

Frequently Asked Questions (FAQs) about the **peaksaver®** program:

**Who can enroll in the **peaksaver®** program?**

Only non-seasonal residential customers in Southern Ontario who have a central air conditioning (A/C) unit in working condition are eligible for **peaksaver®**. You must own the home or building and you must agree to participants terms and conditions posted on your Local Electricity Distribution Company **peaksaver®** webpage. For a copy of the participants terms and conditions, please call 1-866-380-6051.

Business customers may participate in the program upon request. Your air conditioners must be approximately the same size as that of the residential customer.

**What should I do to become eligible for the **peaksaver®** 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 **peaksaver®** in your home or place of business.

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

If your townhome has a separate central A/C unit, you are eligible for **peaksaver®**. Customers with a condo or apartment unit that is contained in a large building are not eligible. **peaksaver®** program enrolls residential customers with A/C equipment typically found in freestanding residential homes.

**How does **peaksaver®** work?**

During hot summer weekdays when electricity usage is very high and electricity supply is critically low, your Local Electricity Distribution Company will send a message to your thermostat through wireless pager system to turn your temperature up by 2°C. The temperature will be adjusted only on a hottest day from May 1<sup>st</sup> to September 30<sup>th</sup>, and between 1 p.m. and 10 p.m. Typically, the adjustment occurs during the summer peak demand hours of 1:00 p.m. and 6:00 p.m. for a maximum of four hours, and never on weekends or holidays. Your programmable thermostat would be adjusted on an average five times to a maximum of 40 hours plus emergencies like a potential blackout. At the end of the scheduled temperature control period, your thermostat setting will revert to its original setting.

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

Enroll on your Local Electricity Distribution Company's website or call 1-866-380-6051 to schedule a time that works best for you.

**What do I get for participating in the **peaksaver®** program?**

A free, state of the art, programmable **peaksaver®** thermostat will be installed in your home. The thermostat and free professional installation are valued at \$250. The **peaksaver®** thermostat can be programmed manually in your home or via your secure website link provided with your installation materials.

**peaksaver®** participants will receive a one time bill credit of \$25 on your next available monthly or bi-monthly electricity bill as a thank you for your participation after the installation of your device.

**How much money could the *peaksaver*® program potentially save me?**

Your energy savings will depend on 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 Hydro One and my community?**

By participating in *peaksaver*® you are joining tens of thousands of Ontarians who are taking action to help lessen the strain on the electricity system and in turn, help the environment. This small act on your part can make a significant difference.

We expect the *peaksaver*® program to reduce the demand on the electrical system by approximately 1 kilowatt per home which is the equivalent to 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 electricity prices low and reducing impact on the environment.

**Will I become uncomfortable if you raise my thermostat temperature, especially on hot summer days?**

Typically, when the thermostat is adjusted between 1 p.m. and 6 p.m. most people do not even notice that their air conditioning is being adjusted. 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.

**If I become uncomfortable during a temperature adjustment, do I have the option to temporarily opt out?**

Participants in the *peaksaver*® program have the option to opt out before or during a temperature adjustment period that may occur between the months of May 1<sup>st</sup> and September 30th. 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 representative will be able to answer your questions and ensure your comfort.

**If I am not satisfied with *peaksaver*®, may I stop being part of the program?**

Yes, if you are not satisfied, 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 enroll 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.

**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?**

The *peaksaver*® will remain with the home where it was installed. You should inform the new owner about the thermostat and ask them to call *peaksaver*® representatives at 1-866-380-6051 and inform about the change in the ownership. If you would like to remain on the program, call one of our representatives at 1-866-380-6051 to have a new *peaksaver*® installed.

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