

EnergyWise® Home



ENROLL YOUR SMART THERMOSTAT AND GET BILL SAVINGS!

EnergyWise Home is a simple, no-cost program that lets you earn bill credits for shifting energy use during periods of unusually high demand for electricity. You'll earn a \$150 bill credit just for successfully enrolling your qualifying smart thermostat, plus an additional \$50 for each year you stay in the program.

How It Works



Enroll Today

When moving into your new home, enroll your qualifying internet-connected smart thermostat. You must use electricity to heat and cool your home to qualify.



Get \$150

After successfully enrolling, you'll get a \$150 bill credit. Plus, you'll get a \$50 bill credit each year you stay in the program.



Relax

When energy demand is high, we send a signal to your enrolled thermostat to temporarily adjust the temperature.

How It Helps



Less Electric Load on the Grid

Thousands of customers are helping shift electric load a few key days each year.



Good for the Environment

Helps preserve natural resources and delays the need for new power plants.



Greater System Reliability

Participants help maintain utility reliability across the region.

Frequently Asked Questions

What is an EnergyWise Home event?

When temperatures are extreme, demand for electricity increases and can cause strain on the grid. The EnergyWise Home program is designed to help reduce energy use during times of high energy demand. This decreases the use of less efficient and more expensive energy sources.

How often do EnergyWise Home events occur and how long do they last?

Events may occur a few times per month from April through October or November through March when electricity demand reaches peak levels. If the weather is mild, events may not occur at all. Events typically last two to three hours.

How will my thermostat be adjusted?

At the start of an EnergyWise Home event, your thermostat will be automatically adjusted by a few degrees – higher during the hottest days and lower on the coldest. On some event days, your thermostat may be adjusted by a couple of degrees prior to the event start to pre-cool or pre-warm your home to make the temperature change during the event less noticeable. Once the event is over, your thermostat will return to its original setting.

Does the smart thermostat option affect my electric bill?

Typically, the energy usage on your bill remains the same since we are simply shifting your air conditioning or heating system's usage to a different time of day. This reduces its runtime during peak demand periods and helps us reduce the use of less efficient and more expensive power sources needed to meet electricity demand. This also helps preserve natural resources and delay the need for more power plants.

When will I receive the bill credit for enrolling?

Your \$150 credit will appear on your bill within two billing cycles of being accepted into the EnergyWise Home program. You will also receive a \$50 bill credit following the anniversary of your enrollment each year that you remain on the program.

When could an EnergyWise Home event occur?

EnergyWise Home is designed for use on days when the demand for electricity reaches peak levels.

What if I don't want to participate in an event?

During an event, you can opt out by manually adjusting your thermostat or by using your thermostat's mobile or web apps.

What should I do if I no longer want to participate in the program?

Send an email to support@energywisestat.com requesting to end your participation in the EnergyWise Home smart thermostat option. Once you have been taken off the program, your thermostat(s) will no longer be controlled, and you will not receive the annual participation incentive.



FOR MORE INFORMATION:

Visit duke-energy.com/SaveEWH or scan the QR code.

