

Cape Light Compact (Compact) Smart A/C Savings Program: Frequently Asked Questions

- ***I have central A/C but I don't have a qualifying thermostat. How can I get one?***

There are two ways to get a qualifying thermostat:

1. You can get a Building36, Nest, or Nest E WiFi thermostat with professional installation for FREE if you schedule a home energy assessment and agree to participate in the Smart A/C program (beginning in 2019) during the assessment. To schedule a home energy assessment, call Cape Light Compact at 1-800-797-6699.
2. You can get a [Mass Save rebate for up to \\$125](#) when you purchase a qualifying WiFi thermostat (including the Honeywell Lyric or Ecobee) from any vendor and install it yourself! *Please note that you may not apply for a rebate if you purchase/receive a thermostat through a home energy assessment.*

- ***I cool my house using a mini-split system. Can I participate?***

Yes! If you have a mini-split system, Cape Light Compact will provide you with a free Wi-Fi control device called Sensibo that will work with up to two mini-split “head” or “air handler” units. The Sensibo device will be shipped to your home with instructions on how to easily self-install it and integrate it with the [Presence](#) smart-home app so that you can control it from your iOS or Android device, or the web.

- ***Who is People Power?***

People Power is the vendor selected by Cape Light Compact to provide the technology, support, and services associated with the Smart A/C Savings Program. Program participants are required to use the [Presence](#) smart-home app from People Power to monitor and control A/C systems.

- ***Can I control my smart thermostat from my smartphone or tablet?***

Yes, you will be able to control the smart thermostat from your iOS or Android smartphone or tablet or a web browser. Now that's convenient!

- ***Can I also control my smart thermostat from the thermostat itself?***

Yes, the traditional way works too!

- ***Will the Compact be controlling my thermostat all the time?***

No. The Compact will only change your thermostat settings during Demand Response Events by +2-4 degrees max. These Events will be called on especially hot and humid summer days. Each Event will be 4 hours long. However, after the event, participants' thermostat set point resets are staggered to prevent all participants' A/C units from coming back online at one time after the Event ends. Therefore, your thermostat set point may not be adjusted back to its pre-Event set point until up to two hours after the Event ends. The Events will likely be between the hours of 10:00 a.m. to 9:00 p.m.

- ***What if I don't want my thermostat adjusted during a DR Event?***

You can always opt out or override any changes made by the Compact from your smart phone/tablet, the web, or from the thermostat itself. However, the end-of-season reward (\$25 Visa gift card) will only be given if you don't opt out or override your thermostat set point for at least 75% of the Events called.

- ***How does adjusting my thermostat lead to reduced electric demand?***

During the summer, electric load from air conditioning is the primary driver of peak demand. By turning your thermostat cooling set point up a few degrees during Demand Response Events (or allowing the Compact to), you can reduce your usage by delaying or eliminating your air conditioning load during the Event hours, which helps manage demand on the grid.

- ***What are some other ways I can make demand reductions at home?***

There are other things that participants can do to reduce their usage besides adjusting their thermostat. During Demand Response Events, you can minimize use of other electric household appliances, such as electric washing machines and dryers, dishwashers, dehumidifiers, electric stoves, and microwaves. For instance, if you know a Demand Response Event has been called for tomorrow between 1-5 pm, plan to run your dishwasher before or after the Event.

- ***How will I know how I performed during a DR Event?***

At the end of each Demand Response Event, the Compact's vendor, People Power, will send you a performance report that shows how you did and what happened.

- ***What can I get for making reductions during Demand Response Events?***

If you don't override your automatic thermostat set point adjustment for at least 75% of the Events called, you will receive a \$25 Visa gift card after the end of the summer.

- ***Can my small business participate in the program?***

Due to the fact that Demand Response Events will likely be called during normal business operating hours, the Compact anticipated that most business owners would not want to participate. However, if you are interested in participating and are willing to let the Compact adjust your business thermostat during Demand Response Events (which may fall within business hours), please [contact us](#) to inquire about enrolling your business in the program.

- ***How is this program FREE to me?***

We are able to offer this program at no direct cost to the participant because it is part of the Cape Light Compact's 2016-2018 Energy Efficiency Plan, which was reviewed and approved by the Massachusetts Department of Public Utilities. This program, along with all of the energy efficiency programs approved in the 2016-2018 Energy Efficiency Plan, are funded by all electric ratepayers across Cape Cod and Martha's Vineyard through the delivery side of the electric bill.

- ***What happens if I have a problem with my Presence app or account and need help?***

Exceptional email (support@peoplepowerco.com) support is provided by People Power, the Compact's vendor for this program.

- ***Can I opt-out of the program if I don't like it?***

If you enroll in the program and later wish to opt-out, please contact us (see contact information in answer above). Please keep in mind that another option is to simply override the automatic set point adjustments made during each event.