstration, they are no longer eligible for the demonstration.</li> </ol>
Opt-outs	The Residential Customer may terminate participation under this pilot voluntarily. The Residential Customer will not receive a participation incentive if they withdraw or are removed from the pilot. If a Customer unenrolls, the Customer is not eligible to re-enroll during the pilot period. The Residential Customer must notify the Company to withdraw from the pilot.
<b>Duration</b>	
End Date	December 31, 2028