Residential Charging Station and GridSavvy Frequently Asked Questions

GridSavvy Enrollment & Eligibility

What is the GridSavvy Community?

A The GridSavvy Community is a way for customers to install smart devices, like EV charging stations, smart heat pump water heaters, and smart thermostats, in their home or business and give SCP permission to control those devices to help out the electricity grid under times of stress. This will enable more renewable energy to come online.

What are the qualifications to participate?

A To participate in the GridSavvy Community, you must:

- be an SCP customer with an installed smart meter
- execute the GridSavvy Participation Agreement and Customer Information Service Request Form, and
- have installed an SCP approved smart technology device (e.g. an electric vehicle charging station). The device must be active and accessible to SCP as described in participation rules for the specific device (e.g. connected to wifi).
- Not be currently enrolled in any conflicting utility or third-party demand response programs

How do I know if I am an SCP customer?

A Check your PG&E electric bill to see if the charges on the first page include "Sonoma Clean Power electric generation charges." If so, you are our customer. If not, you may be able to enroll in our service if you live in Sonoma or Mendocino Counties (not available to customers of the Cities of Ukiah and Healdsburg's municipal electricity service).

Call our customer service team to determine if you're eligible for SCP service at 1 (855) 202-2139, Monday through Friday, 8:00 am to 5:00 pm.

Why do I need to sign the GridSavvy Participation Agreement and the Customer Information Service Request (CISR) form?

A The GridSavvy Participation Agreement gives SCP permission to control your charger. You must sign this Agreement in order to receive your $5/month bill credit and participate in the program.

The CISR form grants access to required information such as meter data from PG&E. You must sign this form in order to receive your enrollment incentive payment and participate in the program.

What do you do with my data?

A The data is stored and analyzed to make sure the smart devices are responding as intended. We will use that data to improve participation in the program. We will never sell your data to third-party agents. We may share it with our partners to improve the program or create new programs. All of our partners have signed non-disclosure agreements with SCP that require them to safely store your data and never share it with anyone else.

Should I go ahead and sign the Participation Agreement and CISR form if I haven't installed my smart charger yet?

A Yes. Processing your GridSavvy Community application will take us a couple of weeks, and it is okay to sign the forms to initiate that process so we can review your eligibility even if you haven't yet connected your EV charger. Doing so might reduce the wait between when you get your charger installed and when you start receiving your enrollment and participation incentives.

Is there someone that I can talk to get more information on the Participation Agreement and/or Customer Information Service Request (CISR) form?

A Absolutely. For any questions on these documents, please contact the program administrator, Olivine, Inc., toll-free at 1 (888) 481-1066, Monday through Friday, 9:00 am to 5:00 pm or by e-mail at gridsavvy@sonomacleanpower.org.

Do I need a Wi-fi signal to participate? What if I turn my Wi-fi off during certain points of the day?

A In order to enroll your smart charger, it must be connected to the internet using your home Wi-Fi network, and your Wi-Fi must remain turned on to enable us to control those devices to help out the electricity grid.

What if I have solar?

A Customers who have solar are currently eligible to participate in the GridSavvy Community.

What if I am on a Time of Use rate?

A Customers who are on a Time of Use rate are currently eligible to participate in the GridSavvy Community. They may limit their availability to be controlled to avoid time of use charges by using provided applications to schedule their smart chargers.

What if I have the CARE or FERA discount?

A There's nothing to worry about – you will keep your discount. This program will not impact your enrollment in CARE/FERA discount.

However, please note that the CARE/FERA discounts are not applicable if you are on the EV rate.

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Can I participate in the GridSavvy Community if I don't have a Smart Meter?

A   Unfortunately, no. To make sure that your smart device is participating the way it should, we need to get Smart Meter data.

Why can't I participate in the GridSavvy Community if I am already participating in another demand response program?

A   Due to state regulation, a customer can only participate with one demand response provider. If you'd like to discuss options or learn more about which program is right for you, please contact the GridSavvy program administrator, Olivine, Inc., toll-free at 1 (888) 481-1066, Monday through Friday, 9:00 am to 5:00 pm or by e-mail at gridsavvy@sonomacleanpower.org.

How do I un-enroll from GridSavvy?

A   To un-enroll from GridSavvy, please contact the program administrator, Olivine, Inc., toll-free at 1 (888) 481-1066, Monday through Friday, 9:00 am to 5:00 pm or by e-mail at gridsavvy@sonomacleanpower.org.

I already signed a Customer Information Service Request (CISR) form for this program, why do I need to sign another?

A   In October 2017, we transitioned to the GridSavvy Community. Any CISR form you signed before this date is outdated. Under State and PG&E rules, we need customers to sign a new form to allow our partner, Olivine Inc., to manage and run the GridSavvy Community.

Incentives and Participation Rewards

How do the incentives and rewards work?

A   When ordering a charger from the webstore, you pay 50% of the charger price, tax, and handling upfront. Once SCP detects a Wi-Fi signal from the charger, meaning its installed and activated, SCP will refund your initial payment through Paypal. You will receive an email notification of the PayPal payment at the e-mail address provided when you ordered your device and enrolled in GridSavvy.

