



What Is Seattle City Light’s TempWise Pilot?

Seattle City Light’s TempWise is a voluntary pilot for City Light residential customers who have eligible smart thermostats connected to their central air conditioners, electric forced air furnaces, electric baseboards, or heat pump systems. By agreeing to brief thermostat adjustments of 3 degrees or less during peak electric demand events, participants can receive up to \$90 per household in their first year for enrolling and participating.

City Light’s TempWise Pilot is designed to help reduce energy use at times when demand for electricity is high and power costs more. This pilot is designed to help us keep the power clean and reliable for everyone. It will also help prepare for future demand of new electric vehicles and electric-powered appliances, and the increase in air conditioning usage in our region.



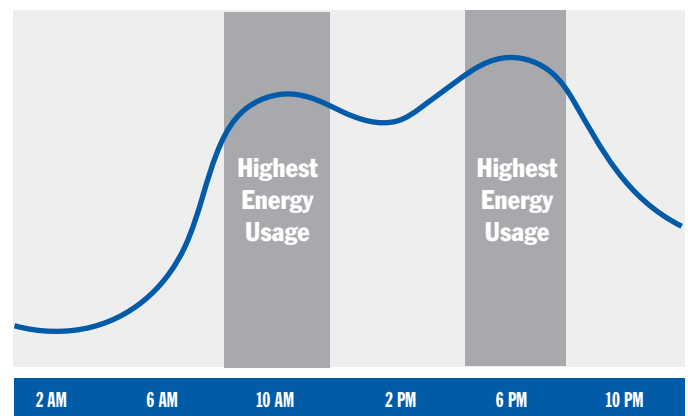
What Is a Peak Electric Demand Event?

On days when energy use is high, we will call an event that automatically adjusts your thermostat for one to three hours to reduce your energy usage. With others in the community participating as well, energy savings add up that can lead to a more stable grid system.

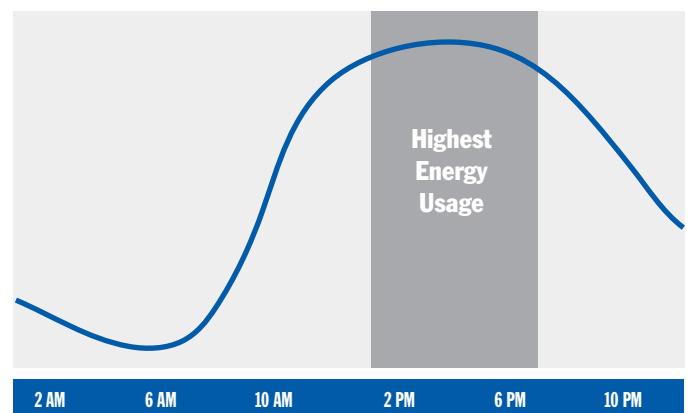
When Are Peak Electric Demand Events for Seattle City Light?

The events for the pilot will depend on the actual grid system needs. Seattle City Light typically sees system “peaks” when temperatures are cold in the morning and evening in the winter, and when temperatures are hot in the afternoons in the summer. Summer events may be called between the hours of 1 pm and 7 pm PST. Winter events may be called between the hours of 6 am and 10 pm PST. Our system peaks look like this:

WINTER SEATTLE CITY LIGHT SYSTEM PEAK



SUMMER SEATTLE CITY LIGHT SYSTEM PEAK




How Will My Thermostat Be Adjusted?



At the start of an adjustment event, your thermostat will be automatically adjusted up to 3 degrees Fahrenheit from the current temperature setting. The adjustment to your thermostat will be relative to your current temperature setting, but there are no minimum or maximum settings for the events. Your cooling and/or heating system will turn back on once it reaches this new setting.

Events can be called up to 15 times per season (winter and/or summer) on non-holiday weekdays and last for a maximum of three hours. Once the event is over, your thermostat will return to its normal setting.

NEST DEMAND RESPONSE SEASONS

	Winter	October–March
	Summer	April–September

CITY LIGHT DEMAND RESPONSE SEASONS

	Winter	November–March
	Summer	June–October

SAMPLE EVENT SCENARIOS*

Winter	Summer
23-degree day	86-degree day
Thermostat set to 71	Thermostat set to 69
5 pm: Event begins	5 pm: Event begins
Adjustment to 69	Adjustment to 71
8 pm: Event ends	8 pm: Event ends
Thermostat returns to 71	Thermostat returns to 69

**Each event may look different in terms of outside temperature, thermostat set point, degree of change and time of event. This table is shown for demonstrative purposes only. The thermostat changes will be relative to your existing thermostat set point, and not a pilot-specific set point.*

Am I Allowed To Opt Out of Thermostat Adjustment Events?

