

TECH Clean California

“SMUD Demand Response and Time-of-Use Webinar” Q&A

Question	Answer
<p>For Peak Conserve program, does eligibility depend on the age of the HVAC system?</p>	<p>SMUD has found that systems typically cannot be more than approximately 15 years old, and often systems that are newer than five years old are unable to enroll in the program. Installation appointments are scheduled quickly, and eligibility can be determined in days. If you are unsure if the HVAC will be eligible, email peakconserve@smud.org with the customer information and photos of the equipment for confirmation.</p>
<p>Is there a way to find out if the customer is not eligible before signing the contact?</p>	<p>There are a few key steps to ensure a customer is able to enroll in a demand response program before customer terms and conditions are signed:</p> <ul style="list-style-type: none"> • Peak Conserve: Must have an eligible central air conditioner. If they have an old HVAC system, that would be a good indicator that they're not eligible, since systems over 15 years old are typically not able to be programmed for a demand response program. If you are unsure of the age of the system, please email peakconserve@smud.org with the customer information and photos of the equipment for confirmation. • MEO Partner: Must have either a central air conditioner or an electric heat pump, and a smart thermostat (or purchase one). • If the customer is on a medical discount electric rate, they would not be eligible. Ask your customers if they are on this rate, or ask them to show you their energy bill, if both parties are comfortable doing so.
<p>Can you provide more details on the cycle time for Peak Conserve and MEO Partner?</p>	<p>Peak Conserve devices cycle for 40 minutes, and a MEO Partner device does not. If a MEO Partner participant wants to opt out, they simply change their thermostat set-point.</p>
<p>How can we connect with heat pump water heaters directly for a SMUD demand response program?</p>	<p>No, programs in SMUD service area currently control heat pump water heaters.</p>
<p>Why is a customer enrolling in an HVAC demand response program when this is a requirement for a heat pump water heater incentive?</p>	<p>By adding a new electric appliance, you are adding electric load to the grid. To reduce the stress on the grid in the most critical moments, it doesn't matter where the load reduction is happening – whether that's a water heater or HVAC system.</p> <p>Furthermore, there are no heat pump water heater demand response programs in SMUD service area that are currently accepting new enrollments.</p>

Continued on reverse

Question	Answer
During the time-of-use rate schedule, does the heat pump water heater automatically switch to vacation mode?	No, the time-of-use rate schedule does not include setting heat pump water heaters to vacation mode. Please reach out to tech.contractor@energy-solution.com for help trouble shooting the time-of-use setup.
What protections are in place for contractors if a client signs terms and conditions, agreeing to enroll in a demand response program, but decides not to complete their demand response enrollment after the installation is complete?	TECH Clean California asks that the contractors are actively working with their customers to help them to sign up on a demand response program before you complete the job and offer them the incentive, since you have less leverage once they've already received the incentive. We expect you to get the vast majority of your customers to successfully enroll but understand you may not achieve 100 percent. If certain contractors are struggling with getting their customers to enroll in a demand response program, then TECH Clean California will reach out to you and work with you to raise enrollment rates.
Are TECH Clean California incentives offered based on therms?	TECH Clean California incentive levels are not based on therms. Market rate customer incentives start at \$3,100 (<55 gal) and \$3,800 (>55 gal). Please see this flyer for further details.
How can I connect my heat pump water heater on a time-of-use rate?	Please reference this Contractor Knowledge Base article that has detailed instructions for setting up a heat pump water heater on a time-of-use rate based on the brand of the unit.
Does this program change affect Roseville electric customers?	If there is not a demand response program listed for a specific utility , then the requirement does not apply to those customers. Roseville electric is a good example – there is no demand response program available for those customers, so they do not have to follow this demand response and time-of-use requirement.
What is the average percentage for customer enrollment in demand response programs?	Peak Conserve has approximately 1,200 participants. MEO Partner has approximately 25,000 participants. SMUD's MEO Partner+ program just launched and has less than 100 participants.