

# PGE Smart Thermostat program FAQ

## What are Peak Time Events?

On certain days when energy use is high, we will call a Peak Time Event. During the event, your smart, Wi-Fi-enabled thermostat will adjust by 1 to 3 degrees. Your thermostat will automatically pre-heat or pre-cool your home before those peak times, so you may not even notice a difference. When everyone on the program shifts their energy use, it adds up. This helps us use more sustainable resources, lower costs and continue to provide you with reliable energy.

## When do Peak Time Events happen and for how long?

There are typically five to six Peak Time Events each summer and winter with a maximum of 15. Each event lasts between one and four hours, and we don't currently schedule events on the weekends or holidays. Here are the summer and winter seasons:

- Summer season runs June 1 through Sept. 30. Events are between 3 p.m. and 8 p.m. on weekdays.
- Winter season runs Dec. 1 through Feb. 28. Events are between 6 a.m. and 10 a.m. or 3 p.m. and 8 p.m. on weekdays.

## Do I need to do anything during a Peak Time Event?

No, you don't need to do anything at all! Just let your thermostat do its thing and make sure no one in your home overrides the settings. Once the event is over, the thermostat will return to its regular settings.

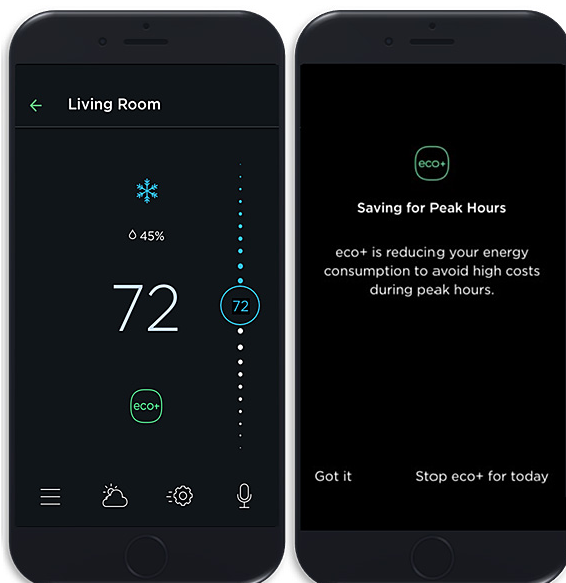
## Can I change the settings on my thermostat during a Peak Time Event?

Yes, you are always in control of your settings and comfort. The program was created to help reduce energy use during peak times, not to make you uncomfortable in your home.

## How will I know when a Peak Time Event is happening?

You will see notifications on your thermostat or smartphone app before and during an event. Each thermostat manufacturer has its own settings. Here are some examples of what your notification might look like:

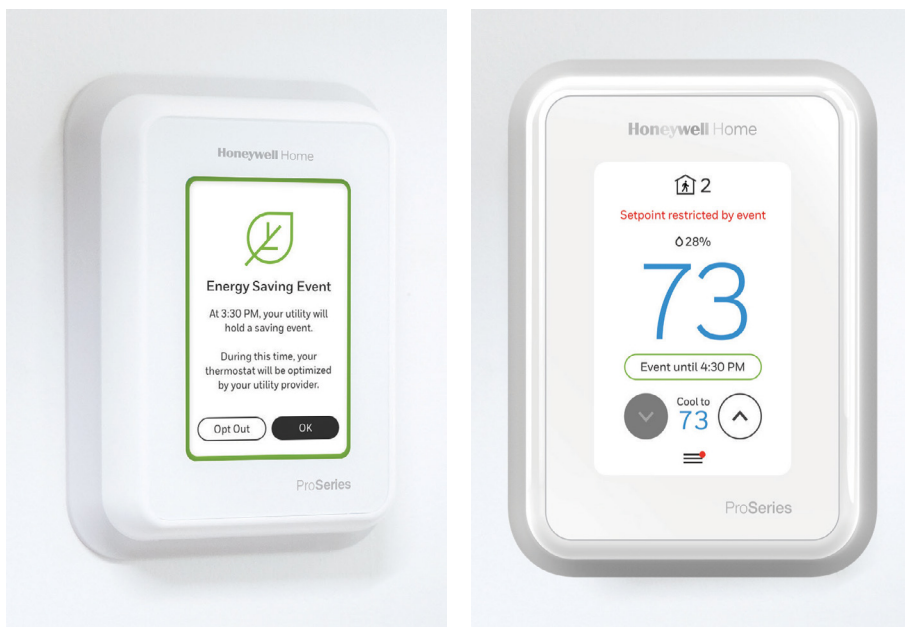
### ecobee



### Nest



## Honeywell



### What if I get too hot or cold during a Peak Time Event?

You're always in control and can change your thermostat setting at any time. Just adjust your thermostat during the event and follow the prompts to stop participating. To earn your program rewards, make sure to participate in at least 50% of the event hours during summer and winter. For tips on staying cool in the summer and warm in the winter, check out our [seasonal energy saving tips](#).

