

# Optimal Time Rewards Program

## Frequently Asked Questions

### Smart Thermostats

**1. What is this program about?**

Pacific Power is running a demand response program to help reduce peak electric consumption and create a more resilient and sustainable grid.

**2. Why should I participate?**

With Optimal Time Rewards, you can join with our community to use energy wisely. You earn an incentive when you enroll and each year you participate. Using energy more effectively during peak demand periods helps keep energy costs down for everyone. As more customers participate, the greater difference we can make in advancing a clean energy future.

**3. What is a demand response event?**

A demand response event is a period during which the utility acts to reduce electric consumption by temporarily adjusting the setpoint on your enrolled thermostat. Demand response events will likely occur only a few times a year. Pacific Power will automatically adjust your thermostat setpoint during a demand response event and then return it to its scheduled setting once the event has concluded.

**4. Will my air conditioning/heating still operate?**

During a demand response event only, the setpoint on your thermostat may be adjusted by up to 3 degrees. Your air conditioning/heating system will continue heating or cooling the home based on this temporary setpoint. Upon completion of the demand response event, your device will revert back to its programmed setpoint.

**5. Is there any financial benefit to enrolling?**

Yes. Visit [www.pacificpower.net/OTR](http://www.pacificpower.net/OTR) for details on the current available incentives.

**6. How will I receive my incentive?**

Incentives for enrolling and for annual participation will be delivered to the email address you use for your thermostat account. The incentive will arrive as an e-gift card from Gift-o-gram. Your e-gift card should arrive to your inbox within 60 days of enrollment, from “noreply@giftogram.com”. Participants have the option of choosing a VISA or Mastercard gift card, or choosing from among dozens of participating retailers.

**7. Do I have to take action to respond to each demand response event?**

No. Your Smart Thermostat manufacturer, Program Administrator OATI, and Pacific Power will handle everything with no additional steps after you enroll.

## Optimal Time Rewards Program

### 8. What happens during a demand response event?

You will receive a notification via email, text, and/or your smart thermostat manufacturer app 20 minutes prior to the start of a demand response event. If you take no action, your thermostat will be automatically adjusted by up to three degrees from the current temperature setting.

- You can opt out of an event at any time from your mobile device, web browser or thermostat by simply adjusting your setpoint.
- Once the event is over, your thermostat will return to its normal setpoint and/or schedule.
- In some cases, your thermostat may be adjusted up or down by up to three degrees prior to a demand response event to pre-heat or pre-cool your home.
- For the majority of devices, when you opt out of the pre-cool or pre-heat, you are also opting out of the temperature adjustment. If you own an ecobee device, you must also opt out of the temperature adjustment.

### 9. How often will a demand response event take place? How long will they last?

For this program, events can be no more than four hours in duration, a maximum of three times per week, and a maximum of 30 times per year. However, events may occur only a few times a year. Demand response events for thermostats can only be called between 12 PM and 9 PM on weekdays, and not at all on weekends. Demand response events are typically called when the electric grid is under strain from extreme weather conditions.

### 10. How will I know when a temperature adjustment is in progress?

Depending on your thermostat provider, notifications may appear on the thermostat or in your web or mobile application. You will also be able to see that the setpoint of your device has changed. Contact the manufacturer of your thermostat for more information.

### 11. Will participating in this program compromise my comfort?

Demand response events will only affect the temperature by a few degrees, with minimal impact on comfort. You can easily opt out of an event at any time, for any reason, from your mobile device, web browser or by changing the setpoint of your thermostat. Your participation is voluntary and you will retain control of your thermostat.

### 12. How do I qualify for the program?

You must be an Oregon or Washington residential Pacific Power customer in good standing, have an eligible smart thermostat in your home, and have an electric resistance furnace, heat pump, or central air conditioning controlled by the thermostat.

## Optimal Time Rewards Program

### 13. Which smart thermostats can be enrolled in the program?

The supported smart thermostat manufacturers for this program are ecobee, Copeland Sensi, Honeywell Home, Honeywell TCC (Total Connect Comfort, formerly known as Lyric), and Google Nest.

Provider	Approved Thermostats
ecobee	ecobee3, ecobee3 Lite, ecobee4, ecobee Smart Si, ecobee Smart, ecobee SmartThermostat with voice control
Copeland	Sensi™ Wi-Fi Programmable Thermostat, Sensi Touch Wi-Fi Thermostat
Honeywell Home TCC	Wi-Fi Smart Color Thermostat, Wi-Fi 7-Day Programmable Thermostat, Wi-Fi 9000 7-Day Programmable Thermostat, 9000 Smart Thermostat, 7-Day Programmable Smart Thermostat, VisionPro 8000 Smart Thermostat
Honeywell Home	T9 and T10 Pro Smart Thermostat T5+ and T6 Pro Smart Thermostat Round Smart Thermostat
Google Nest	Nest Learning Thermostat, Nest Thermostat E

### 14. Are there any additional benefits to the program?

Ongoing participation in the program reduces a participant's carbon footprint and helps your community become more reliable and sustainable.

### 15. How do I enroll?

Customers should enroll through their smart thermostat manufacturer's website or app. Links to eligible manufacturer websites are available at [www.pacificpower.net/OTR](http://www.pacificpower.net/OTR).

### 16. How long does it take to enroll my smart thermostat?

Typically, enrollment only takes a few minutes if you have an existing account with your smart thermostat manufacturer.

### 17. Can I enroll both my smart thermostat and my water heater in the Optimal Time Rewards program?

Yes, you can enroll both your smart thermostat and your water heater.

### 18. Do I have to participate in the program all the time?

No. You may opt out of demand response events by adjusting the temperature on your smart thermostat. Opting out too many times may result in disenrollment from the program.

### 19. How do I leave the program?

Customers can unenroll through the manufacturer app. If you have problems unenrolling, please contact your thermostat manufacturer.

## Optimal Time Rewards Program



### **20. Can customers with gas or oil furnaces enroll their smart thermostat?**

If the thermostat controls *just* a gas or oil furnace, it is not eligible. However, if the thermostat *also* controls an electric central air conditioning or a heat pump, you are eligible. Customers must have central air conditioners, heat pumps, or electric resistance furnaces controlled by the smart thermostat to be eligible.

### **21. Where can I purchase a Smart Thermostat?**

Smart thermostats are commonly available in a variety of retail stores and online. There are also discounts available for smart thermostats for Pacific Power customers.

**Oregon:** The Energy Trust of Oregon sells Smart Thermostats at discounted prices at:

<https://www.energytrust.org/residential/incentives/thermostat>

**Washington:** Washington Pacific Power customers are eligible for instant discounts:

<https://wattsmartsavings.net/washington-residential/find-savings-heating-and-cooling/smart-thermostat/>

### **22. I need help installing, operating or troubleshooting my smart thermostat.**

See the Tips for Enrollment sheet on our website. If you are still having trouble, please refer to the instructions included with your device, or contact the manufacturer.

### **23. How do I register my smart thermostat with the manufacturer?**

Please refer to the instructions included with your device, or contact the manufacturer.