



## Fayetteville Public Works Commission Buy Your Own (BYO) Thermostat Program Frequently Asked Questions

### Who can qualify for the BYOT Program?

This offer is available to any PWC residential, non-residential small power time-of-use, and church time-of-use electric service customers in good standing with active electric service. The ENERGY STAR® Wi-Fi connected smart thermostat must be new and installed on the property of the account holder of record. Renter must have homeowner and/or landlord approval to be qualified for the bill credit. The application must be received within **six (6) months** of the thermostat purchase and installation date. Customers that have received a bill credit for the HVAC Program within the last two (2) calendar years do not qualify for this Program. All installations must meet the Program Terms and Conditions. Applications are subject to approval.

### Do I qualify if I rent?

Yes. If you rent, and have approval from the owner, you may be qualified to receive the BYO (Buy Your Own) thermostat bill credit.

### What is the bill credit amount for the Program?

You may be eligible for up to two (2) qualifying thermostats per account. Customer can receive up to \$160.00 in bill credits for two ENERGY STAR Wi-Fi connected smart thermostats.

ENERGY STAR Wi-Fi Connected Smart Thermostat	\$80 each
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### How do I qualify for a bill credit?

- Applicant must be PWC residential TOU, non-residential small power TOU or church TOU electric customer in good standing.
- Applicant must be account holder of record where thermostat is installed.
- Applicant may be a renter with homeowner approval.
- Applicant must apply for bill credit within **six (6) months** of purchase and installation date.
- Wi-Fi connected thermostat must meet ENERGY STAR standard.
- Customer is eligible for up to two (2) qualifying thermostat bill credits per service address.
- Customer is not eligible if they have received HVAC incentive credit within the last two calendar years.
- Applicant must submit all paperwork required of this Program (email: [customer.programs@faypwc.com](mailto:customer.programs@faypwc.com))
- Applicant must agree to Terms and Conditions of this Program.



### When will I receive my bill credit?

Bill credits will be applied within ninety (90) days of application. Only bill credits will be issued. There are no cash or check refunds.

### What are the dates of the Program?

Applications are processed on a first-come, first-served basis and funds will be available through June 2021. This Program is subject to change and may end without prior notice.

### Why is PWC offering the Buy Your Own Thermostat Program?

PWC residential and non-residential small power customers will be on a Time-of-Use (TOU) rate. During peak periods of the day, customers will be charged more for electrical use. A Wi-Fi connected smart thermostat is a tool which enables customers to be responsive to this rate change.

### What is Time-of-Use (TOU) rate?

Time-of-Use is a rate plan that varies according to time of day, season, and day of the week (weekday, weekend, or holiday). A higher rate is charged during peak demand hours, when consumers typically use more power. A Wi-Fi connected smart thermostat is a tool that will allow you to shift your electric usage from peak hours to off-peak hours.

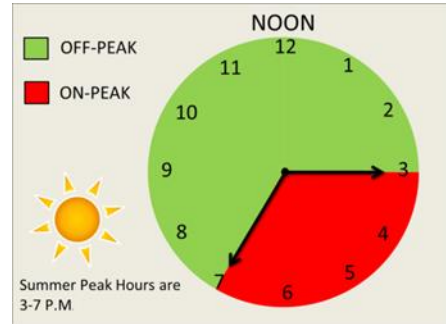
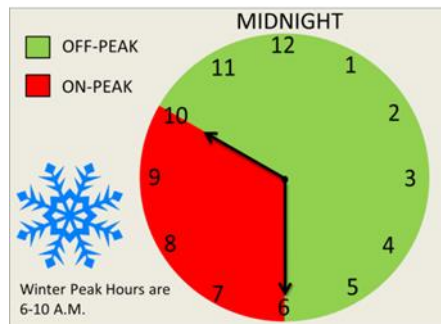
### What is the peak Time-of-Use (TOU) hours?

Depending on the time of day, season, and day of the week (weekday, weekend, or holiday) the price of your electricity can vary. PWC has implemented a TOU rate for all residential, small commercial and church customers. This rate offers customers a discount for electricity consumed during off-peak hours. Customers can reduce their electric utility bill by simply shifting some of their usage for such activities as washing and drying clothes to the off-peak hours. Customers who can adjust their thermostat setpoint a couple of degrees during on-peak hours will benefit by using less electricity when the cost of electricity is higher. See page 3.



The peak hours are listed below:

	<b>Monday-Friday</b> (Excluding Holidays)	<b>Monday-Friday</b> (Excluding Holidays)
<b>Winter:</b>	November-March	<b>Summer:</b> April-October
<b>ON-PEAK</b>	6:00 AM to 10:00 AM	<b>ON-PEAK</b> 3:00 PM to 7:00 PM



### What is the difference between a programmable thermostat and a smart thermostat?

A programmable thermostat will allow you to manually set a schedule to control the temperature settings of your home for specific hours of the day. This type of thermostat does not have learning features and remote access capability.

A Wi-Fi enabled smart thermostat will allow you to set a schedule but will also automatically adjust heating and cooling temperature settings for optimal performance based on user preferences. Smart thermostats can also be controlled from your smartphone, provide energy reports, run times, and notify you if your air filter needs replacing. To earn the ENERGY STAR label the thermostat has been independently certified based on actual field data, to deliver energy savings.

### Where can I get buying guidance?

For buying guidance and product information go to the ENERGY STAR® website: [https://www.energystar.gov/products/heating\\_cooling/smart\\_thermostats](https://www.energystar.gov/products/heating_cooling/smart_thermostats)

### I keep hearing about “geofencing” and smart thermostats. What is that?

Geofencing is technology that uses GPS or RFID technology to create a virtual geographic boundary that allows software to trigger a response when a mobile device leaves or enters the area. For example, when you leave the house with your smart phone, your smart thermostat geofencing would allow your smart thermostat to receive a notification that you are not at home and change the temperature settings to “away”.

### Do all smart thermostats use geo-fencing?



No. Check with the device manufacturer to see if this option is available. All smart thermostats certified by ENERGY STAR have some type of occupancy detection.

### Are smart thermostats compatible with all residential forced air heating systems?

No, many newer heat pump systems have proprietary communications built in and variable speed fans that will not function properly with a smart thermostat. Check with the manufacturer's compatibility information or a HVAC contractor. Standard electric, natural gas, propane and oil furnaces should work fine with a smart thermostat.

### Can I install the thermostat?

Yes, most manufacturers have very informative and easy to follow instructions and tutorials on their websites along with additional customer support.

### How do I dispose of my old thermostat?

Old thermostats contain mercury and need to be properly recycled. Proper management can be found at [www.deq.nc.gov](http://www.deq.nc.gov) and search on mercury.

### What if I have additional questions about the Program?

If you are unsure of eligibility requirements or terms and conditions, please email PWC at [customer.programs@faypwc.com](mailto:customer.programs@faypwc.com).