

EnergyWise HomeSM

Thank you for making a **smart** decision for your **budget** and the **community**.



	Year-round program	Winter-only program
How much credit does the program offer?	Maximum monthly credits: \$14 in winter, \$11 in summer. Credits prorated according to use over 600 kilowatt-hours (kWh) per month.	Maximum monthly credit: \$11.50, November – March. Credits prorated according to use over 600 kWh per month.
What months am I eligible for credits?	Every month, as long as your electricity usage exceeds 600 kWh.	November – March, as long as your electricity usage exceeds 600 kWh.
Which appliances may be affected?	Centrally ducted electric heating and AC systems and, if they are enrolled in the program, pool pumps and standard electric water heaters (for maximum credits).	Centrally ducted electric heating and standard electric water heaters.
During which months can my appliances be affected?	Any month, but only for limited amounts of time during very high periods of peak community demand.	November – March, but only for limited amounts of time during very high periods of peak community demand.
During which hours can my appliances be affected?	Winter: 6-11 a.m. and/or 6-10 p.m. Summer: 1-10 p.m. Power may be cycled off outside peak usage periods in case of critical capacity conditions.	6-11 a.m. and/or 6-10 p.m. Power may be cycled off outside peak usage periods in case of critical capacity conditions.

How cycles work, should they occur

Appliance	Seasons	Description
Heating	Winter: November-March	Up to 16½ minutes per each 30-minute interval during periods of peak community usage.*
Cooling	Summer: April-October	
Water heater**	All year	Cycles may continue for a period not to exceed five hours during peak community usage.
Pool pump**	All year	

*For heat pump customers: Cycles may affect heat pump backup strips continuously during peak usage periods not to exceed 300 minutes, but the heat pump itself will not be affected.

** Optional for year-round participants.

Calculating your monthly savings potential†

Maximum monthly credits:

Heating: \$8	Water heater: \$3.50	Cooling: \$5	Pool pump: \$2.50
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† Monthly credits are prorated according to usage above 600 kWh.

To learn more, visit progress-energy.com/energywise.

1.888.282.9757



Progress Energy

EnergyWise
SMART GRID INITIATIVES

Please keep this handy for future reference. If you have a question about our EnergyWise Home devices you may find the answer by reading the following information. If not, please call Progress Energy Customer Service at **1.800.700.8744**.

- 1. Appliances delayed.** Cycles will only affect participating water heaters, central heating and air conditioning systems and swimming pool pumps. No other appliances will be affected.
- 2. Multiple appliances.** If the residence contains more than one water heater, all appliances of this type must be installed with EnergyWise Home devices; however, only one credit will apply. This policy also pertains to more than one heating and/or cooling system.
- 3. Exceptions.** Progress Energy is not required to offer this program to customers with low kWh consumption, limited occupancy residences, or if costs would not be economically justified. A customer may change the selection of electrical equipment installed with EnergyWise Home devices or transfer to another rate schedule by notifying the company 45 days in advance.
- 4. Use of alternative equipment.** If Progress Energy determines that the effect of equipment delays has been offset by the customer's use of supplementary or alternative electrical equipment, service under this rate may be discontinued and the customer billed for all prior EnergyWise Home/Energy Management credits received for a period of up to six (6) months.
- 5. Maximum credits.** Credits for eligible appliances are annual credits paid out monthly during the months when the equipment is most likely to be cycled. For months when consumption is below 600 kWh, no credit will apply. Monthly credits will be prorated according to usage above 600 kWh.
- 6. First credit.** Credit will usually appear on the second bill received after the installation.
- 7. Condition of equipment.** Your equipment must be in proper working order prior to installation of the EnergyWise Home devices. Progress Energy will not be responsible for the repair or maintenance of your equipment.
- 8. Lights.** You can determine if one or more of your appliances is being cycled off by observing the lights on the EnergyWise Home device:
 - A. Green light – Normally on. No appliance is affected.
 - B. Red light – When on, your water heater and/or pool pump is affected by the program.
 - C. Yellow light – When on, your heating or air conditioning system is affected by the program.
 - D. Additional green light - When on, your heat pump backup strip is affected by the program.
- 9. Timers.** If you are using a timer on your water heater or on your swimming pool pump:
 - A. Set the timer to allow the water heater or pool pump to operate at times of the day that are different from the peak usage periods listed on the other side of this sheet. Adjust the timer in November and again in April when the EnergyWise Home schedule is switched from winter to summer.
 - B. Adjust the timer for daylight saving time.
 - C. Check the timer periodically for proper clock time.
- 10. Problems.** If you suspect a problem with our EnergyWise Home device, please do the following:
 - A. Check the lights on the device to see if your appliance is being cycled by the program. If so, wait the appropriate time (according to schedule on the other side) for the appliance to resume operating.
 - B. If no lights are on, check for blown fuses that need to be replaced or circuit breakers that need to be reset.
 - C. If you are using a timer on your water heater or on your swimming pool pump, check to see that the timer is turned to "on."
 - D. If your appliance still will not operate and a red or yellow light is on, please call Progress Energy at the number listed above. Be sure to mention that you are an EnergyWise Home program customer.
- 11. Critical capacity conditions.** Cycles could occur outside of peak usage periods in case of critical capacity conditions on the Progress Energy system.
- 12. Tampering.** If Progress Energy determines that the EnergyWise Home devices have been tampered with, Progress Energy may discontinue service under this rate schedule and bill for all prior EnergyWise Home/Energy Management credits received by the customer, plus applicable investigative charges.
- 13. Access.** Progress Energy will require reasonable access to all customers' premises to install, maintain, inspect, test and remove EnergyWise Home devices on the electrical equipment. Progress Energy reserves the right to discontinue credits under this rate schedule should reasonable access be denied.

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