

peaksaverPLUS Energy Joule – FAQs

1. What is a peaksaver PLUS “Energy Joule”?

The “Energy Joule” is a FREE Hydro One energy display offered to peaksaver PLUS conservation program participants. This In Home Display (IHD) system provides real-time electricity price and consumption information.

2. How would I use an “Energy Joule”?

Typically, you would place the unit where you can glance at it while using electricity intensive appliances or devices – you’ll always know the price of electricity as you make decisions about when and how much electricity to use. In this way, the IHD allows you to better monitor and manage your energy use.

3. Will I be charged for using the peaksaver PLUS “Energy Joule” IHD?

The Energy Joule is free to enrolled participants of the peaksaver PLUS program with successful installed peaksaver PLUS device.

4. Who is paying for this peaksaver PLUS “Energy Joule” IHD?

The peaksaver PLUS program is a provincial conservation program funded by the Ontario Power Authority and offered by Hydro One Networks Inc.

5. How do I use this peaksaver PLUS “Energy Joule” IHD?

The In-Home Display does not need you to install anything, does not require any batteries and does not need you to enter any information into the display - all you need to do is plug in the display and it will begin communicating to your electricity smart meter and providing you with electricity consumption and cost information. The Joule has a rechargeable battery, allowing you to carry it around your home to find the ideal location for placement.

6. How is the peaksaver PLUS “Energy Joule” IHD receiving my energy usage information?

The In-Home-Display communicates with the radio transmitter in your Smart Meter in a similar manner as when your meter is read for billing purposes. Each display is specifically tuned to each individual meter.

7. How is the peaksaver PLUS “Energy Joule” IHD receiving my time-of-use price information?

The provincial rate plans are transmitted from Hydro One and then loaded onto each Smart Meter participating in this program. This information is then available to the display to access and present to you in multiple ways – the color glow of the display (Red, Yellow or Green), displayed rate name (On Peak, Mid Peak or Off Peak) and the cost per kWh.

8. Can I use the peaksaver PLUS "Energy Joule" remotely when I am away from home?

The Energy Joule has a range of about 30 meters or a separation of 3-4 walls between the Energy Joule and the meter. Each Joule is specifically matched to your individual meter, so the

Energy Joule will not communicate with any other meters when outside the range of your own meter.

9. How often is the information on the display updated?

The energy consumption information will be refreshed approximately every minute?

10. How much would it cost me to keep my peaksaver PLUS “Energy Joule” IHD plugged on all the time?

The Energy Joule itself uses very little electricity – about 1/10 of the requirement of a compact fluorescent bulb. Therefore, the display will consume approximately 1kWh per month. At the current average electricity price (November 2014) it would cost less than 17¢ per month if the display was left charging the entire month.

11. How long will the battery charge last for the peaksaver PLUS “Energy Joule” IHD when unplugged?

The Energy Joule has a rechargeable battery that will last for a few hours on the brightest light setting, and longer if the intensity is decreased.

12. How much energy does the peaksaver PLUS “Energy Joule” IHD use?

The Energy Joule itself uses very little electricity – 1.575 watts – which is about 1/10th of the requirement of a compact fluorescent bulb.

13. I don’t like the peaksaver PLUS “Energy Joule”, can I get the energy monitor shown on the saveONenergy web site?

The Energy Joule is unique to Hydro One and is the only product offered to our customers.

14. Will the peaksaver PLUS “Energy Joule” interact with other communications networks inside my home, like the cell phone, baby monitor, wifi etc?

The Energy Joule is receiving the signals from your Smart Meter – not broadcasting information out – so it will not interact with other communications networks.

15. How can I get the peaksaver PLUS “Energy Joule”IHD?

Customers of Hydro One must enrol as a *peaksaver* PLUS participant to be able to receive the IHD. General eligibility conditions for this program include that you must have a working central air conditioner and live in a single-family home. The joule is an incentive for participating in the peaksaver PLUS program.

16. I want the peaksaver PLUS “Energy Joule” IHD but do not have a central Air Conditioner?

Customers with alternative appliance such as electric hot water heater or pool pump are eligible to participate in the peaksaver PLUS program and receive peaksaver PLUS “Energy Joule”. Having a central air conditioning system, electric hot water heater or pool pump that can be

cycled during periods of high provincial energy peaks are the only available option for peaksaver PLUS enrolment and therefore, is a requirement for the program.

