

Smart Thermostat Pilot Program FAQs

What is the Smart Thermostat Pilot Program and how does it work?

The Smart Thermostat Pilot Program is a voluntary program designed to reward you for reducing your energy consumption during periods of high demand for electricity. By conserving energy during peak hours, when the cost to purchase and generate electricity is higher, you help keep prices affordable for our community.

On extreme temperature days, GUC may engage your ecobee smart thermostat to reduce electrical consumption during peak hours. This is known as a peak savings event. During these events, the eco+ feature will optimize your smart thermostat's performance based on your comfort settings, schedule, and your eco+ savings preferences. The maximum number of saving events per month is eight. Duration of a saving event will last no longer than six hours. Customers will receive a one-time enrollment incentive, in the form of a bill credit, in the amount of \$50.00, as well as a monthly participation bill credit of \$5.00 per thermostat for participating in all monthly peak load events with one (1) opt-out option per month.

How do I enroll?

1. Set up eco+

- Open your ecobee mobile app to set up eco+ for your home or business. If you don't see an eco+ invitation, select eco+ from the main menu on your home screen, and enable it.

2. Choose Greenville Utilities

- Go to the eco+ menu and enable the **Community Energy Savings** feature.
- Identify yourself as a Greenville Utilities customer and follow the prompts in the ecobee app to finish enrolling in the Peaking Savings Program.

3. Enroll

- An offer from GUC will appear on the screen, including the incentive and Program Terms and Conditions. Select "Ok" to enroll in the Program.

What is eco+ and how does it work?

Every home consumes energy differently. That's why ecobee created eco+, a suite of five new smart features that helps you save on energy by improving your home's energy efficiency, while enhancing your comfort: Smart Home & Away, Schedule Assistant, Feels Like, Time of Use, and **Community Energy Savings**. These features deliver personalized energy recommendations by looking at things like local weather, humidity, home occupancy, and variable electricity rates to shift your home's energy usage accordingly. You can learn more about eco+ on their [website](#).

Does my ecobee smart thermostat support eco+?

eco+ is compatible with the following smart thermostats: ecobee smart thermostat with voice control, ecobee3 lite, ecobee3, and ecobee4.

How can I get eco+ on my smart thermostat?

eco+ is a free upgrade now available on all eco+ compatible smart thermostats (listed above). If you've just registered your smart thermostat, it may take up to a month for eco+ to activate.

If you need more support, please visit the ecobee support [website](#).

When and how often do peak saving events occur?

Peak saving events will typically occur on non-holiday weekdays during the hours, 6:00 am – 10:00 am during the heating season, and 3:00 pm – 7:00 pm during the cooling season. However, events could occur at any time in the case of an electric emergency. Saving events will last no longer than six hours. There will be no more than eight saving events per month.

What if I want to opt out of a peak saving event?

You can opt out of a savings event at any time by setting a hold on your ecobee or tapping on the eco+ icon. Program participants may opt out of one saving event per month and still receive the bill credit.

Will I notice a temperature change in my home during peak saving events?

eco+ will optimize your HVAC operation so that you experience little to no change in temperature during a saving event. Potential temperature change depends on a variety of factors, including your comfort setting, the outside temperature and humidity, and your home's insulation.

Why will GUC call a peak saving event?

Electricity costs increase during periods of peak demand. The Smart Thermostat Pilot Program is a way that allows customers to voluntarily assist with reducing the overall demand and keep electricity reliable and affordable for all.

What is "peak demand?"

"Peak demand" refers to periods of exceptionally high energy use. These periods typically occur during the hot summer months, when air conditioning use increases significantly or in the winter months when the outside temperature is extremely low. Customers with electric heat pumps may notice that the

auxiliary (emergency) electric strip heat operates more during very low temperature days. The cost of electricity for GUC is significantly higher during these peak times. Reducing the amount of energy used during these periods helps the whole community save money.

Is the program voluntary? How long is my commitment?

The Smart Thermostat Pilot Program is voluntary. Participants may terminate enrollment in the Program at any time upon request by contacting GUC at 252-752-7166. If you terminate your participation before completion of the initial 12-month term or fail to comply with the Terms & Conditions, you'll be required to pay a \$50 early termination fee.

GUC reserves the right to terminate or modify this Program at any time.

How do I know if I'm eligible to enroll?

- Customer must be a GUC residential customer.
- Customer must not currently be enrolled in GUC's "Beat the Peak" residential load management program with their central air conditioner, heat pump, or electric furnace being controlled.
- Customer must be the account holder of record where thermostat(s) is installed.
- The Customer agrees to maintain an active account with GUC throughout the duration of the Program.
- The Customer certifies that they have a compatible air-conditioner, heat pump or electric furnace in good working order.
- The Customer agrees to maintain the connection between their enrolled thermostat(s) through an Internet Service Provider for Wi-Fi connectivity.
- The Customer agrees to assist support personnel in resolving connectivity or other issues relevant to the Program.
- The Program is a load management program and the Customer agrees to participate in monthly control events of their air-conditioner, heat pump, or electric furnace.
- Customer enrollment is limited to two (2) thermostats per account.
- Customer agrees to [Terms and Conditions](#) of the Program.

How will I know that a saving event is in progress?

You will receive smart notifications related to peak saving events. On occasion, GUC reserves the right to omit prior notification.

If I am a renter, can I participate in the Smart Thermostat Pilot Program?

Yes. Renters can participate in the Program.

I don't have a smart thermostat. Are there any other programs like this for me?

This pilot is an addition to GUC's long-standing commitment to peak shaving initiatives. The Beat The Peak program has been in operation for years and similarly offers incentives to residential customers who allow GUC to install special switches that cycle off electric water heaters, central air conditioning units/heat pumps, and/or electric furnaces during peak hours. Like the ecobee program, customers receive bill credits for participation in Beat the Peak. This is an option for those who do not have an ecobee smart thermostat in their home. [Beat the Peak Details](#)

What if I have additional questions about the Program?

If you are unsure about eligibility requirements or terms and conditions, please email brownkw@guc.com.