



FlexResponse Pilot FAQs | April 27, 2021

What is a demand response program?

A demand response program encourages customers to reduce energy usage during a few “peak” events when strain on the PUD’s grid is at its greatest. The PUD will notify participants of our FlexResponse pilot programs the day before a peak event by SMS text message and through enrolled smart devices to give customers the opportunity to adjust their energy usage behavior for the selected day. In exchange for customer’s flexibility, SnoPUD offers participants incentives.

What incentives do I receive for signing up for SnoPUD’s FlexResponse pilot?

Customers who participate will receive an \$80 enrollment bill credit when the program begins in October 2021. Participants are also eligible to receive an annual bill credit of \$40 in 2022 and 2023 for participating in peak events over the previous winter.

How will I know when an alert has been initiated?

The PUD will send you an SMS text message the day before an event letting you know that a peak event is scheduled for the following day. We’ll also alert your device so that it can help you save.

What do I do during an event?

Actually, you don’t have to do anything during an event! Really? Yes, the PUD will alert your device that we’re planning an event so that it can help you save – just try not to adjust the temperature on your thermostat or start charging your electric vehicle during the event. If you enroll a thermostat in the program, your device will help you reduce energy use by adjusting the temperature setting, sometimes even pre-warming the house to help you ride through an event in comfort. If you enroll a connected EV charger, your device will help reduce energy use by pausing charging until after the event has passed.

How long will these events be?

Peak events will be 1 to 4 hours in length and the PUD won’t call a peak event more than 15 times per winter season, which runs from Nov. 1 through Feb. 28. There are two winter seasons during the pilot. Peak events will not be called on weekends or federal holidays.

How do I opt out of an event? How do I override my connected device?

If you need to occasionally opt out of an event, that’s no problem. There are two methods to opt a smart device out of an event. One is to respond to the SMS text message the PUD sends alerting you to an event the next day. The second is to adjust your device during the event.

How many events can I opt out of before jeopardizing my annual incentives?

If customers make a good faith effort to participate in peak events called by the PUD, they’ll earn the annual bill credits. Participants who are deemed not to have made a substantial effort to participate in peak events will be removed from the program and will forfeit their annual bill credit(s). No partial credit will be given for participants who withdraw during the year.

How does conserving energy during these events help the PUD?

Energy peaks happen at times when there is the greatest power demand on the PUD’s grid. For example, a cold winter morning when everyone wakes up and turns on their electric heat. Not only do energy peaks put a strain



on the grid, but energy used to meet our customers' needs can be more expensive and not carbon-free. Paying for the power necessary to meet peak needs is one of the biggest cost drivers that customers pay. Reducing demand at peak times saves everyone money. That's why we're offering bill credit incentives to encourage you to reduce energy use during peaks.

Can I sign up if I'm on an Income-Qualified Assistance Discount?

Yes! The PUD will honor all Income-Qualified Assistance Discounts on this program. Discounts will be applied in the same manner as they are to current bills.

Why are there no alerts during the non-winter months?

Due to the temperatures in the Pacific Northwest, energy peaks happen more frequently during the cold winter months of November through February than during non-winter months.

What do I do if I have trouble filling out the enrollment page or enrolling my smart device?

The enrollment process is reasonably straight-forward, so we're hoping it's a breeze for you. But if you run into any trouble, give the PUD a call at 425-783-1700 or email us at flexenergy@snopud.com and we'll help you in any way we can.

What if I want to unenroll in the program?

You're welcome to unenroll (or "withdraw") from the program through July 31, 2022 by calling the PUD at 425-783-1700. Customers who unenroll in the program will no longer be eligible for annual bill credits. Customers who move out of the residence they lived in during enrollment in the pilots will also be unenrolled.