

Demand Link Pilot

Frequently Asked Questions

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Why Is National Grid Running this Pilot?

National Grid continuously reviews its distribution system's performance to determine areas where the system may need to be upgraded to provide reliable electricity delivery services to all our customers. The area is fed from the Tiverton substation with two distribution feeders which serve approximately 5,200 customers like you. If load growth continues, the Company will need to construct a third feeder sometime in the next three to five years. National Grid is running this pilot as part of a state-supported effort to test whether the use of customer-side, load management techniques, like those in the Demand Link pilot, could provide a more cost-effective solution than the standard solution of constructing a third feeder. The costs for a new feeder are paid through the distribution delivery portion of your electric bill. If the Demand Link pilot is successful in providing sustained load relief, it could allow for this type of effort to be adopted in other areas, possibly reducing the amount of equipment expenditures related to load growth statewide and hopefully stabilize the charges on your electric bill.

The Company is committed to providing reliable electric delivery services. In the event the pilot is not successful in reducing peak loads in the area, the proposed, third feeder will be built as the need is realized.

How Does Demand Link Work?

The Demand Link Pilot program is working to reduce the electricity use in your area in multiple ways. First, depending on the equipment you have in your home or business, the pilot may install a wifi programmable thermostat and if you have window AC units, one or more plug devices. This equipment allows you to have more control over both your cooling and heating energy use by giving you the tools to set programs on your thermostat that maximize your comfort in your home while you're there, and minimize the energy usage when you're not. Second, the pilot is also offering a \$50 rebate for each of up to four, newly purchased, efficient window AC units and a \$25 rebate for each of up to four, recycled, old window AC units. This gives you the benefit of greater comfort in your home through a newer unit that also uses energy more efficiently and also safely, responsibly, removes the old equipment you are no longer using. Finally, through initiated, temperature optimization events, the pilot will reduce the electricity being used during the most critical periods of time (which in your area have shown to be in the summer months) slightly altering the set point of your air conditioning units so that they run slightly less than they otherwise would have.

What if I or Someone I Know Would Like to Participate?

Easy! Just call 1-855-752-MYNG (855-752-6964) to sign up. A representative, who is knowledgeable about the pilot program, will be on hand to check eligibility and answer any questions.

What Are Temperature Optimization Events?

Temperature optimization events are periods of time during which National Grid will slightly adjust your air conditioning set points to optimize electricity usage. They are triggered on days when the electricity use is forecasted to be exceptionally high. When you and your fellow community members collectively participate in these events, the resulting reduction in electricity demand will allow the pilot to continue until such time as the upgrade is needed. Just deferring the investment in the upgrade saves customers money as well.

What Happens in a Temperature Optimization Event?

When an event is triggered, a signal will be sent directly to the thermostat via your Wi-Fi connection. If you have one or more plug devices connected to window AC units, the thermostat will then transmit the signal to those devices. Once they have received the event signal, they will begin to operate under the event programming. For central AC, the event programming will increase the set point temperature by a small amount just for the duration of the event. At the end of the event, the air conditioning unit will return to your existing program settings. For window AC units, the event programming will turn the window AC unit off for the duration of the event. At the end of the event, the plug device will be reactivated, allowing the window AC unit to turn back on. Most participants in these types of events report that they don't even notice the event is happening.

How Often Will National Grid Call Temperature Optimization Events?

Because the need for an event is dependent on many factors including the weather and electricity use trends in your area, it is difficult to know just how often they will need to be triggered. It is anticipated that events will only be needed during periods of exceptionally high electricity use, which are typically during the summer months.



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Will National Grid Let Me Know About Temperature Optimization Events in Advance?

Because it is difficult to predict when events are necessary in advance, a specific notification period is not practical. However, National Grid will be monitoring the aggregate electric load use in your area carefully and will make every effort to notify you in advance of an event being triggered. National Grid may also send preparatory communications to notify you that the forecast in the upcoming days may likely trigger an event. However, any time a moderate to severe heat wave or period of higher-than-normal temperature and humidity is expected, an event could be called. You will always receive notifications at the start of an event.

What if I Don't Want to Participate in a Temperature Optimization Event?

National Grid understands that sometimes your air conditioning provides more than just comfort. That's why participating in events is completely optional. You are encouraged to participate in each event, and the DemandLink pilot offers an incentive for those who participate in all events, however, if you wish, you may opt out of an individual event at any time through your thermostat, smart phone app or web portal.

Will My Internet Connection Still Be Secure?

National Grid is committed to administering the Demand Link Pilot without compromising your internet security. All signals being sent through your thermostat, whether it's National Grid calling an event or you managing your heating or cooling programs remotely via your smart phone or the web portal, must travel through Ecobee's appropriately secured servers. If you have additional questions regarding equipment security, please call 1-877-932-6233 and press 1 for general questions.

