

# SimpleSaver FAQ



## SimpleSaver Frequently Asked Questions

*SimpleSaver is a great opportunity to make a positive difference in the environment – and reduce your electric bill. Below is a list of frequently asked questions concerning the program. For more detailed information, call 1-800-305-5493.*

### What is the SimpleSaver Program?

The program is designed to monitor and reduce electricity use during peak demand periods when energy costs are highest. In the summer, peak demand occurs as air conditioning strains the electric system. During winter, water heaters consume more power, which also increases your energy costs.

But if those units are managed even briefly during peaks by installing remote switches, you can get a credit on your bill, and we all benefit.

### Why should I join?

Your participation will help delay the construction of additional power plants and benefit the environment. Best of all, you can save on your power bill. Helping our system to reduce costs is beneficial to you because your electric cooperative pays a higher price for energy during higher demand periods. Participants can also qualify for bill credits. So you not only reduce your energy costs, you also reduce your carbon footprint.

### How does it work?

There are two simple ways to save. You can participate in air conditioner management and/or water heater management. We would install a remote switch to manage your central air conditioning unit(s) and/or your electric water heater(s) for brief periods when demand reaches peak levels.

For those who enroll in air conditioning management, we'll credit you with **\$5 per month (or \$20 annually per unit)** during June, July, August and September for each central air conditioner in the program. Window A/C units do not qualify.

If you enroll in water heater management, you must have an electric water heater that is 40-gallon or greater capacity. You would receive an annual bill credit of **\$10 per unit on your February bill** by allowing us to install a switch to manage the water heater's power for brief periods.

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## Will I be uncomfortable if I participate?

If you join, we guarantee your comfort. During the few times of the year when we reach peak energy levels, you should never have more than 2 degrees of difference in room temperature. Except for the savings, you won't even notice the difference.

## What if I am not satisfied with the program?

SimpleSaver is a voluntary, no-risk program. If you decide that using the switch has made you feel uncomfortable, call us immediately. We can usually identify the problem. We believe you will be glad you joined the program, but should you wish to discontinue, you can call **1-800-305-5493**.

## Are there any other exceptions on who can join?

You must own and reside in the participating residence.

## I am moving to a new house, and I want to stay in the program. What should I do?

Call us toll free at **1-800-305-5493**. We will install the switch at your new house. Please make the new owner of your current home aware of the existing switch.

## How often will my switch be activated?

Your A/C switch(es) will be activated only on summer days when demand for electricity reaches a peak. Your switch will not be activated during holidays unless there is a system emergency.

## If my switch fails or is damaged, will my air conditioner or water heater work?

The switches are extremely reliable, with a failure rate below 1 percent. If there is a problem, a switch will default to "fail-safe" mode.

## How can I sign up?

Call us toll free at **1-800-305-5493** or enroll online at [www.simplesaver.coop](http://www.simplesaver.coop).

For more detailed information about the SimpleSaver program, or if you have additional questions, call **1-800-305-5493**.