

GridSavvy, On-Demand, Residential EV Charging Station, Smart Thermostat, and Heat Pump Water Heater Frequently Asked Questions

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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 enables our community to be powered by more local, clean energy.

Do I need to enroll in the GridSavvy Community to receive my incentive or \$5/month bill credit?

- A Available incentives and GridSavvy have participation requirements that differ by technology.
- For GridSavvy On-Demand, a customer is eligible to receive \$1 per event that they participate in, redeemable as a Tango card or able to be donated to one of four GridSavvy Community partners.
 - For EV charging stations, a customer is eligible for an upfront incentive of 50% off of the charger price, plus an activation incentive equal to your upfront payment (50% of the charger cost, sales tax, a \$15 shipping fee; customer is responsible for any installation costs). Both of these incentives are available to customers regardless of whether or not they participate in the GridSavvy Community.
 - For smart thermostats, a customer is eligible for an upfront incentive of \$50 off of the thermostat price. A customer **MUST** enroll in the GridSavvy Community at the time of purchase to receive this incentive.
 - For heat pump water heaters, a customer is eligible for an post-installation of either \$1700 (standard SCP customers) or \$2,000 (SCP customers on a CARE or FERA rate) on select water heater models. A customer **MUST** use a BayREN Home+ contractor to receive the full rebate amount. This incentive is available to customers regardless of whether or not they participate in GridSavvy.

To receive the GridSavvy Community \$5/month bill credit, customers must meet the household enrollment and eligibility requirements, and they must enroll one or more compatible devices. For more detailed information, see the section below on the technology you are considering.

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

- A The \$5 credit can take a month or two after charger activation to show up on your bill. Note that the date of the bill credit will be the first day of each month you are eligible. Bills with service dates that do not include the first day of a month will not show a credit; bills with service dates that span the first days of two months will show two credits. 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"

What are the qualifications to participate in the GridSavvy Community?

- A To participate in the GridSavvy Community, you must:
- be an active SCP customer;
 - have a Smart Meter;
 - have an internet connection (home Wi-Fi network);
 - Execute the GridSavvy Participation Agreement and Customer Information Service Request Form;
 - 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 Wi-Fi);
 - For smart thermostats, must install and connect the appropriate app for your smart thermostat; and
 - Not be currently enrolled in any conflicting utility or third-party demand response programs

Are there any continuing requirements to receive the \$5/month bill credit?

- A For customers who are participating in the GridSavvy Community solely with an EV charger, the usage report for your charger must show at least one charging session every quarter for you to continue receiving the \$5/month bill credit during the following quarter (ie: at least one charging session between January and March to qualify to receive credits for April-June). Those customers that do not complete one charging session per quarter will be notified by e-mail, and their \$5/month bill credits will be suspended until a charging session is confirmed. Customer billing cycles vary, and it may take a month or two after charging is confirmed for bill credits to resume on the bill. There are no continuing use requirements at this time for smart thermostats or heat pump water heaters. Should you (or a program administrator on your behalf) ask to unenroll from the GridSavvy Community, you will no longer receive the \$5/month bill credit.

For customers participating in the GridSavvy Community with a heat pump water heater, you must ensure that your HPWH is properly connected and available for participation in the GridSavvy Community. You must meet the following requirements at all times:



- Ensure your HPWH remains connected to WiFi.
- Never delete the EcoNet app from your mobile phone.
- Never delete the water heater product in the EcoNet app
- Never enable Follow Schedule in the EcoNet App

For customers participating in the GridSavvy Community with a smart thermostat, you must ensure that your thermostat is properly connected and available for participation in the GridSavvy Community.

If I am participating in the GridSavvy Community with multiple devices, do I earn more than \$5 month?

- A No. A customer is only eligible for (1) GridSavvy Community bill credit of \$5/month, regardless of whether they have one or multiple technologies participating in the program.

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.

I just started service with SCP. How long do I have to wait to order my smart device?

- A Accounts can take up to 30 days from start of service to register as active in our systems. We cannot validate you order until the account is showing active. If it has been more than 30 days since the start of service and the webstore is unable to validate your account, please email programs@sonomacleanpower.org.

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

- A The GridSavvy Participation Agreement gives SCP permission to control your smart device. You must sign this Agreement in order to receive your \$5/month bill credit and participate in the program.
The Customer Information Service Request grants access to required information such as meter data from PG&E. You must complete this in order to 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 complete the Participation Agreement and Customer Information Service Request authorization if I haven't installed my smart device yet?

- A Yes. Processing your GridSavvy Community application will take us a couple of weeks, and it is okay to initiate that process so we can review your eligibility even if you haven't yet connected your device. Doing so might reduce the wait between when you get your device 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 authorization?