How Do Annual Credits Work?

Annual credits are National Grid's way of thanking you for your participation in temperature optimization events every year. National Grid will issue you a credit of \$40 if you have central AC and \$25 if you have window AC. The credit is applied once per eligible account per year to your electric bill and you can receive this credit each year you participate. In order to receive this credit you need remember two things, (1) your thermostat (and plug devices if applicable) must be fully connected to the internet and registered through the web portal so that you can receive the event signals and (2) you must not opt out of any part of a temperature optimization event (you will always have the option to do so, but if you exercise that option, you will not be eligible for an annual credit). Annual credits will be issued each fall to all participants who have signed up by August 1st of that year.

How Do I Ensure My Thermostat Is Registered?

Registering your thermostat is a simple process and it gives you the flexibility of programming your heating and cooling systems via an online web portal as well as an app on your smart phone. If your thermostat is properly registered, on the Home screen display in the bottom left corner, you should see a button that says "weather." If it still needs to be registered, you should instead see a button that says "Register." To complete your registration, tap the "Register" button. You will be prompted to enter an email address and a password (minimum eight characters). After these steps are completed, you will receive an email with a link to activate your web portal and complete your registration.

How Do I Recycle My Old Window AC Units?

Recycling window AC units can be done through the Demand Link Program between May 1, 2016 and November 1, 2016 by dropping them off at your local recycling station, South Shore Salvage. It is located at 413 Bulgarmarsh Road in Tiverton. Be sure to bring your license and a copy of any Demand Link communication with your address on it. This could be one of the letters or fliers we've sent you through USPS, an email, etc. This will prove your eligibility for the special offer.

You can recycle up to four window AC units per eligible billing account and receive a \$25 rebate for each of those units. To receive your rebates, you will need to fill out and mail in a rebate form. Forms can be requested by calling 1-855-752-MYNG (855-752-6964). You will receive an ID tag for each AC unit recycled and that ID # should be referenced in the appropriate box on the form. You must also include those ID tags in your rebate submission. Rebate forms and ID tags should be mailed to RISE Engineering - 1341 Elmwood Avenue, Cranston, RI 02910.



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How Can I Receive a Rebate on a Window AC Purchase?

Through the Demand Link pilot program, National Grid is offering a \$50 rebate for an Energy Star rated window AC purchase with an EER or 10.8 or greater. You can receive rebates for up to four window AC units per eligible billing account.

First, purchase your window AC unit(s) between May 1, 2016 and November 1, 2016. Next, fill out the rebate form. Forms can be requested by calling 1-855-752-MYNG (855-752-6964). Then, attach a sales receipt and a copy of the energy guide label included with the new AC unit, and mail to RISE Engineering - 1341 Elmwood Avenue, Cranston, RI 02910. Rebate forms must be postmarked by December 31, 2015 to qualify.

How Do the Plug Devices Work?

Plug devices act as an extension of your thermostat. The plug device unit plugs directly into a three-pronged outlet in your home and your AC unit plugs directly into the plug device. Your thermostat can communicate with the plug device so that you can manage your window AC units just as you would a central AC system – directly from the thermostat.

What If I Lose Power or Reset My Router?

If, for any reason, your internet connection is interrupted, such as if your home loses power, your internet connection is reset or your wireless router is reset, you may need to reconnect your thermostat and/or Smart Plugs. To check your internet connection, on the Home screen display, tap the "More" button and then the "Settings" button. You should see an option to turn the Wi-Fi on or off. If it is off, switch it back to "on." The thermostat may reconnect automatically after that. If it doesn't, you will be presented with a list of available wireless networks. Choose your desired network and enter the password when prompted.

How Do I Ensure I Receive All Communications About Demand Link From National Grid?

The best way to ensure that you receive all communications from National Grid with regard to this pilot program is to make sure we have your email address. If you provided an email address in the process of filling out your pilot program contract or in the appointment scheduling process, National Grid will have it on record. If you didn't or are unsure, you are strongly encouraged to call 1-855-752-MYNG (855-752-6964) and provide one.

If you do not have an email address, National Grid will contact you either by the phone number or mailing address provided at registration.

Who Can I Call If I Have Questions?

User guides for all equipment installed in your home should have been provided at the time of install. These can be useful references to start with. However, if you are experiencing issues with your new equipment and would like someone to help you troubleshoot or fix, please call RISE Engineering at 401-784-3700 ext 6120.

For all other questions regarding the Demand Link Pilot Program, please contact 1-855-752-MYNG (855-752-6964) or RIrsp@nationalgrid.com.

