



NIPSCO AIR CONDITIONER (AC) CYCLING PROGRAM

Frequently Asked Questions

1. Can I really make a difference by participating?

Yes. By participating, you and thousands of others help NIPSCO manage demand and reduce the strain on the electrical system during peak periods of usage. By doing your part, you are making a significant contribution to managing our resources and improving our environment.

We expect that the NIPSCO Air Conditioner Cycling Program will reduce the demand on the electrical system by approximately 1 kilowatt per home, per event. That's the equivalent of turning off ten-100 watt light bulbs!

2. Why does NIPSCO have the AC Cycling Program?

NIPSCO is always looking for ways to help our customers and our communities better manage our power resources to ensure an affordable and continual supply of electricity. The NIPSCO AC Cycling Program helps our customers and our community by reducing the need to import electricity, which can be very expensive, as well as reducing the pressures on our electrical distribution system, allowing it to run more efficiently.

3. How does the Program work? What does cycling mean?

NIPSCO will install a device, also known as a Smart Switch, on or near the outside unit of your air conditioning system. Because it's outside, you don't need to be home for the installation. During periods of high demand, we will cycle your air conditioner compressor for brief intervals. The inside fan will stay on to continue circulating the already-cooled air.

4. What is peak demand?

Demand is the amount of electricity needed at any given time. The level of electric demand across NIPSCO's system fluctuates constantly depending on many factors, such as weather conditions and time of the day. When the level of electric demand is at its highest, it is called "peak electric demand."

5. How often will my air conditioner be cycled? When will it occur?

During periods of peak demand, we will cycle your air conditioner for brief intervals. This occurs during the summer season between June and September. Cycling will occur during a window of no more than 6 hours per event and will not occur on the weekends. Cycling events will typically occur between the hours of 12 pm and 7pm. The indoor fan will stay on circulating already cooled air during that time.

6. How do I know when my system is cycled?

Most people report that they do not notice when the compressor is cycling. Please call us at **888-446-8403** and we can always tell you if you are being cycled.



7. Will I notice any changes in my home's comfort?

Not likely, but if you do, it should be minimal. Your AC system's indoor fan will continue to run and circulate already cooled air. The temperature inside your home during an event is more likely to be impacted by your home's characteristics, such as air conditioning system efficiency, insulation and windows. There may be a slight increase in temperature, but most of the time it's unnoticeable.

8. How do I request that my system not be controlled?

If you would like to stop the cycling of your central air conditioner or heat pump on a particular date, please call the NIPSCO AC Cycling Program at **888-446-8403** and someone will be able to answer your questions and remove you from a particular cycling event. Participants in the program can "opt out" once every month.

9. Do I have to adjust my thermostat or change any other settings?

No, participating in NIPSCO AC Cycling Program is easy and requires no effort, time or investment.

10. Will you have access to any other systems in my house? Will the switch affect the other appliances in my home?

No. We will only help manage the energy used by your air conditioner or heat pump compressor.

11. How will I know when I am participating in the program?

You will be participating in the program once the equipment is successfully installed at your home. Generally, once you sign up for the NIPSCO AC Cycling Program the switch will be installed within three to four weeks. This can vary depending on the time of year and the number of customers who have signed up for the program. If you are not home at the time of installation, the technician will leave a door hangar with additional program information on your front door when the installation is complete.

12. What do I get for participating?

You will receive a \$10 per month credit, per unit on your bill from June – September.

13. Will it cost me anything to participate?

Enrollment and installation are free for NIPSCO electric customers.



14. How much money could NIPSCO AC Cycling Program potentially save me on my bill?

You may not see savings on your bill, but keep in mind your air conditioner is running less during the cycling event. Your ability to save money on your bill will be impacted by how much you run your air conditioner during other times of the day

NIPSCO AC Cycling Program will help control NIPSCO's cost during the peak periods of demand, when electricity is at its highest price. This in turn will help control the costs of electricity for NIPSCO's customers. Therefore, participating in programs such as this one helps defer or eliminate the need to build costly generation facilities in the future. This deferral helps keep your electric costs more affordable.

15. When will I receive the incentive?

Customers will receive a credit on their monthly bill every month from June through September. If you sign up for the program, after June, your credit will be prorated based on the remaining days and months in your billing cycle during the June-September program timeframe.

16. Do I have to sign up again next year?

No, you're automatically enrolled every year. If you would like to make changes in your enrollment status, please call us at **888-446-8403**.

17. If I have 2 AC or heat pump units, can I get 2 incentives?

Yes! In order to participate, with multiple AC units or heat pump units, you must enroll each of the units into the AC Cycling Program.

