

# United Energy Summer Saver Program

## Frequently Asked Questions (FAQs)



### What is the *Summer Saver Program*?

The United Energy Summer Saver Program is a voluntary demand response program where you can earn cash for reducing your electricity consumption when asked to do so by the Network. The program starts on 1st December 2017 and concludes on 31st March 2018. The notifications for when to reduce your energy use are called “Events”.

### What is an Event?

An Event is a period of peak demand on the grid when lots of people are using air-conditioners, TVs, washing machines and other appliances at home. This energy use creates load on the electricity network called peak demand and typically occurs between 3pm and 8pm during the summer when temperatures exceed 35 degrees. We anticipate approximately 4 events this summer.

### How will I know if there is an ‘Event Day’?

You will receive an alert from us via the UE Smart Energy app and email 24 hours prior to the ‘event day’ informing you of the exact 3-hour event period. A reminder is sent the morning of an expected ‘event day’ and at the start of the event on the ‘event day’.

### Am I eligible to participate in the Program?

To participate, you will need to meet the following criteria:

- You will need a smart meter. Smart meter data allows us to verify consumption patterns prior to and including the program. If you do not have a smart meter and wish to participate in the program, contact us and we will organise to have a smart meter installed at your residence.
- You need to live in selected program areas within United Energy’s network.

UE reserves its right to select participants from those who registered (having regard to the number of participants it requires or such other factors as it considers reasonable). Registration will not guarantee your participation in the program.

### Can I participate if I have solar panels installed at my home?

Yes! In addition to earning cash for your reduction, if you if you generate more electricity than you use, you will be eligible for a reward up to a maximum cap of additional generation of 5kWh per hour.

### Should I participate if I have medical needs for electricity?

If you have medical equipment that requires a power supply to manage your health we recommend that you do not participate in this program.

### How will you use my personal information for the *Summer Saver Program*?

Information relating to your electricity usage will be provided to third parties only for the purpose of analysing your electricity usage during the Program for the program.

Information about you and your household, including your electricity usage prior to and during the Program will be collected and used for the purposes of conducting the Program, to assess whether you

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are eligible for an Incentive, to pay the Incentive, for research and analysis purposes and for other purposes associated with the operation and management of our electricity distribution network only. We are committed to complying with the Privacy Act and National Privacy Principles. A copy of United Energy's privacy policy is available [here](#).

### I want to participate, so what is the easiest way to do this?

Click the following link [unitedenergy.com.au/summersaver](http://unitedenergy.com.au/summersaver) or copy and paste it into your browser to register for the program. Your unique Access Code can be found on your invitation letter and must be used to start your registration.

### How do I earn a reward?

You can earn \$5 per kilowatt hour (kWh) for every kWh the customer reduced in the "event period" when compared to their previous consumption – this is called your baseline. So the longer you participate, the higher the reward. If you reduce consumption in all 3 hours in the "event period" you get an extra 50% bonus!

To set your baseline, we compare the energy consumption on an 'event day' against that your previous consumption on a similar summer day. We will tell you what your baseline is prior to an event and let you know how you compared during the event.

Average Single Person Usage		Average Couple Usage		Average Family Usage	
Consumption: 2 kWh		Consumption: 3 kWh		Consumption: 4 kWh	
Potential reduction: - 1 kWh		Potential reduction: - 2 kWh		Potential reduction: - 3 kWh	
3 hrs x 1 kWh x \$5	50% bonus	3 hrs x 2 kWh x \$5	50% bonus	3 hrs x 3 kWh x \$5	50% bonus
\$15.00	\$7.50	\$30.00	\$15.00	\$45.00	\$22.50
Potential Total: \$22.50*		Potential Total: \$45.00*		Potential Total: \$67.50*	

Safety is our number one priority and completely turning off your electricity isn't safe. If you use less than 0.3kWh an hour during the event, you will not be rewarded for any reductions made under that amount.

If you are unable to reduce your consumption during an event, then you will not be eligible to receive a reward for that event. However we measure consumption on an hourly basis, so if you miss the first hour of an event, you can still curtail your use and earn the reward.

You will receive payment into your nominated bank account at the end of SSP in April 2018.

You will also receive the "UE Smart Energy" app to notify you of events, learn tips on how to reduce your use during an event, and save money on electricity use. Please see the "About the Smart Energy App & Portal" on the [United Energy Website](#).