

## **TVA EnergyRight Smart Thermostat Rewards FAQ**

### **What is the TVA EnergyRight® Smart Thermostat Rewards program?**

The Smart Thermostat Rewards program is a voluntary program, offered by TVA EnergyRight and your local power company, that rewards participants for using less energy during times of peak energy demand — like a winter cold snap or a summer heat streak.

### **How do I know if I'm eligible?**

If you live in the seven-state Tennessee Valley region, make sure [your local power company](#) is participating in TVA EnergyRight Smart Thermostat Rewards. If it is, simply enroll your qualifying Wi-Fi smart thermostat. If you don't have a smart thermostat, you can purchase one here and receive up to a \$100 rebate when enrolling in Smart Thermostat Rewards.

If your primary heat source is electric and you have electric cooling, you're eligible for the year-round program.

### **What if I don't have electric heat as my primary heat source?**

If you cool your home with electricity but primarily heat your home by non-electric means (natural gas, wood burning stove, heating oil, etc.), you can still participate via the summer-only program. You'll receive an enrollment rebate of \$65 and an annual participation rebate of \$20.

### **What do I have to do to participate?**

All you need to do is enroll your qualifying thermostat in the program. When an event is called, your thermostat will be adjusted by a maximum of four degrees for no more than four hours.

You must maintain a 65% participation rate to receive your \$65 (year-round) or \$20 (summer-only) participation rebate. You can opt out of an event at any time by adjusting the temperature in your home using your thermostat, mobile app or web browser.

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**How do I know if I am a year-round participant or summer-only participant?**

If you heat your home in the winter and cool your home in the summer with electricity, then you are eligible for the year-round program. If you have gas heat and cool your home in the summer with electricity, then you are eligible for the summer-only program.

**What are the financial benefits of the program?**

Not only will you save money by using less electricity, but TVA EnergyRight and your local power company will reward you with a \$65 enrollment rebate. Participants will also receive a \$65 (year-round) or \$20 (summer-only) rebate annually.

**When will I receive my \$65 enrollment rebate?**

You will receive your \$65 enrollment rebate check within 60 days of being accepted into the program. Your check will be sent to the mailing address used to register your smart thermostat.

**When do adjustments typically occur?**

Typically, adjustments of up to four degrees, for up to four hours, occur between 6 a.m. and 10 p.m. Summer-only participants can expect events to be called between June 1 and September 30.

**How will I know when a temperature adjustment is in progress?**

Depending on your thermostat provider, notifications may appear on the thermostat or in your web/mobile application.

**How will my temperature be adjusted?**

During a summer event, your thermostat will automatically be adjusted by up to four degrees above your current setting, for up to four hours.

During a winter event, your thermostat will automatically be adjusted by up to four degrees below your current setting, for up to four hours.

Prior to an event your thermostat may be adjusted to pre-condition — pre-heat or pre-cool — your home so that you remain comfortable while the event is taking place. Pre-conditioning may not always occur.

### **Can I opt out of an event or program?**

Yes, you may opt-out of an event at any time by adjusting your thermostat with your mobile app, web browser, or thermostat. However, you must maintain a 65% participation rate to receive your \$65 (year-round) or \$20 (summer-only) participation rebate.

You can withdraw from the Smart Thermostat Rewards program at any time by emailing [TVAEnergyRightSmartThermostatRewards@energyhub.net](mailto:TVAEnergyRightSmartThermostatRewards@energyhub.net) and requesting to end your participation. You will no longer be eligible to receive any rebates.

### **Does my smart thermostat qualify for the program?**

Our participating smart thermostat partners include Alarm.com, Amazon, ecobee, Honeywell Home, Nest and Sensi.

<b>Provider</b>	<b>Approved Thermostats</b>
	Trane ComfortLink Control; RCS Z-Wave Communicating Thermostat; GoControl Z-wave Thermostat; Alarm.com Smart Thermostat; 2GIG Z-Wave Plus™ Battery
Alarm.com	Powered Thermostat; Trane Z-Wave Thermostat; Linear Thermostat; Smart Thermostat HD (ADC T40K-HD); ADC T3000, ADC T2000, ecobee Thermostat, Honeywell T6
Amazon	Amazon Smart Thermostat
ecobee	ecobee3, ecobee3 Lite, ecobee4, ecobee Smart Thermostat with voice control, Smart Thermostat Enhanced, Smart Thermostat Premium, ecobee Essential
Sensi	Sensi™ Wi-Fi Programmable Thermostat, Sensi Touch Wi-Fi Thermostat, Sensi Lite Smart Thermostat, Sensi Touch 2 Smart Thermostat
Honeywell Home	Wi-Fi T5+ Smart Thermostat, Wi-Fi T6 Pro Smart Thermostat, Wi-Fi T9 Smart Thermostat, Wi-Fi T10 Smart Thermostat
Honeywell TCC	Wi-Fi Smart Color Thermostat, Wi-Fi 7-Day Programmable Thermostat, Wi-Fi 9000 7-Day Programmable Thermostat, Wi-Fi 9000 Smart Thermostat, Wi-Fi 7-Day Programmable Smart Thermostat, Wi-Fi VisionPro 8000 Smart Thermostat, Wi-Fi Round Smart Thermostat

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Google Nest Google Nest Thermostat, Google Nest Learning Thermostat, Google Nest Thermostat E

**I don't have a smart thermostat, are rebates available to help off-set the cost of purchasing one?**

Yes! You can purchase a qualifying Wi-Fi smart thermostat on the TVA marketplace and receive an instant rebate of up to \$100.

**How do I sign up for Smart Thermostat Rewards?**

- If you have a qualifying thermostat and your local power company is participating in the program, you can enroll [here](#). Simply select your thermostat among the eligible models and follow the prompts.
- If you don't have a qualifying Wi-Fi thermostat, you can purchase one here and receive up to a \$100 instant rebate. Once you've installed your new thermostat, you can enroll in the program.
- Once your eligibility is confirmed, you will be enrolled! You will receive a notification of your enrollment status via email, using the address provided in your account registration.

**I have questions about the program that haven't been answered here. Who can I contact?**

You can contact us at [TVAEnergyRightSmartThermostatRewards@energyhub.net](mailto:TVAEnergyRightSmartThermostatRewards@energyhub.net) with any additional questions you may have.

**What are the program Terms and Conditions?**

Provider	Terms and Conditions
Alarm.com	<a href="#">Terms and Conditions</a>
Amazon	<a href="#">Terms and Conditions</a>
ecobee	<a href="#">Terms and Conditions</a>
Sensi	<a href="#">Terms and Conditions</a>
Honeywell Home	<a href="#">Terms and Conditions</a>
Google Nest	<a href="#">Terms and Conditions</a>