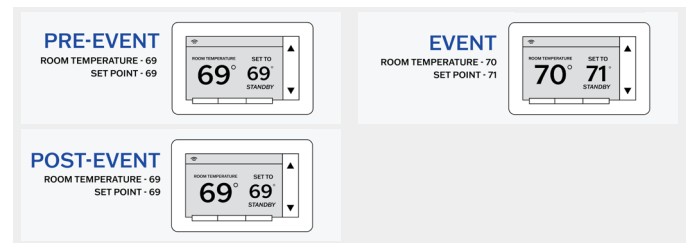
Yes. During an event, you can opt out using your thermostat or thermostat app at any time by changing your home’s temperature back to its original setting.

In the notification email you receive before an event, it will provide you with information on how to opt out.

For Mysa thermostats, you will need to opt out each device located in your home.

How Will I Know That a Temperature Adjustment Is in Progress?

Depending on your thermostat provider, notifications will appear on the thermostat or in your mobile application. Each manufacturer has its own settings. Here are some examples of what it might look like:*



**Some events will provide 1 hour of pre-cooling or pre-heating before the event (aka “pre-conditioning”) up to 3 degrees. Pre-conditioning helps keep your home comfortable throughout the duration of the event. You can always override the pre-conditioning settings, but it will opt you out of the event as well.*

Will Participating in the Pilot Compromise My Comfort?

Your thermostat will be adjusted by 1 to 3 degrees only on event days during the specific time period (e.g., 5–8 pm). Your participation is voluntary, and you will keep control of your thermostat settings no matter what. You can easily opt out of an event for any reason. Seattle City Light will never override your decision to opt out of an event. Your thermostat will default to your original settings after the event.

At this time, TempWise is unable to accommodate the “Early-On” feature available on Google Nest thermostats. Adjustments to your thermostat will be made to the scheduled temperature setting without accounting for “Early-On” settings.

How Do I Connect My Thermostat to the TempWise Pilot?

During the enrollment process, you will be asked to sign into your thermostat account. This is the account you may have used to log into your thermostat's smartphone app. If you are having troubles enrolling because you don't know your thermostat account password, you can use the links below to help reset your password.

Nest: [Change or reset your password](#)

Sensi*: [Reset your password](#)

Honeywell: [Reset your password](#)

Mysa: [Reset your password](#)

**Sensi by Emerson was recently acquired by Copeland. The company is currently transitioning the website and customer-facing materials to the new name, Copeland.*

Who Do I Talk to if I'm Having Issues With My Thermostat or Need Help With My Settings?

If you experience technical difficulties with your thermostat, please reach out to your thermostat's manufacturer.

Honeywell: 877-841-2840 (Hours: 12 a.m. Monday through 9 p.m. Friday EST)

Sensi: 888-605-7131

Nest: [Nest Support](#)

Mysa: [Mysa Support](#)

How Do I Receive the Annual Participation Incentive?

You will receive up to \$40 in incentives in exchange for participating in the pilot. Customers who participate in summer events will be eligible for a \$20 check mailed in the fall, and customers who participate in winter events will be eligible for a \$20 check mailed in the spring. Customers who participate in both event seasons will be eligible for \$40 total.

Can I Get a Free Discounted Thermostat From Seattle City Light?

Currently, this pilot is for customers who already have an eligible thermostat.

However, Seattle City Light is offering a \$50 instant rebate on Mysa thermostats that can be enrolled in TempWise. Visit the Seattle City Light [Home Energy Solutions](#) webpage to find out more about purchasing a Mysa smart thermostat.

How Will I Know if I'm Eligible To Enroll?

To be eligible to enroll, you must:*

Be a Seattle City Light residential customer with the electric service in your name. If you are not the primary account holder but want to enroll your thermostat, you will need to ask the account holder to agree to the Terms and Conditions on behalf of your home.

Use an eligible internet-connected Honeywell, Mysa, Nest, or Sensi smart thermostat for an eligible **electric-powered** cooling and/or heating system. For summer participation, eligible systems include a heat pump or central air conditioner. For winter participation, eligible systems include a heat pump, electric forced air furnace, or electric baseboards. For more information on the different types of heating and cooling systems, you can visit this link: energy.gov/energysaver/home-heating-systems

Occupy the home as your residence for the duration of the pilot (no vacation or temporary housing arrangements). If you move and want to continue to participate, you will need to contact the pilot at SCL_TempWise@seattle.gov to see if you are still eligible. Otherwise, you will be opted out of the pilot when your account is closed with City Light.

Have a continuously connected in-home Wi-Fi service. This does not include hot spots.

Note: Residential Time of Day rate customers may participate in both pilots. Future participation will be evaluated.

**Additional eligibility criteria may apply. Please review the pilot Terms and Conditions document for all details.*

Which Thermostats Qualify for the Pilot?