- 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 receive any incentives or bill credits related to your smart device, 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 peak 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.

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

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

What happens if I move or uninstall my smart device?

- A If you move and re-install your smart device, 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.

How long will the GridSavvy Community last?

- A Sonoma Clean Power customers will be eligible for incentives associated with the GridSavvy Community until June 30, 2021 or until funding runs out.
Smart devices purchased through the GridSavvy webstore can be connected to the GridSavvy Community at any point by e-mailing us at gridsavvy@sonomacleanpower.org.

GridSavvy On-Demand and Associated Incentives

How do I enroll in the program?

- A Download the "Olivine Community" app from the the [App Store](#) (for Apple devices) or [Google Play](#) (for android devices) and provide your PG&E account information.

Can I still participate in this program if I don't have a smart phone?

- A Yes, click the link [here](#) to sign up for GridSavvy On-Demand on your computer.

If I am participating with an EV charger, smart thermostat, or Heat Pump Water Heater and earning my \$5/month bill credit, can I still earn the \$1 per event incentive with GridSavvy on Demand?

- A Yes! In fact, customers with smart devices help save more during energy events.

Electric Vehicle Charging Stations and Associated Incentives

How do the incentives work for EV Charging Stations?

- 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, the charging station has been activated, and you have completed one charging session, SCP will refund your initial payment through PayPal or by check. **Incurred installation costs will not be reimbursed.** You will receive an email notification of the PayPal or check payment at the e-mail address provided when you ordered your device and enrolled in GridSavvy. All checks will be sent to the shipping address that was used to order the EV charger.

SCP also offers an ongoing \$5 monthly bill credit to participants in the GridSavvy Community. For more information on the GridSavvy Community, please see the GridSavvy Community Section above.

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.org to find out.

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 You will receive email notification from PayPal when your payment has been submitted, whether or not you already have a PayPal account associated with the email address you provided with your device order. If you have a PayPal account in good standing, the email will confirm that the payment has been added to your account balance. If you do not have a PayPal account, the email will prompt you to sign up for one to claim your payment. If we are notified that an issue with your PayPal account has prevented the payment from being processed, we will send email to you from gridsavvy@sonomacleanpower.org to determine how to proceed.

What if I don't want to be paid via PayPal?

- 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. If you contact us after payment has been submitted to the email address you provided with your order, you may have to refund the PayPal payment to us before we can reissue your payment by check.

My electrician is already scheduled to install my charger, can SCP expedite my orders?

- A No. SCP cannot expedite orders. Please do not schedule an electrician to install your charger until you have received it.

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.

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 GridSavvy event, your battery will be charged to your desired level by your scheduled departure time.

What happens if there is a power outage?

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.

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

- A Currently, only compatible smart chargers using Juicenet are eligible to participate in GridSavvy. To see if your EV charger is compatible, visit the [GridSavvy home page](#) and click on “Connect Your Equipment.”

Smart Thermostats and Associated Incentives

How do the incentives work for Smart Thermostats?

When ordering a smart thermostat from the webstore, you receive an upfront rebate for \$50 off the purchase price of the smart thermostat.

Customers connecting an existing smart thermostat (not purchased through the GridSavvy Community webstore) to the GridSavvy Community receive a \$50 incentive via an electronic gift card after enrollment is completed.

SCP also offers an ongoing \$5 monthly bill credit to participants in the GridSavvy Community, which is **required for all smart thermostats**. For more information on the GridSavvy Community, please see the GridSavvy Community Section above.

Participation in the GridSavvy Community is **required for all smart thermostats**. If you are a new participant to the GridSavvy Community, you will receive an ongoing \$5 monthly bill credit for participation after we have verified your enrollment eligibility and confirmed that your thermostat is installed, that it's being used to control central air-conditioning or a heat pump, and that it's controllable. For more information on the GridSavvy Community, please see the GridSavvy Community Section above.

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.

How are the thermostats being controlled?

- A Built into each thermostat is special software that responds to signals sent over the internet.

How do I know when my thermostat is being controlled?

- A ecobee: When a GridSavvy Community event is occurring, “Energy Savings Event” and a green leaf icon will appear on your thermostat.
Google Nest: When a Rush Hour starts, a gold gear with a Nest Leaf inside and the words RUSH HOUR appears on your Nest thermostat's display and in the Nest app.

How can I override a demand response event?

- A Ecobee: To override an event, you can do any of the following:
- Change the set point using slider on the right-hand side of the home screen
 - Touch the Cancel button on the home screen

After doing one of the above actions, you will need to confirm you want to override the demand response event. A message will appear on the screen asking you to confirm your request. Touch “Yes, end it” to confirm the override request.

Nest: Simply change the setpoint of your thermostat on the thermostat display or in-app to override the Rush Hour Reward event. You will need to confirm you want to leave the event.

