



# COOPERATIVE REWARDS

## Cooperative Rewards FAQ

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#### 1. What is Cooperative Rewards?

- a. Your electric cooperative’s voluntary demand response program is designed to reward members for reducing their electricity use during periods of high demand or critical need. This decreases the use of less efficient, or more expensive power sources, and contributes to the reliability of the grid. That’s good for the environment, and it helps keep energy costs low for everyone.
- b. Cooperative Rewards is a pilot program that ran from May 2021 through April 2022. The pilot is now extended from May 2022 until December 2022. It is not guaranteed that this program will continue after December 31, 2022.
- c. Program participants agree to small automatic thermostat adjustments during times of high electric demand or critical need during the extended program.
- d. During the summer season that runs from May 1, 2022 - October 31, 2022, planned event adjustments may be called between 1 and 7pm. During the winter season that runs from November 1, 2022 - December 31, 2022, planned adjustments may be called between 6 and 10am.
- e. During the summer and winter seasons, critical controls may be called at any time of the day or night if there is a critical need. A critical need may be the result of extreme high demands, loss of generation, sudden loss of a renewable resource, or the need to balance energy reserves.
- f. Control events may be called up to 15 times in the summer season and up to 15 times during the winter season. Adjustments will not occur on the following holidays: New Year’s Day,

Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

- g. Your electric cooperative is offering this program to members who have a qualifying internet-connected smart thermostat controlling their central air conditioning, heat pump, or other electric heat source.

**2. How does Cooperative Rewards benefit the community?**

- a. Cooperative Rewards benefits the community by giving us more control over energy usage, contributing to the reliability of the grid, and helping the environment.

**3. What is my enrollment incentive for the pilot extension?**

- a. Participants will receive a \$25 bill credit per residential account for participating in the Cooperative Rewards Pilot extension from May 1, 2022-December 31, 2022.

**4. When will I receive the \$25 bill credit for the Cooperative Rewards pilot extension?**

- a. You will receive your \$25 bill credit for Cooperative Rewards within 2-3 billing cycles of the pilot extension.

**5. Which thermostats qualify for the program?**

Provider	Approved Thermostats
Alarm.com	Radio Thermostat CT30, CT80, CT100; Trane ComfortLink Control; RCS Z-Wave Communicating Thermostat; GoControl Z-wave Thermostat; Alarm.com Smart Thermostat
Emerson	Sensi™ Wi-Fi Programmable Thermostat, Sensi Touch Wi-Fi Thermostat
Honeywell Home	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, Round Smart Thermostat, T5+ Smart Thermostat, T6 Pro Smart Thermostat, T9 Smart Thermostat, T10 Smart Thermostat
Lux	LUX/GEO, LUX KONO
Nest	Nest Thermostat, Nest Learning Thermostat, Nest Thermostat E
Radio Thermostat	Filtrete 3M-50, CT30, CT50, CT80
Vivint	Radio Thermostat CT100 with Vivint Go!Control Panel

**6. How will I know that a temperature adjustment is in progress?**

- a. Depending on your thermostat provider, notifications may appear on the thermostat or in your web or mobile application.

**7. How will my thermostat be adjusted?**

- a. At the start of a temperature adjustment, your thermostat will be automatically adjusted up to 4 degrees above or below the current temperature.
- b. The adjustment will not last more than 4 hours. Adjustments will not occur on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
- c. During the summer season (May 1, 2022 - October 31, 2022), adjustments may be called between 1 and 7 p.m. up to 15 times. During the winter season (November 1, 2022 - December 31, 2022), adjustments may be called between 5 and 10 a.m. up to 15 times. If a critical need event is called it may be called any time of the day or night.
- d. Once the temperature adjustment is over, your thermostat will return to its normal set point and schedule.
- e. In some cases, your thermostat might be adjusted up or down prior to an adjustment event to pre-cool or pre-heat your home.

**8. Will participating in the program negatively impact my comfort?**

- a. Adjustment events will only affect the temperature by a few degrees, with minimal impact on comfort. In addition, you can easily opt out of an event at any time, for any reason. Your participation is voluntary.

**9. Am I allowed to opt out of thermostat adjustment events?**

- a. Yes. You can opt out of an event at any time from your mobile device, web app, or thermostat.

**10. What should I do if I no longer want to participate in the program?**

- a. Send an email to [cooperativerewards@energyhub.com](mailto:cooperativerewards@energyhub.com), requesting to end your participation in the program. Once you have been taken off the program, your thermostat(s) will no longer be controlled and you will not be eligible for the any further incentives.

**11. What if I have additional questions about the program?**

- a. Reach out to Cooperative Rewards at [cooperativerewards@energyhub.com](mailto:cooperativerewards@energyhub.com)