

How does the A/C Cycling program work?

When you join the A/C Cool Credit Program, a small device will be added near your air conditioner. This device can briefly control when your A/C turns on and off. Normally, your A/C cycles on and off to keep your home at the temperature you set. With this program, we may occasionally signal the device to keep the A/C off a little longer than usual.

Your A/C will still run during these times—just a bit less often. This is safe for your system and is designed to keep your home comfortable. The system fan will continue to circulate air even when the main cooling part (the compressor) is off.

What device will be installed for the A/C Cycling program?

The device is a light gray, weatherized plastic box measuring roughly 7 inches by 4 inches by 3.5 inches. It's affixed to either the exterior of your house or directly outside your A/C unit. Caution is taken to ensure neither the house nor the A/C is damaged during installation or removal. A certified/licensed HVAC technician will install, test and verify the device is operating safely with the A/C's compressor.

It isn't necessary to enter the house to install the device; so you don't have to be home to have the unit installed. For that reason, we want to ensure you don't have any locked gates, pets or vegetation that might make it difficult for contractors and employees to monitor equipment. Customers who are not present when the installation takes place, will have a door hanger left behind, notifying the customer that a device has been installed. If you have more than one A/C, a device will be installed for each unit. It is necessary to have switches installed on all A/C units to participate in the program.

How long does an event last?

Events will last three to four hours and will only run on weekdays. In the unlikely case of a system emergency, Idaho Power may cycle A/Cs for longer periods to help maintain overall service reliability. Emergency events can occur at any time of day, and may occur on weekends or holidays.

Will cycling hurt my A/C?

Not at all! Your A/C already cycles on and off to maintain your thermostat setting. When Idaho Power activates the A/C Cycling device, your A/C may stay off slightly longer, but it won't hurt your unit.

How will I know that an event is in progress?

You will know that an event is in progress when the amber colored light, labeled demand, is lit. You may also contact the A/C Cool Credit program at 1-866-865-2665 to confirm if an event is taking place, or if you have any issues with the device once the event has ended.

Am I eligible to enroll in the program?

To be eligible for Idaho Power's AC Cycling program, you must:

- Be an Idaho Power residential electric customer
- Live within the program operation area
- Have the electric service in your name
- Have a central A/C unit or air source heat pump, in good working condition
- Agree to brief air conditioner adjustments during high-demand periods
- Not be enrolled in any other demand response program
- Renters may participate by filling out a landlord approval form. To request the landlord approval form, email idahopoweraccoolcreditprogram@honeywell.com.

Can I opt out of an event?

Yes, absolutely. You're always in control and can opt out of any event by contacting us at 1866-865-2665. You may opt out during an event, or if you wish, you may opt out of the program on a particular day, by notifying us beforehand. You may exercise this option no more than two times during the demand response season.

How do I earn the \$5/mo bill credits?

After the switch has been installed, we will update our billing records to add a \$5 bill credit on your July, August, September and October statements. Customers on Budget/Level Pay will not see the credit on these statements, but it will be applied to their level pay calculation. Switches must be installed by the 15 of the month in order to receive a credit on the following month's statement.