

1. What is the Energy Partner Program?

Energy Partner is a demand management program. It helps us make the electricity in your community go further by allowing 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 starts on 1 December 2020 and ends on 31 March 2021.

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.

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.

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

5. How do I install the Sensibo?

Yes. Think of Sensibo like a remote control placed on the wall that you can work from anywhere using your smartphone. Sensibo Sky sends infrared signals to your air conditioner to access device controls. You can easily install a Sensibo in just three easy steps.

- 1) Place your Sensibo Sky within reach of a power point with line of sight to your air conditioner. It has a 6 metre range.
- 2) Download the free Sensibo app from App store or Google Play & 'sign up' Take note of your sign in details here - it's important to remember!
- 3) Power up your Sensibo device, open the app, press the main menu key, then select "add new device" - Sensibo Sky – follow the wizard to complete the set up.

6. 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.

7. 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

8. 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.

9. 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.