



What customers can take advantage of these pilots?

These pilots are for PUD residential customers only. For the pilots that require enrolling smart thermostats, customers must own or rent homes in which the main heating source is electricity. There are participation opportunities for all PUD customers who meet limited [eligibility requirements](#).

What is the purpose of these pilots?

Customer participation in and data gathered from these pilots will help the PUD understand two important things: 1. How PUD customers experience participating in flexible rate and demand response pilots; and 2. PUD customers' ability to flex their energy usage in response to incentives and varied prices. As the PUD strives to continue to deliver affordable and environmentally sustainable electricity to its customers, it must study how new and innovative technologies and programs can help us meet power demand when it's at its peak.

Do I need a smart device to participate?

No. Customers who do not own or want to enroll a device can take part in SnoPUD's FlexTime or FlexPeak pilot through our Customer Choice program.

Customers must have an electric utility meter dedicated to their individual household's usage. Meters cannot be shared with other tenants of the same building or premise.

How do I know if my device qualifies?

The pilots will use smart thermostats from Google Nest and ecobee and connected EV chargers from ChargePoint and Enel X (JuiceBox). Check out our [Qualified Product List](#). These device types were chosen due to their prevalence in the PUD's service territory and the PUD's ability to connect to them at a reasonable cost. If you have other OEM technologies and meet other eligibility requirements, you can take part in SnoPUD's FlexTime or FlexPeak pilot through our Customer Choice program. For the greatest savings, schedule your smart device to use energy outside of peak hours or peak events.

Where can I get a qualifying piece of equipment?

Check out the PUD's Energy Marketplace and incentives pages [here](#).

How can customers take part?

We'd love for customers to sign up! Customer enrollment began in early May [here](#) and the program will begin in October 2021. Hurry and sign up, space is limited!

When will recruitment start?

Customer recruitment for SnoPUD's FlexEnergy pilot programs began in early May.

Can customers choose in which pilot they want to take part?

The type of equipment customers own is most likely to dictate which pilot they are eligible to join. Customers who do not own eligible smart devices can sign up for the Customer Choice non-smart technology program and participate in our FlexTime or FlexPeak pilot.

What will be expected of customers who enroll in the pilots?

After customers enroll their device in the FlexResponse or FlexPeak pilots, they will be notified of the PUD's request to use less energy the day ahead. These events will not occur more than 15 times per winter season (Nov.-Feb.) and will be no longer than 4 hours. Registered devices will help customers save money by turning down the temperature or pausing charging.

In the FlexResponse pilot, if customers are unable to reduce energy when the PUD makes the request, they can simply

opt-out. Customers who opt-out frequently, however, may not qualify for the annual bill credit incentive payment(s).

In the FlexPeak pilot, customers may reduce other energy use (i.e. turning down the lights, delaying the dishwasher, clothes washer or dryer, etc.) to save money during peak events. If customers are unable to reduce energy when the PUD requests, they can simply continue to use energy and they will be billed according to the FlexPeak peak rate. Customers can not opt-out of the FlexPeak rate during events.

Devices enrolled in the FlexTime pilot will help customers save money. Customers with eligible smart devices or taking part in the Customer Choice program can also reduce energy use (turning down the lights, delaying the dishwasher, clothes washer or dryer, etc.) during the peak rate periods (weekdays 7 to 10 a.m. and 5 to 8 p.m.) to save money.

Customers must agree to be contacted by SMS text message to inform them of events requesting them to reduce energy use. Customers must also agree to the installation of a new interval meter.

How do I benefit?

To start, customers receive bill credit incentives simply for enrolling in any of the three pilots. Customers enrolled in SnoPUD's FlexPeak or FlexTime pilot will also receive discounted rates for part or most of the year. They can take advantage of these discounted rates by shifting energy usage into those periods and away from higher-priced peak rate periods. Customers enrolled in the FlexResponse program who reduce energy in response to the District's requests will receive annual participation bill credit incentives.

Are there any program conflicts?

Unfortunately, due to the nature of SnoPUD's FlexEnergy program, customers cannot enroll in this pilot program if they are participating in the SmartCharge by FleetCarma Program, the PUD's Net Metering Program or are on the Budget Payment Plan. Also, beginning Sept. 1, 2021, pilot participants may not enroll in PUD electric vehicle bill credits. These programs are incompatible with FlexEnergy billing adjustments, meter exchange requirements, or demand response signals.

Will customers taking part in the pilot receive new equipment, such as a thermostat?

These pilots are "bring your own device" pilots, so new equipment or devices will not be distributed to participants. The pilots leverage the types of products that can be found on the PUD's Energy Marketplace and incentives pages [here](#).

Participants do have to agree to the installation of an interval meter at their home. Interval meters quantify usage at certain time intervals. This is NOT considered to be a communicating advanced meter. You will experience a brief outage when the meter is replaced, usually no more than 10 minutes.

When will the pilots occur and how long will they last?

Enrollment launched in early May and the program will begin October 1, 2021. The pilot program will conclude March 31, 2023. If the program continues after March 31, 2023, customers will remain enrolled in the program until its termination.

Will customers be able to leave the pilot before it's over?

We'd like customers to commit to participating from October 1, 2021 through March 31, 2023. However, customers can withdraw from the pilots before July 31, 2022 by calling the PUD at 425-783-1700. Customers who unenroll in the program may no longer be eligible for pilot rate discounts, enrollment bill credits, winter bill credits, or annual bill credits. Customers who move out of the residence they lived in during enrollment in the pilots will also be unenrolled. After July 31, 2022, if a customer unenrolls their device through their manufacturer, and is enrolled in the FlexPeak or FlexTime pilots, the customer will remain in the rate schedule for the duration of the pilot period. If the customer is enrolled in the FlexResponse pilot and unenrolls after July 31, 2022 through their manufacturer, the customer will not receive any additional incentives and will be automatically unenrolled in the pilot.

Where can I get more information?

Check out the FAQs related to the pilot you're interested in for specifics on the FlexResponse, FlexTime, and FlexPeak pilots. Check out the [FlexEnergy Terms & Conditions](#). Believe us, the document isn't as dry as you think.