



APS Rush Hour 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, Nest 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 any issues with connectivity, firmware, or the thermostat, you will need to assist us in troubleshooting and resolving the problem.

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

Nest may notify you prior to the event through 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 may last up to 3 hours, and will typically occur between 3 p.m. and 8 p.m.
- 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, simply adjust your thermostat (up or down) on your mobile app, web browser or at your thermostat at any time.

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

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 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.

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.

Who can I contact if I have questions?

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