### Who do I talk to if I'm having issues with my thermostat or need help with my settings?

You can reach your thermostat manufacturer's customer service team at these numbers:

- Nest: 855-469-6378
- Ecobee: 877-932-6233
- Honeywell Home: 800-633-3991

### I had my air conditioning turned off all summer. Why doesn't that count toward my seasonal participation?

Thank you for your efforts to reduce energy! If your heating and cooling system is turned off during a Peak Time Event, your thermostat cannot automatically adjust, and we cannot use those event hours toward your **participation reward**.

### Do I get an enrollment or seasonal participation reward?

- If you enrolled with a thermostat you already owned, you will receive a \$25 bill credit for enrolling (after we screen for eligibility) and a \$25 credit for each season you participate in 50% or more of the event hours for which you were eligible.
- If you enrolled through the PGE Marketplace, you received a \$25 rebate on the purchase of your thermostat. You will also receive a \$25 credit for each season you participate in 50% or more of the event hours for which you were eligible.
- If you received a free or discounted thermostat installed in your home by PGE, you have already received your reward and are not eligible for seasonal participation rewards.



## **For customers who receive a seasonal reward who purchased their own thermostat**

### **When will I get my seasonal participation reward?**

Seasonal rewards (for customers who did not have a smart thermostat installed by PGE) will be applied to your electric bill as a credit the month after the season ends. Winter season runs December through February and participants who qualify for a reward should receive one on their March bill. Summer season runs June through September and participants who qualify should receive their credit on their October bill.

### **I didn't get my seasonal reward. What do I do?**

Give us a call at 503-228-6322 or email us at [thermostats@pgn.com](mailto:thermostats@pgn.com).

### **How long does it take for my enrollment to be processed?**

Please allow up to six weeks for us to process your enrollment request. We may need to reach out to you to verify your heating or cooling system and make sure you are eligible for the program. If you enrolled through the PGE Marketplace, your enrollment is complete when you install the thermostat.

## **For customers who received a free/discounted professionally installed smart thermostat**

### **I received an installed thermostat through PGE. Do I earn seasonal rewards?**

Since you received the upfront reward of a free or discounted and installed smart thermostat, you won't receive the seasonal rewards, but you'll still be making a difference in Oregon's clean energy future.

### **How long do I have to participate in the program if I received a free or discounted installed smart thermostat?**

You need to participate in 50% or more of the Peak Time Event hours during the seasons you are eligible for five years.

### **What happens if I don't participate in 50% of Peak Time Event hours for five years?**

According to the **terms and conditions** of the installation program, PGE may charge you a percentage of the installed cost of the thermostat you received. This is calculated based on how long you were able to participate in the program. If you have questions about this, please contact [thermostats@pgn.com](mailto:thermostats@pgn.com).



### **Can I participate in both Peak Time Rebates and the Smart Thermostat program?**

No, but we do like your enthusiasm! Since both programs reward you for shifting your energy use at the same peak times, you can only be enrolled in one program at a time.

### **I'm already enrolled in Peak Time Rebates. Can I enroll in the Smart Thermostat program? What happens if I do?**

Yes, you may enroll in the Smart Thermostat program. When you do, we will automatically unenroll you from Peak Time Rebates.

### **I'm moving. How do I unenroll from the program? Will my thermostat still be controlled?**

When you stop service at your old home, we will unenroll you from the Smart Thermostat program and your thermostat will no longer receive signals from PGE. If you are leaving your smart thermostat at your old home, you may want to contact the manufacturer to reset it to make sure the new resident has a clean slate.

### **I'm moving, but I want to stay in the Smart Thermostat program. How do I do that?**

That's great! Because the program is based on the heating and cooling system in your new home, you will need to re-enroll. Just follow these steps:

1. Make sure you are moving within PGE territory.
2. Check that the heating and/or cooling system in your new home is eligible for the program (central air conditioning, electric forced air furnace or heat pump).
3. Install your old smart thermostat at your new home or install a new smart thermostat.
4. Once your thermostat is connected to Wi-Fi, enroll through your manufacturer:

**Google Nest, ecobee or Honeywell Home.**

### **How do I unenroll from the Smart Thermostat program?**

Just let us know you want to unenroll from the program by emailing [thermostats@pgn.com](mailto:thermostats@pgn.com) or calling our customer service team at **503-228-6322**.

### **Who do I talk to about returning the thermostat I bought through the PGE Marketplace?**

You can find information on the **PGE Marketplace website** or by reaching out to PGE Marketplace Customer Care at [service@pgemarketplace.com](mailto:service@pgemarketplace.com) or **844-412-0275**.