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

- A Select ecobee and Google Nest thermostats can participate in the GridSavvy Community and earn an upfront \$50 incentive and a \$5/month bill credit. To see if your thermostat is compatible, visit the [GridSavvy home page](#) and click on “Connect Your Equipment.”

Heat Pump Water Heaters and Associated Incentives

How do the incentives work for Heat Pump Water Heaters?

When a participating plumber installs your water heater, they will file the paperwork directly to receive either \$1,700 (for standard customers) or \$2,000 (for income qualified customers). Of this, \$1,000 will be from the BayREN Home+ program and \$700-\$1,000 from Sonoma Clean Power’s GridSavvy Community. No additional paperwork is needed on your end to receive the incentives.

SCP also offers an ongoing \$5 monthly bill credit to **new** participants in the GridSavvy Community. For more information on the GridSavvy Community, please see the GridSavvy Community Section above.

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.

Can I receive the upfront Heat Pump Water Heater incentive for a new construction project (ie: construction of a new home or accessory dwelling unit)?

The upfront incentive of \$1,700-\$2,000 is only applicable to heat pump water heater retrofit projects and **NOT** to new construction homes. New homes can participate and receive incentives through Sonoma Clean Power’s [Advanced Energy Build](#) program.

All qualified heat pump water heaters, regardless of whether they are for new construction or retrofit projects can participate in GridSavvy Community demand response events and earn the \$5/month incentive. To see if your water heater is compatible, visit the [GridSavvy home page](#) and click on “Connect Your Equipment.”

Can I purchase a Ruud Heat Pump Water Heater instead of a Rheem Heat Pump Water Heater? My contractor says that they are the same.



Yes, a Ruud product is equivalent to a Rheem product and both will work for our program. If you have any question about water heater models available, please e-mail us at programs@sonomacleanpower.org.

Can I purchase a smaller Heat Pump Water Heater and still participate in GridSavvy?

While our preference is for 80 gallon water heaters, we allow exemptions on a case base case basis if an 80 gallon water heater cannot fit in your home. Please contact us at programs@sonomacleanpower.org for more information.

How are the water heaters being controlled?

- A SCP will send a signal to your water heater daily to pre-heat water it in the afternoon hours, when there is maximum clean, solar energy being generated, that way, your water will be already hot when you need it in the evening.

How do I know when my water heater is being controlled?

- A When a GridSavvy Community event is occurring a green lightning bolt icon will appear in your Rheem EcoNet mobile application. In addition, a message indicating you are in a "Utility Load Control Event" will also appear.

How can I override a GridSavvy Community event?

- A In the message indicating you are in an "Utility Load Control Event" you have an option to "Opt-out" of that particular event. If you would like to continue to save energy, then select "Continue". If you would not like to participate in this particular energy saving event, then select "Yes" to opt out.

How will the temperature of my water stay at a safe level when it is being pre-heated?

- A A whole-home mixing valve was installed at the hot water outlet of your water heater to ensure the temperature throughout your house it at a safe level. However, always double check the temperature at your faucets before exposing to small children and older individuals. The heat pump water heater manufacturer recommends the water throughout your home never goes above 120° F.

I have my own heat pump water heater that I purchased. Can I still participate in the GridSavvy Community?

- A Select smart thermostats can participate in the GridSavvy Community and earn the \$5/month bill credit. To see if your water heater is compatible, visit the [GridSavvy home page](#) and click on "Connect Your Equipment."

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.

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, use heating/cooling, or heat water. You can manage when your smart device response to events by using tools available through the station or vehicle (for EV chargers), thermostat or associated app (thermostats) or water heater or associated app (heat pump water heaters).

What are GridSavvy Community events? How often do they occur?

- A An event is a specific time during a day where there is a grid need that can be helped by changing your energy usage through a signal sent to your smart device. Each technology responds differently to signals as described below.
- For EV chargers, 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.
- For smart thermostats, events can be up to 4 hours in duration.
- For heat pump water heaters, SCP will send a signal to your water heater every day to pre-heat it in the afternoon hours, when there is maximum clean, solar energy being generated. That way, your water will be already hot when you need it in the evening.
- Participating customers will reserve the right to override a GridSavvy Community event and retain full control over their devices if needed.

Is participation in the GridSavvy Community mandatory?

- A All customers purchasing a smart thermostat are required to participate in the GridSavvy Community in order to be eligible for the \$50 off the thermostat price. Customers purchasing EV charging stations and heat pump water heaters are encouraged to join the GridSavvy Community, but are not required to do so under current participation requirements (subject to change).

I have a question which was not addressed in this FAQ?



- A For any other questions, concerns, product returns/defects, technical support and additional information- 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.