



Elephants Deli and PGE

Partnering for smarter energy use and measurable savings

For over 45 years, **Elephants Deli** has been a recognized member of the Oregon business community, known for gourmet food, exceptional service and leadership in sustainable practices.

As a multi-location business and certified B Corporation committed to sustainability, Elephants Deli continually seeks ways to manage energy costs. Store Manager **Ryan Doss** and Former CEO and Founding Partner **Anne Weaver** learned about **PGE's Energy Partner Smart Thermostat program** and consulted a PGE Energy Expert to determine if participation could reduce expenses.

"One of the big challenges we were facing is growing a business while trying to curb energy costs."

— Ryan Doss, Elephants Deli



Measurable results and incentives

Since joining the program, Elephants Deli has achieved measurable results. **Last year, they reduced electricity use by 8.5%, and over time, Ryan's stores have realized significant cost savings.** He describes the financial incentives as "too hard to pass up."

Ryan highlights the program's support as a key benefit. The enrollment process was seamless, communication was consistent and he could reach a real person almost every time he called.

How will this affect my business?

At first, Ryan had several questions about joining the program, including how PGE would communicate event notifications, whether he would retain control of the thermostat and the potential impact on customers and business operations.

The Energy Expert explained that PGE provides 24-hour advance notice of events, allows businesses to opt out of any event they choose and ensures participants always have control of their thermostats.

Ryan also found reassurance in knowing that the program and PGE staff are always available to answer questions and address any concerns along the way.

“It’s rare that I can call any business and get a hold of a human when I need to. And I can do that pretty much every time with PGE, which has been really helpful.”

— Ryan Doss, Elephants Deli



Learn more



Scan the QR code, or go to
portlandgeneral.com/epstcse or email
energypartnerthermostat@pgn.com



Energy Partner Smart Thermostat program at a glance

What it is

A PGE program for business customers that helps keep energy more reliable for our community. It allows qualifying participants to earn seasonal incentives and get free smart thermostats professionally installed.

To qualify for the program, you'll need:

- To be a PGE commercial customer
- A ducted electric heating and/or air conditioning system
- An installed Wi-Fi network

Key benefits

- Upfront rewards and ongoing incentives
- Free smart thermostat, plus professional installation
- Control of your smart thermostat from anywhere

How it works

Peak Time Events are called during periods of peak energy demand – like particularly hot afternoons or cold mornings.

Your thermostat will automatically adjust a few degrees when the event starts. Once the event ends, your thermostat will go back to its original setting. **Enrollment, equipment and installation are free.**

You can always opt out and adjust the temperature during a Peak Time Event.*

Program details

- Free qualification assessment with a PGE Energy Expert
- Peak Time Events usually last 3-4 hours, with about 7 in the summer and 4 in the winter
- Advance notice of an event via email

*Participate in at least 50% of the Energy Partner Smart Thermostat event hours to earn your seasonal reward.