

What is the Idaho Power Smart Thermostat Demand Response program?

- The Smart Thermostat Demand Response program is a voluntary program for Idaho Power's residential customers with eligible smart thermostats. Throughout the year, during times of high energy demand, Idaho Power may make small, temporary temperature adjustments to enrolled smart thermostats. These adjustments help ease pressure on the grid, reduce the use of less efficient power sources, and support a cleaner energy future — all while keeping energy costs low for everyone.
- Adjustments are limited to 4 degrees or less and last no more than 4 hours.

Am I eligible to enroll in the program?

To be eligible for Idaho Power's Smart Thermostat Demand Response program, you must:

- Be an Idaho Power residential electric customer
- Have the electric service in your name.
- Use a qualified smart thermostat that's connected to Wi-Fi.
- Agree to brief thermostat adjustments during high-demand periods.
- Not be enrolled in any other demand response program

What do I get for enrolling?

Eligible participants may receive a one-time \$50 check (limit one per household) after successfully enrolling in the program. You'll also get \$5 a month in bill credits (up to \$20 for participating in summer months), after the second year participating. Customers that have participated in the A/C Cycling program within the last year will not be eligible for the enrollment incentive, but will begin receiving the \$5/mo participation credits during the upcoming summer season.

When will I get my \$50 check?

Your check will be sent to the mailing address associated with your Idaho Power account within 60 days of being accepted into the program.

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

Starting in your second year, you'll earn a \$5 bill credit for each summer month you stay enrolled (up to \$20). The credit is applied to the account tied to your smart thermostat, with a limit of one per household. If you participated in the A/C Cycling program in the past 12 months, you'll start receiving credits during the upcoming summer season.

If you previously joined the Smart Thermostat Demand Response program and stayed in it for at least 12 months after getting your enrollment bonus, you won't receive another enrollment bonus—but you will still qualify for the \$5 monthly credits during the upcoming summer.

Customers must participate in at least 50% of the demand response (event) hours each month to be eligible to receive the participation credit for that month.

If I replace my thermostat, can I get another \$50 reward?

No, the reward is limited to one per household. However, you'll still be eligible for the monthly participation reward, as long as your new thermostat qualifies you to remain in the program.

Which thermostats qualify for the program?

ecobee

ecobee3, ecobee3 Lite, ecobee4, ecobee SmartThermostat with voice control, Smart Thermostat Enhanced, Smart Thermostat Premium, Smart Thermostat Essential

Google Nest

Google Nest Learning Thermostat (4th gen), Google Nest Learning Thermostat (3rd gen), Google Nest Thermostat, and Google Nest Thermostat E

Honeywell Home

Wi-Fi T5+ Smart Thermostat, Wi-Fi T6 Pro Smart Thermostat, Wi-Fi T9 Smart Thermostat, Wi-Fi T10 Smart Thermostat

Honeywell Home TCC

Wi-Fi Smart Color Thermostat, Wi-Fi 7-Day Programmable Thermostat, Wi-Fi 9000 7-Day Programmable Thermostat, Wi-Fi 9000 Smart Thermostat, Wi-Fi 7-Day Programmable Smart Thermostat, Wi-Fi VisionPro 8000 Smart Thermostat, Wi-Fi Round Smart Thermostat

Sensi

Sensi™ Wi-Fi Programmable Thermostat, Sensi Touch Wi-Fi Thermostat, Sensi Lite Smart Thermostat, Sensi Touch 2 Smart Thermostat

Amazon

Amazon Smart Thermostat

How do I sign up for Idaho Power's Smart Thermostat Demand Response program?

If you already have a qualifying thermostat, select your brand from the list of eligible models at www.idahopower.com/accoolcredit. You'll be directed to a short enrollment form. You may also enroll through the app for your smart thermostat.

Once Idaho Power confirms your eligibility, you will receive a confirmation of your enrollment status via the email address linked to your thermostat account.

How will I know that a temperature adjustment is in progress?

Depending on your thermostat provider, notifications will appear on the thermostat display or in your web/mobile application.

What happens during an event?

During an event, your thermostat will be adjusted by up to 4 degrees below your current setting for no more than 4 hours.

Sometimes, your thermostat may pre-cool your home before an event starts to help you stay comfortable — though this may not happen if the event is urgent.

Will these adjustments affect my comfort?

No, adjustments are small, and your comfort is always the priority. You can opt out of any event at any time through your thermostat, app, or web browser, by adjusting the thermostat temperature.

Can I opt out of an event?

Yes, absolutely. You're always in control and can opt out of any event from your thermostat, mobile device, or web app.

What if I want to leave the program?

You can leave the program at any time. Just send an email to idahopower@energyhub.com to request removal.

Once you're unenrolled, you won't receive the monthly \$5 reward and your thermostat will no longer participate in events.

Who can I contact with questions?

We're happy to help. You can reach us at idahopower@energyhub.com with any questions about the program.