PROVIDER	APPROVED THERMOSTATS
Honeywell Home	<p>Round® Smart Thermostat (Model: RCH9310WF5003/U)</p> <p>T5+ Smart Thermostat (Model: RCHT8612WF2005/U)</p> <p>T9 Smart Thermostat (Model: RCHT9610WFSW2003/U)</p> <p>WiFi 7-Day Programmable Thermostat (Model: RTH6580WF1001/U1)</p> <p>WiFi Programmable Thermostat (Model: RTH8580WF1007/W1)</p> <p>WiFi Smart Color Thermostat (Model: RTH9585WF1004/U)</p> <p>T6 Pro Smart Thermostat (Model: TH6220WF2006/U)</p> <p>VisionPRO® 8000 (Model: TH8320R1003/U)</p> <p>WiFi 9000 Color Touchscreen Thermostat (Model: TH9320WF5003/U)</p> <p>T10 Pro Smart Thermostat (Model: THX321WFS2001W/U)</p>
Sensi	<p>Sensi Classic ST55, UP500W, 1F87U and 1F86U</p> <p>Sensi Touch ST75 and 1F95U</p> <p>Sensi Touch 2 ST76 and 1F96U</p> <p>Sensi Lite ST25 and 1F76U</p>
Google Nest	<p>Nest Learning Thermostat 1st GEN</p> <p>Nest Learning Thermostat 2nd GEN</p> <p>Nest Learning Thermostat 3rd GEN</p> <p>Nest Learning Thermostat E</p> <p>Nest Thermostat</p>
Mysa	<p>Mysa LITE for Electric Baseboard Heaters</p> <p>Mysa PRO for Electric Baseboard Heaters V1</p> <p>Mysa PRO for Electric Baseboard Heaters V2</p>

When Will I Receive My \$50 Enrollment Incentive?

You will receive a \$50 enrollment incentive in the form of a digital gift card emailed to the email address on record after enrolling and connecting your device successfully. To check on the status of your payment, email SCL_TempWise@seattle.gov.

Will I Save Money Participating in the Pilot?

The goal of this pilot is to help your community save energy at critical times—when many people in your community participate in pilot events together, the energy savings add up to support your local grid system during these hours. Because the energy and cost savings you will be experiencing will be limited to the event hours and because your thermostat will recover the original settings after the event, it is unlikely you will see monthly electricity or bill savings. Instead, we are rewarding you for participating in the pilot with the enrollment and participation incentives.

Why Can Only 3,000 Honeywell, Mysa, Nest, and Sensi Customers Participate in the Pilot?

City Light desired to create a pilot big enough to test the beneficial impact on our energy grid but small enough to learn from our customers' experience before enrolling a large number of customers. Our pilot will ask you additional questions that may not be necessary as part of a full-scale pilot. The pilot's target number is 3,000 to make the impact large enough to be able to understand the grid impact of 2 megawatts (2 MW). Honeywell, Nest, Mysa, and Sensi thermostat owners were selected to maximize learnings from the pilot due the number of existing devices in our service territory. To express your interest in future thermostat or smart device pilots, please email SCL_TempWise@seattle.gov.



How Do I Sign Up for Seattle City Light's TempWise Pilot?

To enroll, please visit the pilot webpage at seattle.gov/city-light/tempwise. Select your thermostat among the eligible models. Then, click the Enroll Now button to go to your thermostat's enrollment site, where you will follow a series of simple steps to enroll.

Once Seattle City Light confirms your eligibility, you will be enrolled in the pilot. You will receive notification of your enrollment status via email using the address provided in your account registration.

How Did I Sign Up for This Pilot?

To help connect you with savings opportunities, Nest (Rush Hour Rewards), Honeywell, Sensi, and Mysa send notifications to their customers in-app and on-device informing them of different pilots available for enrollment. You may have signed up for this pilot following your thermostat manufacturer's prompts to complete an in-app enrollment for Seattle City Light's TempWise Pilot or by completing a web-based enrollment form.

What Should I Do if I No Longer Want To Participate in the Pilot?

Send an email to SCL_TempWise@seattle.gov requesting to end your participation in the pilot. Once unenrolled from the pilot, your thermostat(s) will no longer be controlled, and you will not receive notifications or incentives.

You can also send an email to SCL_TempWise@seattle.gov requesting to participate in only one season (summer or winter). Once removed from a season, your thermostat(s) will no longer be controlled during that season, and you will not receive notifications or incentives for that season.

For Nest customers, you may also contact Google to be removed from the pilot. Once unenrolled from the pilot, your thermostat(s) will no longer be controlled, and you will not receive notifications or incentives. Contact Google using this link: [Contact Us](#)

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What Should I Do if I Move During the Pilot?

If you move residences during the pilot, please notify us as soon as possible at SCL_TempWise@seattle.gov. If you are still a City Light customer, and you want to continue to participate, you will need to re-enroll if your new home has an eligible smart thermostat. If you have moved out of Seattle City Light service territory and are no longer a customer of City Light, your participation in the pilot will be terminated. To re-enroll, you may do so by repeating your initial enrollment process online at tempwise.virtualpeaker.io to provide us with your new residence information. If you have any problems re-enrolling, please reach out to us at SCL_TempWise@seattle.gov for assistance. Please see the Terms and Conditions for more information.

Where Can I Find the Terms and Conditions for This Pilot?

You can find the pilot Terms and Conditions at seattle.gov/city-light/tempwise.

What if I Have Additional Questions About the Pilot?

Please email SCL_TempWise@seattle.gov with any questions.