



Fayetteville Public Works Commission Buy Your Own Thermostat (BYOT) 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 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.

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.
- Customer is eligible for up to two (2) qualifying thermostat bill credits per service address.
- PWC does not bill credit taxes, shipping fees or/and redeemed reward dollars or reward points.
- 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)
- 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.

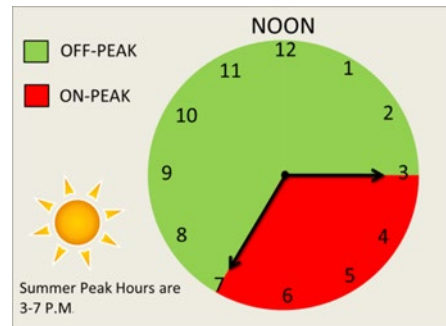
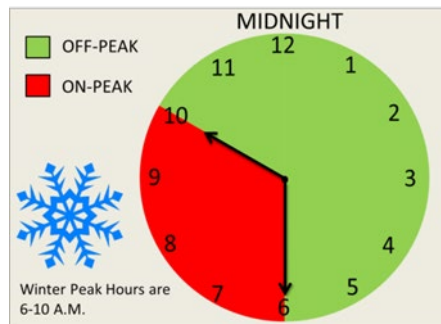


What is the peak Time-of-Use (TOU) hours?

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.

The peak hours are listed below:

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



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.

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.