

Appalachian Power Bring Your Own Thermostat (BYOT) Frequently Asked Questions

What is peak demand and why is it important?

Peak demand refers to periods of exceptionally high demand, usually during the summer season when people use more electricity largely due to air conditioning. Using energy wisely during periods of peak demand reduces stress on the electric grid and makes the electric delivery system more reliable.

Who is eligible for the Residential Peak Reduction Program?

Appalachian Power Company customers in Virginia with central air conditioning or a heat pump in good working condition can participate in the Bring Your Own Thermostat (BYOT) program with a qualifying smart thermostat.

How does the program work?

When you enroll in the BYOT Program, Appalachian Power will automatically adjust the thermostat's temperature by a few degrees on peak days when energy consumption is high, usually on the hottest days of summer. There is a maximum of 15 non-emergency events in a summer season. Events can occur Monday through Friday between noon and 8 p.m. (no events will take place on weekends or holidays). The average event lasts approximately two hours.

What do I receive for participating?

Appalachian Power is offering a \$50 enrollment bonus to customers for enrolling in the BYOT program. In addition, participating customers will receive \$5 per month (May through September) for each central cooling unit enrolled, up to \$25 per year.

What if my home becomes uncomfortable?

Potential temperature changes during events depend on a variety of factors, including the temperature outside and your home's insulation. The customer is always in control of the thermostat and can opt-out of an individual event by manually adjusting the temperature on the thermostat. Program participants may opt out of a limited number of events per year by calling 888-261-4567 or by adjusting the thermostat's setpoint. Your system will then automatically resume normal operation.

If you are interested in improving the efficiency and comfort of your home schedule a free energy assessment from Appalachian Power's eScore™ Program to learn how to maximize your home's efficiency. Visit TakeChargeVA.com/eScore or call 888-261-4567 for more information.

What is the difference between an "emergency" and "non-emergency" event?

Emergency Event: When regional demand for electricity is close to surpassing regional supply, Appalachian Power is required to activate an event. Program participants may not opt out of an emergency event.

Non-Emergency Event: When local demand for electricity is very high, yet demand may not be close to surpassing regional supply, Appalachian Power may activate an event. Program participants may choose to opt out of a limited number of non-emergency events.

How many times can a customer opt out of an event?

Participation in events is necessary to maximize the positive impact of the program. However, we understand that customers may need to occasionally opt out of an event. The customer is always in control of their thermostat and can opt out of an individual event by manually adjusting the temperature on the thermostat. Customers can opt out of up to five (5) events without impacting their summer reward credits. Opting out of events beyond this may reduce the amount of the end of season reward.

When will I receive the enrollment bonus and annual participation reward?

You will receive your \$50 enrollment bonus check shortly after you successfully enroll your qualifying device. You will receive your participation reward when the event season concludes at the end of September. Your reward check may be prorated for participation based on enrollment date and opt-out occurrences.

What other energy efficiency programs might I qualify for?

Appalachian Power offers several ways to save through our energy efficiency programs. If you are interested in improving the energy efficiency and comfort level of your home, schedule a free energy assessment from Appalachian Power's eScore™ Program to learn how to maximize your home's efficiency. Visit TakeChargeVA.com/eScore or call 888-261-4567 for more information.

Visit TakeChargeVA.com or call 888-261-4567 for more information. Have additional questions? Ready to enroll? Call us at 888-261-4567 or visit TakeChargeVA.com/BYOT.

What is in it for me?

–A smart thermostat can reduce your heating and cooling costs by up to \$70 a year. Smart features allow you to control your thermostat from your phone or with voice commands. Your participation will also help create a more reliable, affordable, and sustainable energy system.

Are the events mandatory?

No. You can opt out of any event simply by adjusting your thermostat or by using any smart device you have paired with it. However, your rewards check may be impacted if you choose to opt out of more than XXX events per year.

What if I do not like the program? Can I unenroll?

You may unenroll at any time by contacting us at 888-261-4567. Your participation is completely voluntary.

What are the qualifications for this program?

You must be a current Appalachian Power customer in Virginia, and have a qualifying Wi-Fi enabled smart thermostat installed at your address.

How does it work?

Air conditioners typically run for a certain amount of time "on" and then shut "off" when the desired temperature is met. During an event, the BYOT Program shortens the number of minutes your air conditioner is "on," resulting in energy savings for you.

How do I enroll in Appalachian Power's Bring Your Own Thermostat (BYOT) Program?

To enroll, visit TakeChargeVA.com/BYOT. Please note, after creating your enrollment profile you will be taken to your thermostat manufacturer's mobile site where you will need your username and password to complete your enrollment.

Customers who enroll in the Bring Your Own Thermostat Program will receive a one-time enrollment incentive of \$50 and a check for up to \$25 at the end of each summer season (\$5 per month for each month enrolled from May to September).