

Hydro One *myEnergy* Rewards Program Procedures – Baseboard Smart Thermostats

Effective November 1, 2023

This document describes the parameters under which Hydro One may call demand response (“DR”) events, and the participant incentives and participant obligations in the Hydro One *myEnergy* Rewards Program (the “Program”) for baseboard smart thermostats. Hydro One reserves the right to amend these Procedures at any time and at its sole discretion.

The Program is voluntary and utilizes residential customers’ smart thermostats to automatically and temporarily reduce the energy consumption of electric baseboard heaters at times of peak demand to support the efficient and reliable operation of the electricity system. The Program also allows Hydro One to responsibly modernize grid infrastructure while saving ratepayers money over the long term.

Participants are set up for yearly auto renewal rewarded by a yearly participation incentive but can withdraw from the program at any time by calling 1-888-408-6030. Participants can also opt out of individual DR events through their device app or directly through their enrolled device.

For the 2023/24 heating season, only [eligible baseboard smart thermostats from manufacturers Sinopé and Mysa](#) can be enrolled.

1.0 DR Event Parameters

The exact number and timing of events will be determined by Hydro One at its sole discretion. Events will typically be called when one or more of the following circumstances are forecasted:

- Demand on the Ontario grid or the localized areas of the distribution system forecasted to reach 90% or more of the historical winter peak
- Outside air temperature at or below than 0°C

Hydro One may also call DR events to test the distributed energy resource management system (“DERMS”) platform. The DR event parameters depend on the type of Participating Device enrolled in the Program.

1.1 Baseboard Smart Thermostats

- No more than twenty (20) DR events will be called in a heating season (generally November to April)
- DR event lengths will vary, from a minimum of one (1) hour to a maximum of four (4) hours
- During an event, the thermostat setpoint temperature will be adjusted by 1-4°C

2.0 Participation Incentives

2.1 New Participant Incentive (new enrolment for 2023/24 heating season)

Bring Your Own Device (BYOD)

Upon being accepted into the Program, an upfront New Participant Incentive in the form of a e-gift card is payable to the eligible participant as follows:

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- \$25 total for enrolling one baseboard smart thermostat at your residence
- \$50 total for enrolling two baseboard smart thermostats at your residence
- \$75 total for enrolling three or more baseboard smart thermostats at your residence

OR

Buying (a) Pre-Enrolled Device(s) from *myEnergy Rewards Marketplace*

- \$25 total discount for purchasing one pre-enrolled baseboard smart thermostat
- \$50 total discount for purchasing two pre-enrolled baseboard smart thermostats
- \$75 total discount for purchasing three or more pre-enrolled baseboard smart thermostats

Note: the maximum New Participant Incentive per household for baseboard smart thermostats is \$75 regardless of whether a participant enrolls via BYOD, via purchasing (a) discounted device(s) from the *myEnergy Rewards Marketplace*, or through a combination thereof.

If an eligible participant already has an HVAC smart thermostat, electric vehicle or EV charger enrolled in *myEnergy Rewards*, they are invited to also enrol their baseboard smart thermostat(s) and are entitled to the New Participant Incentive for this additional device type.

Participants are not eligible to receive the one-time New Participant Incentive if the participant or participating device has previously been enrolled in the baseboard smart thermostat program stream at any time.

2.2 Yearly Participation Incentive

A Yearly Participation Incentive for the next program year will be communicated to existing participants before October 31, 2024 to reward continued participation.

3.0 Participant Obligations

In order to participate in the Program, participants must have all of the following:

- Wi-fi that is always on
- One or more electric baseboard heaters controlled by (an) eligible Mysa or Sinopé baseboard smart thermostat(s)
- Be a residential customer in Hydro One's service territory