

Hydro One *myEnergy* Rewards Program Procedures – Baseboard Smart Thermostats

Effective March 2, 2026

This document describes the parameters under which Hydro One may call demand response (“DR”) events, and the participant incentives and participant obligations in the Hydro One *myEnergy* Rewards Program (the “Program”). Hydro One reserves the right to amend these Procedures at any time and at its sole discretion.

The Program is voluntary and utilizes residential customers’ baseboard smart thermostats to automatically and temporarily adjust their electric baseboard heaters at times of peak demand in order to support system reliability. The Program also allows Hydro One to responsibly modernize grid infrastructure while saving ratepayers money over the long term.

Participants can withdraw from the program at any time by calling +1-866-658-1878. Participants can also opt out of individual DR events through their device app or directly through their enrolled device.

1.0 DR Event Parameters

The exact number and timing of events will be determined by Hydro One at its sole discretion based on electricity grid conditions.

Hydro One may also call DR events to test the distributed energy resource management system (“DERMS”) platform. The DR event parameters depend on the type of Participating Device(s) enrolled in the Program.

1.1 Baseboard Smart Thermostats

- No more than thirty (30) DR events will be called in a heating season (November 1st to April 1st)
- DR event lengths will vary, from a minimum of one (1) hour to a maximum of four (4) hours

2.0 Participation Incentives

Please note that enrolment of baseboard smart thermostats is currently closed. Existing participants will remain enrolled.

Upon being accepted into the Program, an upfront, one-time New Participant Incentive in the form of a gift card is payable to the eligible participant as follows:

- \$25 total for enrolling one baseboard smart thermostat at your residence
- \$50 total for enrolling two baseboard smart thermostats at your residence
- \$75 total for enrolling three or more baseboard smart thermostats at your residence

If an eligible participant already has an HVAC smart thermostat, electric vehicle, or EV charger enrolled in *myEnergy Rewards*, they are invited to also enrol their baseboard smart thermostat(s) and are entitled to the New Participant Incentive for this additional device type.

Participants **are not** eligible to receive the one-time New Participant Incentive if the participant or participating device has previously been enrolled in the baseboard smart thermostat program stream at any time.

For clarity, if a participant has previously enrolled a baseboard smart thermostat in the program and later replaces this device with a new eligible baseboard smart thermostat, the participant **would not** be eligible to receive a second New Participant Incentive.

3.0 Participant Obligations

In order to participate in the Program, enrolled participants must have all of the following:

- Wi-fi that is always on
- One or more electric baseboard heaters controlled by (an) **eligible Mysa or Sinopé baseboard smart thermostat(s)**
- The premise where the enrolled eligible devices are located must be in Hydro One's service territory