

Frequently Asked Questions (FAQs) About the *smartstat*^o Program:

- www.hydroOne.com/smartstat
- *smartstat*^o call centre 1.866.380.6051

Who can enroll in the *smartstat*^o program?

Hydro One customers in Southern Ontario who have central air conditioning are eligible for the *smartstat*^o program. 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.

What should I do to become eligible for the *smartstat*^o program 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 the *smartstat*^o in your home or place of business, and likewise to install a device 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 (A/C) unit, you are eligible for *smartstat*^o. Condos and apartments (apartment buildings) are not eligible since the *smartstat*^o program is enrolling residential customers with central air conditioning units typically found in residential homes.

How does *smartstat*^o work?

During peak periods, Hydro One will send a signal to your *smartstat*^o to increase your setting by 2°C. This program setting will only occur on a small number of non-holiday 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 *smartstat*^o 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 *smartstat*^o be installed?

Enroll on the Hydro One web site or call 1-866-380-6051 to schedule a time that works best for you.

What do I get for participating in the *smartstat*^o program?

Hydro One will install a free state-of-the-art, programmable thermostat in your home (we call it the *smartstat*^o). The thermostat and its free professional installation are valued at \$250. This thermostat is not sold in retail stores. The unit can be programmed manually in your home (as per a normal programmable thermostat) or via the Hydro One web site.

When your *smartstat*^o is installed, the technician will also give you two free compact fluorescent bulbs, complements of Hydro One, as well a pipe wrap and tank jacket to customers with electric water heating.

How much money could the *smartstat*^o program potentially save me?

Your energy savings will depend on how you use your *smartstat*^o. You will also be able to use the *smartstat*^o to manage the comfort of your home in the winter.

Participants of similar programs have reported monthly savings on their energy bills in excess of \$20.

How will my participation help Hydro One and my community?

By participating, you and other Hydro One customers will allow us 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.

We expect that the *smartstat*^o program will 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 we 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 electric prices low.

Will I become uncomfortable if you raise my thermostat temperature, 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 re-programmed. 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. Hydro One is providing free tank jackets and pipe wrap to those with electric hot water to help keep hot water hot.

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

Participants in the *smartstat*^o program 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 *smartstat*^o, may I stop being part of the program?

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

I have more than one central air conditioner; may I get two *smartstat*^o units?

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

Do I have to sign up again each year?

No, you will automatically continue with the program unless we hear from you.

Who do I call when I have questions or problems?

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

What happens if I move and sell my home?

The *smartstat*^o will remain with the home where it was installed. If you would like to remain on the program, call one of our representatives at 1-866-380-6051 to have a new *smartstat*^o installed.