SCP also offers an ongoing $5 monthly bill credit to participants in the GridSavvy Community. To be eligible to receive these participation rewards, you must:

- Be an SCP customer
- Have installed an SCP approved smart technology device (e.g. an electric vehicle charging station). The device must be active and accessible to SCP as described in participation rules for the specific device (e.g. connected to wifi).
- Execute the GridSavvy Participation Agreement and Customer Information Service Request (CISR) Form
- Not be currently enrolled in any conflicting utility or third-party demand response programs

Customers who purchased their charger before June 30, 2017 were also eligible for a $250 enrollment credit. Customers who purchased their charger between June 30, 2017 and June 30, 2018 were eligible for a $150 enrollment credit. If you do not remember if you have received your enrollment credit, email gridsavvy@sonomacleanpower.orgto find out.

Establishing your eligibility for the monthly bill credit usually takes about 7-10 business days after we receive your executed participation agreement and CISR form.

Depending on the start date of your billing periods, you can expect to receive your first monthly bill credit within 1-2 billing periods after that. Bill credits will be displayed as "GRIDSAVVY CREDIT" on the Sonoma Clean Power Electric Generation portion of your bill.

If you have any concerns or want to check on the status of your rewards, please contact the program administrator, Olivine, Inc., toll-free at 1 (888) 481-1066, Monday through Friday, 9:00 am to 5:00 pm or by e-mail at gridsavvy@sonomacleanpower.org.

What if I don't have a PayPal account?

A If you prefer to receive your enrollment incentive payment via check, email gridsavvy@sonomacleanpower.org or contact the program administrator, Olivine, Inc., toll-free at 1 (888) 481-1066, Monday through Friday, 9:00 am to 5:00 pm. Be sure to provide your order number and the email address you used when you ordered your smart charger.

The $5 credit is not on my bill, when will I get it?

A The $5 credit can take a month or two to show up on your bill. If you have not seen the credit show up after three bill cycles, please contact the program administrator, Olivine, Inc., toll-free at 1 (888) 481-1066, Monday through Friday, 9:00 am to 5:00 pm or by e-mail at gridsavvy@sonomacleanpower.org.

Where will the $5 credit show up on my bill?

A The $5 credit will show up on the Details of Sonoma Clean Power Generation Charges page of your PG&E bill as "GRIDSAVVY CREDIT".

Electric Vehicle Charging Stations
How are the chargers being controlled?

A Built into each charger is a special controller and software that responds to signals sent over the internet. Charging speeds can then be ramped up or down to respond to grid needs.

How do I know when my charger is being controlled?

A When a GridSavvy Community event is occurring you will be able to see "Smart Charge Event Underway" in your JuiceNet App (first screen) and Dashboard.

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How can I override a demand response event if I have limited time to charge my vehicle?

A To override an event, you can always tap "Charge Now" on your JuiceNet phone application or click "Override: charge car now" on your web dashboard.

Will a GridSavvy event override the Time-of-Use Settings that I set up in the Juicenet application?

A No. Events will not cause your car to charge outside of your Time-of-Use settings. These can be set up by going to Settings > Charging Schedule in your app.

Will there be a chance my car is not charged when I need it?

A You can manage when charging happens using tools available through the station or vehicle. To ensure your car will be ready when you need it, go to Settings > Charging Schedule in your app and set your "TOU End" time (or your JuiceNet dashboard) to your desired departure time. Even if there is a Grid Savvy event, your battery will be charged to your desired level by your scheduled departure time.

What happens if there is a power outage?

A Once power is restored, the charger will reconnect and be controllable again.

Check to make sure your station is fully operational and connected by viewing your station's internet application.

What happens if I move or uninstall my device such as a charger?

A If you move and re-install your charger, you will need to contact SCP and re-enroll in the GridSavvy Community otherwise you may not be eligible to receive GridSavvy rewards.

If you move or uninstall your device completely, please contact us via email at gridsavvy@sonomacleanpower.org as soon as possible so we may un-enroll you.

I have my own charger that I purchased. Can I still participate in the GridSavvy Community?

A Currently, only compatible eMotorWerks smart chargers are eligible to participate in GridSavvy. If you have a compatible charger that you did not purchase through SCP, send us email at gridsavvy@sonomacleanpower.org so we can assist with getting you enrolled. We are working hard to add additional devices in 2018!

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How long will the GridSavvy Community last?

A   Sonoma Clean Power customers will be eligible for free electric vehicle charging stations until June 30, 2019 or until funding runs out.

Chargers can be connected to the GridSavvy Community at any point by e-mailing us at gridsavvy@sonomacleanpower.org.

I have two charging stations, can both be enrolled in GridSavvy?

No, only one charger per electric account can be enrolled.

Customer Participation and Grid Benefits

How does this program help the electricity grid?

A   By controlling charging of vehicles and other devices that use electricity, we can help balance the electricity grid.

During times where there is excess energy on the grid, we can help by using electricity or charging a battery.

During times when there is too much demand and the grid is stressed, we can help by delaying electric use, such as vehicle charging, to a time when there is less demand.

The GridSavvy program does not govern when you charge your vehicle, although during times of particular grid need your charging may be deferred. In terms of times of charging, you can manage when charging happens using tools available through the station or vehicle.

Can I charge during the partial peak time, or only during the off-peak?

A   The GridSavvy program does not govern when you charge your vehicle, although during times of particular grid need your charging may be deferred. In terms of times of charging, you can manage when charging happens using tools available through the station or vehicle.

What are events? How often do they occur?

An event is a specific time during a day where there is a grid need that can be helped by reducing your energy usage. These events can be up to 4 hours in duration but tend to be one or two hours in duration. When an event occurs, your charging station will defer your charging – if any – until after the event is over. Events will generally occur several times a month, with no more than 24 hours of events within a single month. Events are most likely to occur during the evening ramp when customers come home, so as to defer charging until later in the evening.