



## GridSavvy Rewards Alerts Frequently Asked Questions

### What is GridSavvy Rewards?

GridSavvy Rewards is a way for our customers to earn rewards for saving energy during hours of high electricity usage on the grid. These are called Energy Saving Events. There are multiple ways customers can save energy and earn rewards.

### What is GridSavvy Rewards Alerts?

When there is an upcoming opportunity to save energy and earn rewards, you'll receive a notification up to 24 hours in advance. You can select to receive alerts by text, email, or both.

For each kilowatt-hour (kWh) of energy saved during an Energy Saving Event, you will earn \$2. Rewards are accumulated and can be redeemed as an electronic gift card (e-gift card) or donated to a participating local non-profit organization no less than once per year. If you'd like to request an alternative payment method, please contact us at [gridsavvy@sonomacleanpower.org](mailto:gridsavvy@sonomacleanpower.org) or 1 (855) 202-2139, Monday through Friday, 8:00 am to 5:00 pm.

### How often will an Energy Saving Event occur?

Energy Savings Events are 1 to 2 hours in duration and can occur at any time during May 1 - October 31 from 4 p.m. - 9 p.m. Energy Savings Events will occur at SCP's discretion (no more than four times per month) and may include additional events when the California Independent System Operator (CAISO) issues Grid Alerts and Flex Alerts.

### What are the qualifications to participate in GridSavvy Rewards Alerts Energy Saving Events?

To participate in GridSavvy Rewards Energy Saving Events and receive rewards you must:

- be an active SCP customer
- have a SmartMeter™
- not be currently enrolled in any conflicting utility or third-party demand response programs outside of the GridSavvy Rewards program

### How do I sign up?

Please visit [www.sonomacleanpower.org/earnrewards](http://www.sonomacleanpower.org/earnrewards) to enroll.

### How do I save energy?

There are lots of ways to save energy around your home! Check out our [tools and tips](#) to get started.

### **How are my energy savings calculated?**

Your energy usage during Energy Saving Events is compared to the average amount of energy you used during the same time for the previous ten days. For example, if you used an average of 4 kWhs of electricity between 5-7pm daily for the last 10 days, and you used 2 kWhs of electricity during an Energy Saving Event from 5-7pm, you would have saved 2 kWh and earned \$4!

### **Are there any penalties for not reducing energy?**

No there are no penalties for not reducing your energy use.

### **How do I change my notification or Rewards payment preferences?**

Send us an email at [gridsavvy@sonomacleanpower.org](mailto:gridsavvy@sonomacleanpower.org) or call us at 1 (855) 202-2139, Monday through Friday, 8:00 am to 5:00 pm.

### **I am having issues with my prepaid e-gift card, who do I talk to?**

Cardholder Customer Service is available 24 hours a day 365 days a year at (888) 371- 2109. You may also reach out to us at [gridsavvy@sonomacleanpower.org](mailto:gridsavvy@sonomacleanpower.org).

### **Why do I need to enter personal information to redeem e-gift card?**

The process to redeem requires you to enter your information. This authentication serves as a protection to customers so we can ensure they are the recipient of the gift card.

### **Where can I use the e-gift card?**

This is a Mastercard product and can be used anywhere online or in a physical store that accepts Apple Pay, Samsung Pay or Google Pay. The e-gift card is good for six months upon enrollment.

### **Are there any continuing requirements to receive Rewards Payment?**

Customers must be enrolled in the GridSavvy Rewards Alerts to participate in an Energy Saving Event. Rewards will accrue based on \$2/kWh of energy saved during the event. Rewards will be totaled at the end of the May 1<sup>st</sup> – October 31<sup>st</sup> period and be redeemable by e-gift card or donated to a participating local non-profit organization no less than once per year.

### **How does this program help the electricity grid?**

During times when energy use is high and electricity does not meet demand, we can help by changing when we use electricity to a time when there is less stress on the grid.

### **How do I know if I am an SCP customer?**

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.

**What if I have the CARE or FERA discount?**

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

**Can I participate in GridSavvy Rewards Alerts if I don't have a SmartMeter™?**

Unfortunately, no. To calculate your energy saved and Rewards earned, we need access to SmartMeter™ data.

**Why can't I participate in GridSavvy Rewards Alerts if I am already participating in another demand response program?**

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 [gridsavvy@sonomacleanpower.org](mailto:gridsavvy@sonomacleanpower.org).

**How do I un-enroll from GridSavvy Rewards?**

To un-enroll from GridSavvy, please email [gridsavvy@sonomacleanpower.org](mailto:gridsavvy@sonomacleanpower.org).

**I have a question which was not addressed in this FAQ.**

For any other questions, concerns, please contact us at [gridsavvy@sonomacleanpower.org](mailto:gridsavvy@sonomacleanpower.org).