

## FREQUENTLY ASKED QUESTIONS ABOUT *peaksaver*<sup>®</sup>

### **Who can enrol in *peaksaver*?**

Only residential customers in Southern Ontario who have central air conditioning are eligible for *peaksaver*. You must own the home or building. Business customers are eligible if your air conditioners and electric water heaters are approximately the same size as those used by residential customers. Heat pump units are not compatible with the *peaksaver* program.

### **What should I do to become eligible for *peaksaver* if I don't own my home or business property?**

All you need to do is send us your landlord's written consent authorizing us to install *peaksaver* in your home or place of business, and likewise to install *peaksaver* on your electric water heater.

### **If I live in a townhome, a condo or an apartment, am I eligible?**

If your townhome has a separate central air conditioning unit, you are eligible for *peaksaver*. Customers with a condo or apartment unit that is contained in a larger building are not eligible. *peaksaver* is enrolling residential customers with central air conditioning, equipment typically found in freestanding residential homes.

### **How does *peaksaver* work?**

During periods of peak electricity use, your thermostat will receive a *peaksaver* signal to increase its setting by 2°C. This program setting will only occur on a small number of nonholiday weekdays from June through September, typically between noon and 6:00 p.m., but never for more than four hours at a time. At the end of an event, your thermostat will revert to its original setting.

Water heaters are turned off for the entire load management period — this time will not exceed 4 hours.

### **When will my *peaksaver* be installed?**

Enrol on your electricity company's web site or call 1-866-380-6051 to schedule a time that works best for you.

If it is inconvenient for you to be present for a *peaksaver* thermostat installation, you may enrol in the *peaksaver* switch program. The *peaksaver* switch is an alternative device installed outside your home, near your central air conditioner. Unless your air conditioner is behind a locked gate, does not have a disconnect switch near the unit which is accessible by the technician, or if the unit is inaccessible for some other reason, such as a pet in the yard, no one needs to be at home for the switch to be installed.

### **What do I get for participating in *peaksaver*?**

A free, state of the art, programmable *peaksaver* thermostat will be installed in your home. The thermostat and its free professional installation are valued at \$250. This thermostat is not sold in retail stores. The *peaksaver* can be programmed manually in your home or via your secure web site link provided with your installation materials.

Both *peaksaver* thermostat and switch participants will receive a bill credit of \$25 on your next available monthly, or bimonthly, electricity bill as a thank you for your participation, after the installation of your device.

### **How much money could *peaksaver* potentially save me?**

Your energy savings will depend upon how you use your thermostat to manage the comfort of your home throughout the year. You may realistically expect to save up to 10% on your annual heating and cooling energy costs.

### **How will my participation help my community?**

By participating, you and other customers help to reduce the strain on the electrical system during peak periods. A small act on your part will be making a significant contribution to conserving electricity and improving our environment. *peaksaver* is expected to reduce the demand on the electrical system by approximately 1 kilowatt per home. That's the equivalent of turning off ten 100 watt light bulbs. As a result, Ontario will need to import less high-priced electricity, and be able to delay building additional power plants, all of which will save everyone money by keeping electricity prices low.

### **Will I become uncomfortable if my thermostat temperature is raised, especially on hot summer days?**

Typically, most people do not even notice that their air conditioning is being controlled. Your thermostat is simply being temporarily reprogrammed. This small change in temperature setting will likely not be noticed, as the cool air will remain in the home. Your water heater will be cycled off for the whole peak period, but since it has a reserve of hot water you should have plenty of hot water during that brief time.

### **If I am not satisfied or if I become uncomfortable during a control event, do I have the option to temporarily opt out?**

*peaksaver* participants have the ability to opt out three times between June and September. Participants of similar programs rarely opt out because they do not notice a significant change in their comfort level. If you would like to opt out on a particular date, please call 1-866-380-6051 and someone will be able to answer your questions and ensure your comfort.

### **If I am unhappy with *peaksaver*, may I stop being part of the program?**

Yes, if you are not happy, please call our *peaksaver* call centre at 1-866-380-6051 to speak to a representative.

### **I have more than one central air conditioner; may I enrol in *peaksaver* for more than one unit?**

Yes, we will install the correct number of *peaksaver* units to allow you to control your home comfort.

### **Do I have to sign up again each year?**

No, your *peaksaver* participation will automatically continue from year to year unless we hear from you.

### **Who do I call when I have questions or problems?**

Any questions can be directed to the *peaksaver* call centre at 1-866-380-6051.

### **What happens if I move and sell my home?**

*peaksaver* will remain with the home where it was installed. If you would like *peaksaver* at your new home, simply call 1-866-380-6051 and enrol with your new address.

**FOR MORE INFORMATION, PLEASE CALL OUR CUSTOMER SERVICE CENTER AT:  
1-866-380-6051.**