



APS Cool Rewards Program FAQ

How will I know if I am eligible to enroll?

To be eligible to enroll, you:

- Are an APS residential customer
- Use your smart thermostat to control your central air conditioning
- Have an installed, eligible internet-connected thermostat

How will I know that an APS Cool Rewards event is in progress?

Depending on your thermostat provider, you will receive an email or notification from them prior to the event to your computer, smartphone or thermostat.

During an event, how will my thermostat be adjusted?

- At the start of an event, your thermostat temperature will be automatically adjusted up a few degrees above the current temperature.
- Each event will typically last an average of 2 hours, and will typically occur between 3 p.m. and 8 p.m. Events typically will not occur on holidays.
- In some cases, your thermostat temperature may be adjusted down a few degrees prior to the event to pre-cool the home and ensure your comfort during an event.
- Once the event is over, your thermostat will return to its normal set point and/or schedule.

Can I opt out of an event?

Yes. At any time during an event, you can opt out from your smartphone, computer or thermostat.

Do I need to be on a particular service plan to participate in the program?

No, you do not need to be on a particular service plan to participate in the program.

If I am on Budget Billing, does the bill credit(s) lower my monthly payment?

Your bill credit will appear under "Other charges and credits" on your bill (page 3) and be applied to your energy cost for the month. The credit is not applied directly to your Budget Billing amount. When your Budget Billing payment is recalculated by our system, it will average your monthly energy costs over time and update your Budget Billing payment.

Can I participate in the program if I have rooftop solar?

Yes. Customers with rooftop solar systems may participate in the program.

Please note, if you are a grandfathered solar customer on a frozen service plan with on-peak hours from 9 a.m. to 9 p.m. or 12 p.m. to 7 p.m., your rooftop solar might not generate enough power to cover the additional energy to cover the pre-cooling period prior to a Cool Rewards event.

What if I move?

If a participant in the program moves and takes the thermostat(s) with them to their new home, they may be able to re-enroll in the program if the program is still accepting additional participants. If the thermostat(s) are left in the home, the previous owner will no longer be a participant and the new owner would need to enroll in the program if the program is still accepting participants.

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

Send an email to aps@energyhub.com requesting to end your participation in the program. Un-enrolling from the program will end your participation for all of your enrolled thermostats.

Who can I contact if I have questions?

- For questions regarding your thermostat, please contact your thermostat manufacturer.
- For questions regarding enrollment in the APS Cool Rewards program, email aps@energyhub.com
- For all other questions, contact APS at coolrewards@aps.com.

Why is APS offering me the Google Nest Mini?

Vendor partners of APS sometimes offer products or services to APS customers. The Google Nest Mini is being offered at no cost to APS customers through October 31, 2020 while supplies last. For questions about the offer or if you wish to decline the Google Nest Mini, contact our partner EnergyHub at aps@energyhub.com.