

Smart Thermostat Program

YOUR QUESTIONS ANSWERED

Graham County Electric Cooperative is launching an innovative new program designed to curb energy use on certain high-demand days, which will keep energy prices lower for all members.

Participating members receive a FREE ecobee3 lite thermostat, installed for free by a licensed electrician, and a \$100 bill credit for participating in 65% of the yearly adjustments.

About the program

What is a smart thermostat and how will it save power?

A smart thermostat is just what it sounds like — a thermostat that connects to the internet via Wi-Fi. GCEC can connect to these special thermostats on the days of the year when demand is highest and adjust the thermostat temperature setting for brief periods.

Who is eligible to enroll?

Residential members who own a GCEC-served home with Wi-Fi are eligible.

Will I be able to change my temperature setting?

Absolutely. There will never be more than 30 high-demand adjustment events in a calendar year. During those events, you will ALWAYS have the ability to override the thermostat adjustment.

Will GCEC ever turn my thermostat off?

No. You will ALWAYS be able to control your thermostat.

Why does GCEC want to adjust my thermostat?

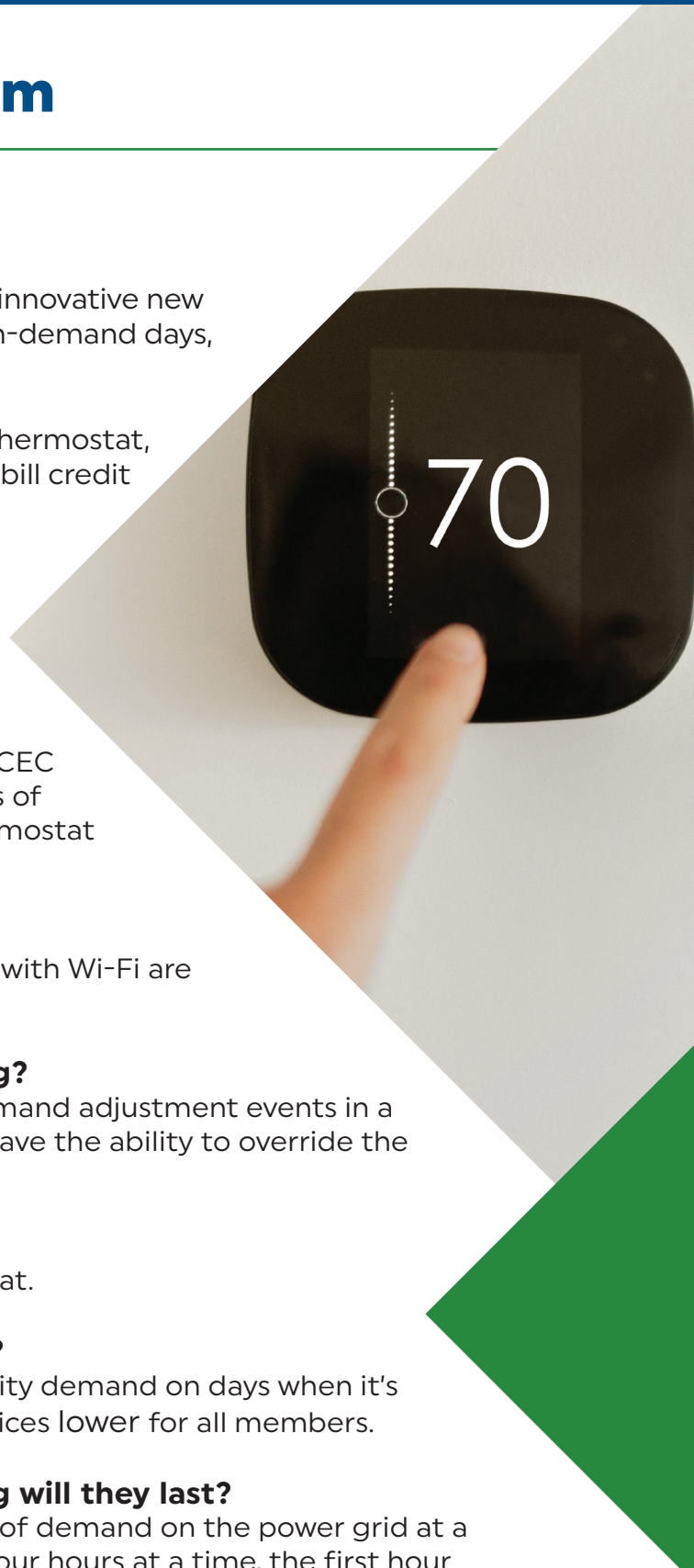
GCEC is looking for an opportunity to reduce electricity demand on days when it's coldest or hottest because it helps keep its energy prices lower for all members.