17. How soon can I get the peaksaver PLUS “Energy Joule” IHD?

The **peaksaver PLUS “Energy Joule” IHD** will be mailed to your mailing address before end of year 2014 for a successful installation of the load controllable and programmable web based thermostat or the installation of a load controllable switch on to your central air conditioner, electric hot water heater or pool pump.

18. What are the components I will receive with the peaksaver PLUS “Energy Joule” IHD?

In the box that Hydro One will be sending, you will receive the Ambient Energy Joule IHD unit as well as the Joule stand that also serves to recharge the batteries in the Joule. There is a wall plug and a USB cable that connects from the wall plug to the Joule stand or to the Joule itself. A User Guide is also included.

19. What installation required for my peaksaver PLUS “Energy Joule” IHD to work?

The Energy Joule requires no installation other than connection to an electricity outlet to charge the rechargeable battery in the unit. The Joule connects to your Hydro One smart meter wirelessly within a couple of minutes once the unit is turned ON.

20. How does the peaksaver PLUS “Energy Joule” IHD communicate with my meter?

The Energy Joule receives radio signals from your Smart Meter and is specifically tuned to and can only communicate with your Hydro One Smart Meter.

21. How can I get the peaksaver PLUS “Energy Joule” IHD power cable? The one I received with the IHD broke.

Please call **1-866-380-6051** or email us at PeakSaverPLUS@HydroOne.com.

22. How can I get the peaksaver PLUS “Energy Joule” IHD docking station/cradle? The one I received with the IHD broke.

Please call **1-866-380-6051** or email us at PeakSaverPLUS@HydroOne.com.

23. How long can I keep the peaksaver PLUS “Energy Joule” IHD?

The Energy Joule is yours to keep for being part of the *peaksaver*PLUS program.

24. Can I get the total energy used for the month on the peaksaver PLUS “Energy Joule” IHD?

The Energy Joule displays the energy currently being consumed in the home. It is meant to allow you to immediately see the results of turning on and off different appliances in the home. Should you want to see a cumulative energy usage for a longer period please visit the Hydro One “My Account” website at <http://www.hydroone.com/MyHome/MyAccount/Manage/Pages/home.aspx> to create a “My Account” profile to view this information.

25. Can I get the total electricity bill for the month on the peaksaver PLUS “Energy Joule” IHD?

The Energy Joule displays the cost of an hour of the current electricity consumption at the rate per kWh shown on the Joule. The Energy Joule does not accumulate costs, but shows the hourly cost as an indicator of your energy consumption. Should you want to see a cumulative energy usage for a longer period please visit the Hydro One “My Account” website at <http://www.hydroone.com/MyHome/MyAccount/Manage/Pages/home.aspx> to create a “My Account” profile to view this information.

26. What does the arrow in the lower left hand corner of the peaksaver PLUS “Energy Joule” IHD mean?

This is the price trend arrow in the left hand corner of the Energy Joule which indicates if the next rate plan cost per kWh will be increasing or decreasing.

27. What happens when I move? Can the Joule be re-programmed to the new meter – and how?

The Joule is the incentive for participating in the peaksaver PLUS program. Since the thermostat which is the load control device part of the program remains in the house you lived we would like you to leave the Joule display to the new home owner. Once you move into a new home you can re-apply to participate in the peaksaver PLUS program and we will technically evaluate the capability of your new home’s smart meter to communicate with the Joule provided you continue to be a Hydro One customer. Based on a successful evaluation result we enable your Smart Meter and mail you your new Joule.

28. What happens when Hydro One changes my Smart Meter. Can the Joule be re-programmed to the new meter – and how?

Once the meter that is associated with the Joule has been changed, your changed Smart Meter will not communicate with the Joule. As a result the back light of the Joule will turn purple and stay purple in colour and the display will say “Accessing Meter”. When you encounter such a display, please report this issue by calling the peaksaver PLUS call centre at 1-866-380-6051 or by e-mailing us at peaksaverPLUS@HydroOne.com and we will re-program your new meter to your Joule display.