



EnergyWise® Home

Mail completed form to:
 EnergyWise Home Program
 2018 Garner Station Blvd.
 Raleigh, NC 27603-3641

Tenant Authorization Form		
<p><i>The form must be signed by the property owner prior to the tenant participating as a customer in the EnergyWise Home program. Mail the completed form, with the property owner's (or designated representative) signature, to the above address. Additional information about the EnergyWise Home program is provided on the back of this form. If you have questions or wish to learn more, please visit duke-energy.com/energywisehome or call 866.541.8886.</i></p>		
1. Complete the following tenant information.		
Tenant name (last name, first name):		
Duke Energy Progress account number (number found on your bill):		
Property address (number, street):		
City:	State:	ZIP:
2. Please indicate the situation that best describes the above listed property.		
<input type="checkbox"/> I am the owner of the above described property (or properties) and I hereby authorize any tenant or renter occupying the property (or properties) to participate as a customer in the EnergyWise Home program (the "program"), at any time.	<input type="checkbox"/> The owner is a business entity and the undersigned person is an authorized representative of the owner or the owner's property manager and is authorized by the owner to give this authorization and consent for the owner.	
3. Please provide the following applicable information (in case we need to contact you).		
Print owner name:	Print contact name (authorized representative of the owner):	
Email:		
Primary phone:		
Alternate phone:		
4. Please sign below.		
Signature of owner (or authorized representative):		Date:
5. Please add additional property addresses for which you are explicitly giving permission to Duke Energy Progress to install the EnergyWise Home device.		
<p><i>Note the device will not be installed until the customer (the tenant) expressly enrolls in the program. Upon the tenant enrollment, the device will be installed.</i></p>		
		<i>For internal use only</i>
Property address (street, city, state)		Premise ID
Property address (street, city, state)		Premise ID
Property address (street, city, state)		Premise ID

If you run out of room, submit additional addresses on a separate sheet of paper. When completed, please mail to the address listed above.

EnergyWise[®] Home

Frequently Asked Questions

What is EnergyWise Home?

- EnergyWise Home is a voluntary residential program created to temporarily reduce power consumption during periods of peak energy demand. It was designed based on similar successful programs that have been used in other parts of the country for many years, but the local program has been customized for the energy usage patterns in our area.

How does it work?

- When you enroll in EnergyWise Home, Duke Energy Progress will arrange, at no cost to you, for an approved contractor to install a smart device on your home that communicates with selected electrical equipment such as your heat pump with auxiliary strip heat, your electric water heater and/or your air conditioning compressor.
- This device allows us to temporarily shift energy consumption during times of unusually high energy demand by cycling power off and on to one or more of your enrolled appliances. If activated during the summer season (May – September), the cycles would affect your air conditioner's compressor. The fan continues to operate normally. The cycles typically occur at 10 to 15 minute intervals for up to four hours, typically between the hours of 1 and 7 p.m.
- If a period of unusually high energy demand occurs in the winter season (December – March), the cycles would target the electric water heater and/or the heat pump's auxiliary heat strips. Winter season cycles typically take place between 6 and 9 a.m. and/or between 5 and 9 p.m. During activation, your heat pump will operate normally except the auxiliary heat strips will be cycled off during the control period. The cycling of the water heater is usually not noticeable since the water heater maintains the temperature of the water.
- For your convenience, EnergyWise Home will not be activated on weekends or holidays except in the event of a system emergency. Plus, you may choose up to two days per season to override the cycling of each appliance. The process is automatic and requires no effort from you.

How often will my appliances (air conditioner, auxiliary heat strip, water heater) be cycled?

- How often EnergyWise Home is activated depends on how extreme the weather is that year. Duke Energy Progress will not cycle for more than 60 hours per season (summer or winter) or for more than a four-hour period at one time.
- EnergyWise Home will not be activated on weekends or holidays except in the event of a system emergency.

What do I get for participating?

- After successfully installing EnergyWise Home technology on your home, you will receive a \$25 bill credit for each different type of appliance you enrolled – up to \$75. And each year, after 12 months of continued participation, you will receive an additional \$25 bill credit for each appliance type you have enrolled.

When will I see credits on my bill?

- You will receive your first credit on your bill after one or two billing cycles after your installation date – and again every year on your anniversary date after 12 consecutive months on the program.

Can I choose not to participate in cycling events on certain days? If so, how often?

- You may select up to two days per enrolled appliance to override the cycling at your home. You can do this by 1) calling ahead to request a day you know the cycling would be inconvenient or 2) calling during the actual cycling event to stop the cycle. Call us at 866.541.8886 to request an override.

What if I don't want to be in the program any longer?

- You may withdraw from the program at any time without penalty. Simply call 866.541.8886 to speak with an EnergyWise Home representative.

Who do I call with questions or concerns?

- All questions can be directed to the EnergyWise Home call center at **866.541.8886**.