

Hydro One myEnergy Rewards Program Procedures – HVAC Smart Thermostats

Effective April 11, 2025

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’ HVAC smart thermostats to automatically and temporarily adjust their centrally controlled cooling systems 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 are set up for yearly auto renewal rewarded by ongoing participation incentives but can withdraw from the program at any time by calling 1-888-408-6030. Participants can also opt out of individual DR events by manually adjusting their thermostats during events.

At this time, only [eligible HVAC smart thermostats from manufacturers ecobee, Google Nest, Honeywell and Sensi](#) can be enrolled.

1.0 DR Event Parameters

The exact number and timing of events will be determined by Hydro One at its sole discretion. Events will typically be called when one or more of the following circumstances are forecasted:

- Demand on the Ontario grid or the localized areas of the distribution system forecasted to reach 90% or more of the historical peak
- Outside air temperature at or greater than 25°C

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 enrolled in the Program.

1.1 HVAC Smart Thermostats

- No more than fifteen (15) DR events will be called in a calendar year
- No more than forty (40) hours of total DR events will be called in a calendar year
- No more than three (3) events will be called in the same calendar week
- DR event lengths will vary, from a minimum of one (1) hour to a maximum of four (4) hours

- During an event, the thermostat setpoint temperature will be adjusted by 2-4°C

2.0 Participation Incentives

Upon being accepted into the Program, for a limited time, an upfront one-time \$150* New Participant Incentive is payable to the eligible participant in the form of a \$150 gift card for participants enrolling their existing device.

Additionally, the Program rewards continued participation with other incentives, such as entries to win prizes, which are announced in program communications.

If an eligible participant already has another device type (e.g. an electric vehicle, EV charger or baseboard smart thermostat) enrolled in *myEnergy Rewards*, they are invited to also enrol their HVAC smart thermostat 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 HVAC smart thermostat program stream at any time.

- For clarity, if a participant has previously enrolled an HVAC smart thermostat in the program and later replaces this device with a new eligible HVAC 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, participants must have all of the following:

- Wi-fi that is always on
- A central cooling system that is controlled by your HVAC smart thermostat
- An [eligible HVAC smart thermostat model](#)
- Be a residential customer in Hydro One's service territory

**Limited time offer available to new eligible program applicants from April 11, 2025 to August 31, 2025 or while quantities last. Quantities limited to the first 3,000 new eligible program applicants.*