18. How can I enroll in the NIPSCO AC Cycling Program?

NIPSCO is offering the AC Cycling Program to all NIPSCO Electric customers across Northern Indiana. If you are interested, you can contact us at 888-446-8403. Your home must have a working central air conditioning system, and your air conditioner or heat pump must be on or near the ground floor. AC units under 5 tons qualify for the program. Please call **888-446-8403** if you have any questions about the program and to enroll.

19. Can I enroll in the program if I rent my home?

Yes, you can participate if you do not own the home. If you rent the property, you will be required to have the owner of the property sign a landlord consent form before the installation of the device.

20. If I live in a townhome or condominium, am I eligible?

If you own your townhome or condominium and your unit has a separate central air conditioner (AC) or heat pump rated at under 5 tons that is on or near the ground floor, and you meet the



requirements stated above, you may be eligible for the NIPSCO AC Cycling Program. Call **888-446-8403** to find out if you're eligible.

21. *I have a room air conditioner; can I participate in the switch program?*

No, the technology only works on central air conditioning systems.

22. *What if I have more than one central air conditioning unit?*

A Smart Switch will be installed on each of your air conditioning or heat pump units. All units at your home will be cycled and you will receive the monthly incentive for **each unit!**

23. *Do I have to participate in the switch program?*

No. The program is entirely voluntary.

24. *Do I have to be home when the device is installed?*

In most cases, you do not have to be present for the device to be installed. Once you sign up for the NIPSCO AC Cycling Program, there is nothing more for you to do. During the enrollment process, we will capture information to ensure the technicians have the appropriate access for the installation. If there is a locked gate or animals, we will set up an appointment for the installation.

25. *Who will be installing the switch? What do they do when they come to my house and what are their credentials?*

The installation will be done by qualified technicians working on behalf of NIPSCO. The technicians will be driving a white Transit van with GoodCents and NIPSCO logos. They will be wearing a GoodCents branded shirt/jacket and will have a NIPSCO picture ID badge. Upon arriving at your home, they will knock on the door to ensure you are aware that they are at your home. If no one answers the door, the technician will leave a door hanger on your front door when the installation is complete. The technicians are well trained and will carry appropriate liability insurance.

26. *Exactly how does my switch cut power off to my air conditioner compressor?*

The switch is connected to the low voltage wiring (24 volts) that goes from your thermostat to your air conditioner's compressor. The switch turns off the compressor just as if you had manually adjusted your thermostat to a high enough temperature to turn your air conditioner off for a few minutes.

27. *Will the on and off caused by cycling damage my AC or heat pump?*

Your air conditioner naturally cycles on and off to maintain a set temperature in your home, as determined by the setting on your thermostat. When your AC unit or heat pump compressor is cycled, it will continue to operate without harming the unit.



28. *If my switch fails or is damaged, will it prevent my cooling or heating system from working?*

The switch installed at your home is extremely reliable. The equipment has been used in similar programs across the country for over 20 years. It is designed to allow your cooling or heating system to continue working in the unlikely event of a failure. If you believe the switch on your home has failed, please call **888-446-8403**.

29. *Are there any problems associated with this switch and having a programmable thermostat?*

The switch will not impact any operations you have with setting either a standard thermostat or a programmable thermostat.

30. *What do the lights on indicate on the switch?*

Your switch has a window on the front of it. A light will show in the window when the Smart Switch is being cycled. The red light will be on during the time that electricity is being interrupted to the compressor. When the light goes out, electricity will be restored to the compressor, and cooling will continue. This process will repeat every thirty minutes during the period the switch is being regulated. A green light may be on, off, or momentarily flash, indicating that the switch is communicating, which is a normal operation.

31. *What if my heating and air conditioning company's service technician recommends that I have my switch disconnected or removed?*

Please have your service technician call us at **888-446-8403** before they proceed with disconnection or removal. We have worked with the equipment manufacturers, and you can be assured the switch will not harm your air conditioner or heat pump in any way, and it will not affect your equipment's warranty.

32. *What do I do when I need to replace my heat pump or air conditioner?*

Call us toll-free at **888-446-8403** to let us know. We will arrange to have your switch installed on your new air conditioner or heat pump at no additional cost.

33. *I'm moving. What now?*

We will automatically deactivate your switch when you notify NIPSCO of your move and discontinue your electric service at your home. We will offer the new owners the opportunity to participate in NIPSCO AC Cycling Program.

Once you move into your new home, please call us toll-free at **888-446-8403**. We will verify your eligibility and arrange to enroll your new home in NIPSCO AC Cycling Program.



34. *If I am unhappy with the program, can I stop participating?*

Yes. If you are not satisfied for any reason, please call **888-446-8403** to speak to a representative.

35. *What if I still have more questions?*

Please call the NIPSCO AC Cycling Program call center at **888-446-8403** to speak to a representative.