



Fayetteville Public Works Commission

Peak Savings Pilot Program for Electric Water Heaters

Frequently Asked Questions

What is the Peak Savings Pilot Program for Electric Water Heaters and how does it work?

The Peak Savings Pilot Program for Electric Water Heaters is a voluntary program designed to shift energy consumption during periods of high demand for electricity. You can also elect to preset a schedule to minimize your usage during the Time of Use (TOU) peak hours from a web portal and put your electric water heater into vacation mode when you are away for extended periods of time.

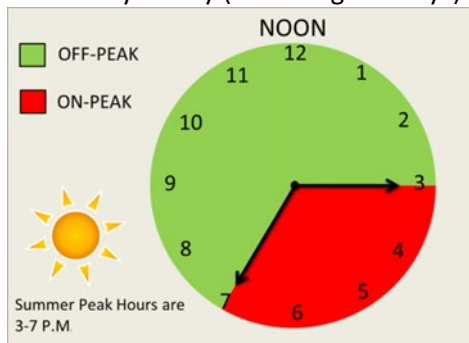
What is the Aquanta device for water heaters?

The Aquanta device is a retrofittable, smart Wi-Fi enabled water heater controller. This smart device allows you to control the thermostat and heat cycling of your water heater. The smart device allows you to schedule cycling to avoid heating during PWC's TOU hours while still assuring hot water availability.

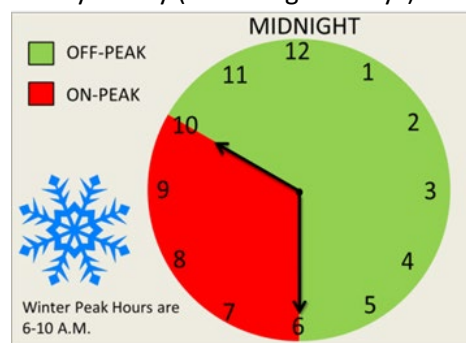
What are the Peak Time-of-Use (TOU) hours?

During certain hours of the day the demand for electricity is high; therefore, the wholesale price of electricity during this peak period is higher. On May 1, 2019, PWC implemented a TOU rate for all residential and small commercial customers. This rate offers customers a discounted cost per kilowatt during the off-peak hours. Customers can reduce their electric utility bill by simply shifting some of their electricity usage for such activities as washing and drying clothes to the off-peak hours.

ON-PEAK
Winter: November-March
6:00 AM to 10:00 AM
Monday-Friday (Excluding Holidays)



ON-PEAK
Summer: April-October
3:00 PM to 7:00 PM
Monday-Friday (Excluding Holidays)





Will I notice a water temperature change in my home during saving events?

Most customers will experience little to no change in water temperature. Potential temperature change during saving events depends on a variety of factors, including the temperature outside, location of your water heater, insulation value, tank size, and hot water usage.

What is “peak demand?”

“Peak demand” refers to periods of exceptionally high energy demand. These periods typically occur when water heating use increases significantly or in the winter months when the outside temperature is extremely low. Customers with electric water heaters may notice that the water heater operates more during very low temperature days.

Is the program voluntary? How long is my commitment?

The Peak Savings Pilot Program for Electric Water Heaters is voluntary; however, you must commit to a minimum of eighteen (18) months. PWC reserves the right to terminate or modify this Pilot Program at any time.

If my Aquanta is not working correctly or I have trouble programming the temperature and schedule, who do I call?

You will be given numbers for technical support. If the manufacturer’s technical support is unable to resolve the problem, PWC will warranty the replacement of the Aquanta device for a period of twelve (12) months from the date of installation so long as you are participating in PWC’s Pilot Program.

How do I know if I’m eligible to enroll?

- Applicant must be a PWC electric customer in good standing on a TOU rate
- Applicant must be account holder of record where Aquanta control device is installed
- Applicant may own or rent residence/business (if a renter, must have owner approval for installation)
- Applicant must have an electric water heater, with a storage tank of not less than 30 gallons, that is in good mechanical condition as determined by the electrician installing the control device
- Applicant must maintain active electric account with PWC for Pilot Program duration
- Applicant must have Wi-Fi service
- Applicant agrees to maintain smart device connectivity
- Applicant agrees to allow PWC to use data related to energy usage to measure Pilot Program impact on consumption during TOU hours and peak events
- Applicant agrees to the Terms and Conditions of the Pilot Program

How will I know that a control event is in progress?

You will be notified of saving events through Aquanta web portal.



If I am a renter, how can I qualify for the Peak Savings Pilot Program?

Your landlord will need to complete and sign the Homeowner Approval Application authorizing installation.

What if I have additional questions about the Program?

If you are unsure of eligibility requirements or terms and conditions, please contact a Customer Programs Analyst at customer.programs@faypwc.com.