When will adjustment events start and how long will they last?

The start time of these events depends on the stress of demand on the power grid at a given time. However, these events will never exceed four hours at a time, the first hour of which will be pre-cooling or pre-heating. See the table on page 3.

How hot/cold will my home be during these events if I participate?

The temperature setting will vary based on your original set point. The temperature setting will never be adjusted more than 4 degrees in either direction.



What happens after I submit the participation agreement?

You will receive an email from GCEC that contains a voucher and contact information for several contractors. Contact the contractor of your choice to schedule the installation. Your contractor can then come by and pick up the thermostat from GCEC. After installation, the contractor will turn the voucher into GCEC for payment.

Is there any additional benefit for participating?

Yes! As a matter of fact, members who participate in at least 65% of the yearly adjustment events will receive a \$100 bill credit.

Will I save energy by enrolling in the smart thermostat program?

A properly installed and configured ecobee smart thermostat has been shown to save up to 23% in heating and cooling costs during normal operation. Yet on days when adjustment events occur, more energy will be required to pre-cool or pre-heat your home and to return your home to its regularly scheduled set point after the adjustment event concludes. On event days, you may not save energy from having your thermostat adjusted.

How can I unenroll from the smart thermostat program?

You can unenroll from the program at any time by contacting GCEC. However, if you unenroll within one year of your installation, you may be charged for the cost of the thermostat and installation.

About the thermostat

Who will install the thermostat?

A licensed electrician will install an ecobee3 lite smart thermostat in your home for free.

When will I receive my smart thermostat?

Your installation will depend on your contractor's schedule.

How much does the smart thermostat cost?

GCEC will cover the entire cost of the smart thermostat.

What types of smart thermostats are being offered?

GCEC is offering the ecobee3 lite thermostat, although other models may be offered in the future.

What if I am having trouble with my ecobee thermostat?

Please visit ecobee's online support center or call ecobee support at (877) 932-6233. GCEC can adjust your thermostat during times of high energy demand only and cannot provide product support.

What if I already have a smart thermostat?

Right now, you can choose to receive an ecobee3 lite thermostat from GCEC and have it installed in place of your existing smart thermostat. However, GCEC may expand program enrollment in the future to members with existing smart thermostats, including certain models by ecobee, Honeywell, Emerson, and Nest.

About the adjustment events

What are GCEC-initiated adjustment events?

GCEC-initiated adjustment events occur when GCEC adjusts your thermostat's set point to curb demand on the electric grid. Adjustment events are four hours long. In the first hour, GCEC will pre-cool or pre-heat your home. In hours two through four, GCEC will incrementally increase or decrease your thermostat's set point from its regularly scheduled setting. Please note that GCEC will not turn off your thermostat at any time.

When do GCEC-initiated adjustment events occur?

Adjustment events occur on high energy-demand days during winter or summer. Reducing electricity demand on these days helps to keep energy prices lower for all members.

How will I be notified of adjustment events?

GCEC will email you the day before or the day of an event.

How often do adjustment events occur?

Adjustment events may occur up to five times per month without exceeding 30 events per year. Up to two events may occur in the same week, possibly on successive days.

What if I don't want GCEC to control my thermostat?

Participation is 100% voluntary.

More questions?

Who can I contact if I have more questions?

Call GCEC at (928) 485-2451 and ask to speak with the smart thermostat program manager, or fill out the contact form on our website.

Typical Winter Adjustment Event

Thermostat setting is at 68 degrees and event begins at 5 a.m.

Time	Thermostat Setting Adjustment
5 to 6 a.m.	70 degrees
6 to 7 a.m.	66 degrees
7 to 8 a.m.	65 degrees
8 to 9 a.m.	64 degrees
After 9 a.m.	Returns to 68 degrees, event ends

Typical Summer Adjustment Event

Thermostat setting is at 78 degrees and event begins at 3 p.m.

Time	Thermostat Setting Adjustment
3 to 4 p.m.	76 degrees
4 to 5 p.m.	80 degrees
5 to 6 p.m.	81 degrees
6 to 7 p.m.	82 degrees
After 7 p.m.	Returns to 78 degrees, event ends



**TO SIGN UP AND LEARN MORE,
SCAN THE QR CODE.**



**Graham County
Electric Co-op**

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