



## Frequently Asked Questions (FAQ)

### What is the Co-op Comfort Program?

The Co-op Comfort Program is a voluntary demand response program offered by various Electric Member Corporations (EMC) in Georgia through partnership with Georgia System Operations Corporation (GSOC). As part of a collaborative effort to help bring energy savings to customers, this program offers rewards to residential participants for reducing energy use by adjusting enrolled smart thermostats during peak demand periods.

### How does the Co-op Comfort Program work?

The Co-op Comfort program is designed to reduce energy use and lower costs during the coldest and hottest days of the year. By enrolling in this program, your EMC can make small adjustments to your smart thermostat during periods of peak energy demand, while keeping your home comfortable. This approach helps reduce strain on the electrical grid during the most expensive times of the day.

### What are the requirements of the Co-op Comfort Program?

To participate in Co-op Comfort, participants must meet the following requirements:

- Have an active residential electrical account in good standing with the participating EMC served by GSOC
- Have a compatible smart thermostat controlling central A/C and/or a heat pump at the participant's service address
- Maintain a working Wi-Fi network and keep participating thermostats connected it and the manufacturer's platform
- Be at least 18 years of age, have legal authority to enroll the premises, and have primary residency at the service address. Non-owners (tenants, etc) must obtain the property owner's written consent prior to enrollment

### How can I enroll in the Co-op Comfort Program?

Enrollment is simple and can be completed through the program's official enrollment process.

- If you have an ecobee or a Google Nest device, navigate to rebates or savings in the manufacturer's app, choose Co-op Comfort and then follow the directions.
- For Honeywell and Sensi Devices, search your EMC's website for Co-op Comfort and complete the online enrollment form.

### Is there an enrollment deadline?

There is no enrollment deadline. Participants may enroll at any time.

### What benefits or rewards are offered through the program?

Participants will receive a one-time incentive (up to \$xx), from their EMC, per enrolled thermostat. Registered users who remain an active participant in the program for 12 consecutive months or more will earn an annual incentive (up to \$xx) from their EMC.

### When will I receive the enrollment incentive?

Participants will receive their enrollment incentive from their EMC, according to their incentive payout timeline. After the first year of the program, the annual incentive will be provided.

### What types of Thermostats are eligible?

Eligible Thermostat Models		
Provider	Device	Model #
<b>ecobee</b>	All ecobee thermostats released since 2014 and have eco+ and DR capable	Smart Thermostat Premium Smart Thermostat Enhanced SmartThermostat with Voice Control ecobee3 lite ecobee3 ecobee4
<b>Google Nest</b>	Program supports all Nest thermostat models	Nest thermostat E Nest Learning Thermostat (3 <sup>rd</sup> Generation or newer)
<b>Honeywell (Resideo)</b>	TCC device models: Focus Pro, HH Color 7 Day WIFI	Wi-Fi FocusPRO 6000 Prestige IAQ (YTHX9421R5101WW) Prestige IAQ (YTHX9421R5135WW) Wi-Fi 7-Day Programmable (RTH6580WF1001) Wi-Fi 7-Day Programmable (RTH6580WF1006) Wi-Fi 7-Day Programmable Touchscreen (RTH6580WF1004) Wi-Fi 7-Day Programmable Touchscreen (RTH6580WF1007) Wi-Fi Smart Thermostat (RTH9580WF1005) Wi-Fi Smart Thermostat (RTH9580WF1013) Wi-Fi Smart Thermostat (RTH9580WFKITHQ) Wi-Fi 9000
<b>Sensi</b>	All Sensi thermostats	Sensi Wi-Fi Smart Thermostat Sensi Touch Smart Thermostat Sensi Touch 2 Smart Thermostat Sensi Lite Smart Thermostat

### Can I receive more than one incentive for multiple enrolled devices at one home/location?

Yes. Participants are eligible for an incentive for one or more enrolled and approved device on a single account. All

enrolled devices must be installed in your EMC's service area.

### **What if my thermostat has multiple zones? Does that qualify for multiple devices?**

Participants should refer to their local EMC for specific eligibility requirements. See your local EMC Program Details page on the Enterprise Program website (*hyperlink*)

### **Who do I contact when experiencing problems with my enrolled device or need help with my settings?**

You can contact your device manufacturer's customer service using the contact information below:

- **Ecobee:** 877-932-6233
- **Honeywell (Resideo):** 800-633-3991
- **Google Nest:**  
support.google.com/googlenest/gethelp
- **Sensi:** 888-605-7131

For any other questions, you can contact your local EMC (your electric utility provider).

### **What happens if I upgrade or replace a thermostat that I've already registered?**

After verifying that your device is eligible for the Co-op Comfort program, you will need to update your enrollment details to ensure that your device is properly linked to the program. Then contact your local EMC to confirm your new device is registered.

### **How will the Co-op Comfort program adjust my smart device?**

Smart thermostats will be remotely adjusted by a few degrees to reduce the power needed during peak demand, which is also known as demand response (DR) events.

### **How will I know that a demand response event is in progress?**

Demand response event parameters and restrictions are subject to notifications through a message on your device, in the manufacturer's app, or by email.

- Google Nest customers will receive email, text, in-app notification, and a notice on their devices
- Ecobee, Honeywell, and Sensi customers receive in-app and on-device notifications

### **Is there a limit to how much the program will adjust my thermostat?**

Yes, temperature adjustments are minor and are designed to have minimal impact on comfort. Your thermostat will not exceed an adjustment of 4 degrees Fahrenheit from the previous settings at the time of the event.

### **When will demand response events take place?**

Demand response events are restricted only to 6 a.m. – 10 p.m, but can be performed per season.

### **How often will demand response events occur?**

There is a maximum of 20 demand response events per weather season (Summer: May 1 – October 31, Winter: November 1 – April 30).

### **How long do demand response events last?**

Events typically last 2 to 3 hours, though they may range from 1 to 4 hours, depending on demand.

### **Will my temperature adjust back to my preferred setting after the demand response event ends?**

Yes. Once the event ends, your thermostat will adjust back to its regular programming.

### **Am I allowed to opt out of an event?**

Yes. Your participation is voluntary. Participants will retain control of your thermostat. You can opt out of a demand response event at any time by using your thermostat or the manufacturer's app.

### **How often can I opt out? Can I opt out of every event?**

While the need to opt out is sometimes necessary, doing so too often diminishes the overall goal of reducing energy demand. Exceeding the maximum allowable number of opt-outs (see EMC Program Website) per season may forfeit the participation incentive and/or result in removal from the Co-op Comfort program. Active participants are expected to have at least 80% participation of events called per season.

### **Who should I reach out to if I need more details about the program?**

For further questions, you can contact your local EMC (electric utility provider).

### **What should I do if I no longer want to participate in Co-op Comfort.**

Send an email to your local EMC (electric utility provider) requesting to end your participation in the Co-op Comfort program. Once removed from the program, your device(s) will no longer be adjusted, and you will not receive the annual incentive for participation. Participants who exit or are removed within twelve months of enrollment may owe repayment of the

enrollment incentive and any other incentives received.

See your local EMC Program Details page on Enterprise Program website (*hyperlink*)