



SCP Rewards Alerts Frequently Asked Questions

What is SCP Rewards?

SCP 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 SCP Rewards Alerts?

When an Energy Saving Event is approaching, you'll receive an alert up to 24 hours in advance, letting you know about the opportunity to save energy and earn rewards. You can choose to receive alerts through text, email, voice message, or multiple options. You have the flexibility to reduce your energy usage in any way that works best for you.

For each kilowatt-hour (kWh) of energy saved during an Energy Saving Event, you will earn \$2. Rewards earned over the event season of May through October will be distributed after the event season has concluded, but before the next calendar year. Rewards are automatically sent to you via a check from Sonoma Clean Power mailed to the address you provided upon enrollment, or you can choose to donate your rewards to a participating local non-profit organization. If you'd like to request an alternative payment method, please contact us at info@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). Energy Saving Events may include additional hours when the California Independent System Operator (CAISO) issues Flex Alerts or Grid Alerts.

What is a Flex Alert or Grid Alert?

A Flex Alert or a Grid Alert is defined as a request issued by the California Independent System Operator (CAISO) recommending that consumers voluntarily reduce electricity use statewide. These alerts are issued for a specific time to prevent stress on the electric grid which is generally caused by high demand or short supply and can lead to reduced grid reliability and/or rotating outages. They can take place on consecutive days and last longer than an Energy Saving Event. Any energy saved during a Flex Alert will earn SCP Rewards at the same rate as Energy Saving Events.

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

To participate in SCP Rewards Alerts 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

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programs outside of the SCP Rewards program

How do I sign up?

Please visit www.sonomacleanpower.org/earnrewards to enroll.

Is there an enrollment bonus?

SCP provides a limited time \$25 enrollment bonus for any qualifying customer who enrolls in SCP Rewards Alerts for the first time. SCP verifies customer qualifications and mails a \$25 check to the address that you provide on your enrollment form. Checks are valid for 90 days. The enrollment bonus is only applicable as funding lasts and will be advertised on our website. If funding is expired, SCP will not advertise the enrollment bonus on our website and will no longer be providing the bonus.

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 kWh of electricity between 5-7pm daily for the last 10 days, and you used 2 kWh 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 info@sonomacleanpower.org or call us at 1 (855) 202-2139, Monday through Friday, 8:00 am to 5:00 pm.

Are there any continuing requirements to receive Rewards Payment?

Customers must be enrolled in the SCP 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 1st – October 31st period and be redeemable via check or donated to a participating local non-profit organization no less than once per year.

What if I do not have a contact preference for receiving notification of Energy Saving Events?

Customers must have at least one form of notification (text, email, or voice message) for SCP Rewards Alerts to participate in an Energy Saving Event. If a customer requests to remove all notification preferences, they will be unenrolled from the SCP Rewards Alerts program.

How does this program help the electricity grid?

During times when energy use is high and electricity supply 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

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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 SCP Rewards Alerts if I am already enrolled in SCP Rewards through my EV charger or smart thermostat?

Yes, you can enroll and participate in as many SCP Rewards options as you choose. See <https://sonomacleanpower.org/programs/gridsavvyrewards> for all available program options. If you are receiving bill credits through your participating EV charger or smart thermostat, any accrued bill credits you receive will be deducted from your total Energy Saving Event rewards. For example, if you were receiving monthly \$5 bill credits through your participating EV charger and saved 40kWh during Energy Saving Events from May1-October 31, you will have accrued \$80 in Rewards minus \$30 for 6 months of bill credits, for a total Rewards payment of \$50.

Can I participate in SCP 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 SCP 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 info@sonomacleanpower.org.

How do I un-enroll from SCP Rewards?

To un-enroll, please email 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.