



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 at your residential address in APS service territory

What do I have to do to participate?

You don't have to do anything during an event – adjustments to your thermostat are made automatically. You do have to maintain a continuous connection to the internet and your thermostat provider. If you have any issues with connectivity, firmware, or the thermostat, you will need to assist us in troubleshooting and resolving the problem.

How will I know when there will be a Cool Rewards event?

You will receive an email from us the morning of an event and your smart thermostat manufacturer may also notify you just prior to an event.

Will my home be pre-cooled prior to a Cool Rewards event?

Some smart thermostat manufacturers will pre-cool your home prior to an event during low-cost, off-peak hours to help keep you comfortable during the event. If your manufacturer doesn't, you can pre-cool your home yourself. When you get an email notification of a Cool Rewards event happening that day, lower your thermostat(s) a few degrees until 3 p.m., then put it back to your normal set temperature.

During an event, how will my thermostat be adjusted?

During an event, your thermostat(s) will be raised a few degrees above your set temperature by your thermostat manufacturer.

How long do events last?

A Cool Rewards event will typically last 2-3 hours.

What will happen after an event?

Once the event is over, your thermostat(s) will be returned to your original setting or schedule by your smart thermostat manufacturer.

Can I opt out of an event?

Yes, simply adjust your thermostat (up or down) on your mobile app, web browser or at your thermostat at any time during an event. You will always have control of your thermostat and will never be kept from adjusting your thermostat setting.

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 enrolled in 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., participation could result in increased energy use in on-peak hours and higher energy costs.

What if I move?

If you move and take the thermostat(s) to your new home, you will need to unenroll the thermostat(s) from the previous home and re-enroll them in the new home. If the thermostat(s) are left in the home, the new owner will need to enroll in the program.

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 and annual participation bill credits.

How do I use a smart thermostat to save on a time-of-use plan?

Smart thermostats help conveniently save energy by making slight adjustments to your heating/cooling energy usage patterns to maximize efficiency. To save on time-of-use plans, smart thermostats can also help you reduce your on-peak energy use by scheduling the thermostat to pre-heat or cool your home before on-peak hours start on weekdays. You may consider turning off the 'geofencing' or

'occupancy sensing' feature on your smart thermostat that recognizes when the house is occupied and automatically adjusts the thermostat. This feature can result in higher energy use during on-peak hours if you are typically away from home during the day and you arrive home during the on-peak period weekdays.

How do I use a smart thermostat to save on a time-of-use plus demand plan?

Smart thermostats help conveniently save energy by making slight adjustments to your heating/cooling usage patterns to maximize efficiency. Smart thermostats can recognize when you are and are not home and automatically adjust the temperature. This is called "geofencing" or "occupancy sensing". These features don't mix well with demand-based plans because they can result in higher energy demand during on-peak periods weekdays. If you are on a plan that includes a demand charge, we recommend you turn off the geofencing or occupancy sensing feature. Instead, schedule the thermostat to pre-cool your home before on-peak hours weekdays.

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