

ENERGY PARTNER PROGRAM

1. What is Powercor Energy Partner?

Powercor Energy Partner is what we call a demand management program. Its aim is to help us make the electricity in your community go further.

The program allows us to adjust your split system air conditioner for a few hours on a few really hot days over summer when electricity demand is at its peak.

It's a voluntary program that commences on 1 December 2019 and concludes on 31 March 2020.

2. What is an Event?

An Event is when we adjust your air conditioner up for around 3 hours via the Sensibo unit. Events typically occur over summer on days exceeding 36 degrees during 3pm and 8pm. This is when the majority of the community is home and consuming electricity. We're anticipating around 5 Events this summer, but it's highly dependent on the weather we get throughout this period.

More specific information about Events can be found in the Events FAQs category.

3. How will I be notified of an Event?

When you register for the program you can choose to receive an email, a text message or both to receive notifications of an Event. We'll aim to notify you well in advance of an Event and send messages 24 hours prior, on the morning of, and, 1 to 2 hours before the commencement of an Event detailing the start and expected finish time. We'll also message you when the Event is over.

We may call an Event and notify you, only to cancel it shortly before or we may finish an event early. This is usually due to a change in weather and a coinciding temperature drop and therefore a drop in electricity demand.

We may also need to extend an Event or call an Event without there being plenty of advance notice due to a forecasted drop in temperature or cool change not happening as anticipated.

4. What is the Sensibo unit?

Sensibo is a small infrared controller that connects to your split system air conditioner via your home Wi-Fi and allows you to control the split system functions via an app on your mobile phone.

You can set On and Off times, change the temperature remotely, even set it to turn off when the last person leaves the room all via a smart phone app.

We'll give each registered household a free Sensibo unit with an RRP of \$159 and install it for free too.

The Sensibo unit will allow us to set the temperature on your split system for the duration of an Event.

5. Can I install the Sensibo?

To ensure the Sensibo unit is registered in the program correctly, we will send an installer to your house for free. They'll contact you directly within 3 business days of receiving your registration as an Energy Partner to make the install appointment.

6. Is there a reward to participate?

Yes. You can earn \$20 each time you participate in an Event if you don't override the temperature on your air conditioner during the Event period. You'll receive payment, by cheque in April on completion of the program.

7. How do I register to participate in the program?

You'll need an electricity bill as it has your NMI on it which is a unique 10-digit number for your meter.

You also need to make sure you have a split system air conditioning unit in your living room that operates via a remote control, Wi-Fi in your home and a smart phone.

8. I have registered but it says I am not eligible, why?

There are a number of requirements to be enrolled in the program which include:

- Being in the target areas within the CitiPower and Powercor networks which are specific to the substation your electricity comes from
- Having a remote-controlled split system air conditioner in your living room
- Having wifi
- Having a mobile phone

If you feel there is an error, please email: myenergy@powercor.com.au

9. Can I participate if I have medical needs for electricity?

We do not recommend you participate if you or anyone in your household has medical equipment that requires electricity.

10. Can I turn my power off at the meter to save electricity?

Safety is our number one priority and company value and completely turning off your electricity is not safe.

INSTALLATION FAQs

For FAQs on the Sensibo installation process, please visit [click here](#).

EVENT FAQs

1. What is an Event?

An Event is when we'll request your participation to reduce electricity demand. Events typically occur on extreme weather days over summer when the majority of the community is home and consuming electricity.

It's when we will adjust your air conditioner via the Sensibo unit for around 3 hours. We're anticipating around 5 Events this summer but it's highly dependent on the weather we get throughout the program period.

2. How will I be notified of an Event?

When you register for the program you can choose to be notified of an Event by email, a text message or both. You can also choose to have notifications sent to a second email and mobile number, so two individuals receive the messages.

We'll aim to notify you well in advance of an Event and send messages 24 hours prior, on the morning of, and, 1 to 2 hours before the commencement of an Event detailing the start and expected finish time. We'll also message you when the Event is over.

We may call an Event and notify you, only to cancel it shortly before, or we may finish an event early. This is usually due to a change in weather and a coinciding temperature drop and therefore a drop in electricity demand.

We may also need to extend an Event or call an Event without there being plenty of advance notice due to a forecast drop in temperature or cool change not happening as anticipated or an increase in electricity demand.

3. What will I be paid for participating in an Event?

You'll be paid \$20 each time you participate in an event for the full event period. At the end of the Energy Partner program we'll total your participation incentive and pay you in April by cheque.

4. Does my air conditioner need to be on to participate?

No. If you choose to leave your air conditioner off, you'll still receive the Event incentive. You can also turn your air conditioner off during the middle of an event and you'll receive the incentive payment.

5. What happens if I don't want to participate in an Event or want to turn the temperature down?

You can opt-out of any event. To opt-out, login to myEnergy and manage your participation under Manage Energy Partner. You can also override the set temperature on your air con by using the Sensibo app to change it. You won't receive the incentive for the Event you opt-out of or if you override the temperature.

Opting out of an Event will not affect your participation or incentive payment in future events.

6. How will I know the Event is over?

We'll message you to let you know when the Event has finished and return your air conditioner to the temperature it was prior to the Event commencing. If your air con is off, it will remain off.

7. How do I prepare for an Event?

There's not a lot you need to do. We suggest letting everyone in the household know so no one changes the temperature during the Event period. You can also pre-cool your home before the commencement of an Event as well.

8. Are there other ways I can reduce my electricity consumption during an Event?

Absolutely. Some of things you can do are:

- Pre-cool your home before an Event
- Adjust your air conditioner between 24 and 26 degrees
- Close off rooms not in use and that don't need to be cooled or can be cooled following an Event
- Close your blinds to keep the cool air in
- Turn off appliances at the power point which are on standby and not being used ie: computers, TVs
- Avoid using your dishwasher, washing machine or dryer during an Event
- If you own a pool, switch off the pump, chlorinator and any cleaning equipment
- Make sure all non-essential lighting is off
- Avoid opening the fridge too often
- Appliances essential to your wellbeing should remain on

SENSIBO DEVICE FAQs

For FAQs on the Sensibo device, please refer to <http://sensibo.com.au/sensibo-support-faq/>