

## Frequently Asked Questions

Anaheim Public Utilities is inviting you to participate in its myPower Savings Program (Program). To reduce the need to build new power plants, Anaheim is paying eligible residential customers to reduce electricity usage when needed. You can earn an instant enrollment reward (up to a \$30 bill credit) and additional Program event participation rewards (\$1.00 for every kilowatt-hour of energy you reduce during event hours; up to \$100 in bill credits per fiscal year). Enroll now to receive Program event notifications and plan to reduce or shift your electricity usage.

### 1. How does the Program work?

If you are an eligible residential customer, you may enroll in the Program by filling out and mailing the enrollment form to Anaheim Public Utilities or applying online at <https://www.anaheim.net/5920/myPower-Savings>. You will receive a one-time bill credit reward for enrolling based on your home power saving appliance (\$30 for central A/C plus pool pump, \$20 for central A/C, and \$10 for wall A/C or EV charger).

When a myPower Savings event is called, we will notify you of the upcoming event by email or text, based on your preference. Then you can earn additional bill credits by reducing your electricity usage during the event hours. It is a \$1.00 in bill credit for every kilowatt-hour (kWh) you reduce.

Depending on how much you reduce your electricity usage during myPower Savings events, you could earn up to \$100 per fiscal year (July 1 – June 30).

### 2. When are events called?

Events may be called on non-holiday weekdays throughout the year due to regional constraints related to power supplies or delivery. Events can be called any time between 6 AM and 10 PM, but are typically called in the late afternoon to early evening.

Events are limited to 1 event per day. Each event will last a maximum of 3 hours.

### 3. How many events will be called?

Total number of events will not exceed 10 events per year.

#### 4. How are event participation bill credits calculated?

Bill credits are calculated based on the difference between your electricity usage during the event and your average usage during the same time frame, for the 3 highest usage days from the 5 non-event, non-holiday weekdays prior to the event day.

If your energy usage is lower during the myPower Savings event, you can earn a bill credit of \$1.00 for each kilowatt-hour (kWh) reduced.

A sample calculation is demonstrated below:

	Fri	Mon	Tue	Wed	Thurs	Event Day Fri	Baseline	Usage Reduction	Bill Credit
First Hour Usage	2	1	1	2	2	1	$(2+2+2)/3 = 2$	$2 - 1 = 1$	\$1.00
Second Hour Usage	1	2	2	2	1	2	$(2+2+2)/3 = 2$	$2 - 2 = 0$	\$0.00

#### 5. What is the maximum amount of event participation bill credits that I can earn?

You can earn up to \$100 in bill credits per fiscal year (July 1 – June 30) for event participation.

#### 6. When will I get my bill credits?

Your bill credits will appear on your next bill.

#### 7. Will I be penalized if I can't participate in (or opt-in to) an event?

No. Event participation is voluntary, and there is no penalty.

#### 8. How can I reduce electricity usage during the events?

There are simple ways to reduce:

- Raise air conditioner's setting to 78 degrees or turn it off.

- Turn off pool pump or EV charger during program event hours.
- Run major appliances before or after Program events.
- Turn off unnecessary lights and appliances.

Additionally, if you would like assistance in identifying how much energy specific appliances use, you can request a free Home Utility Check-Up, and our representative will show you the best ways to lower electricity usage during event days to maximize your bill credits.

9. How long will it take to enroll in the Program?

Based on the residential electric meter at your home, Anaheim Public Utilities may need to install a new meter in order to effectively evaluate your energy reduction during a myPower Savings event. As a result, this process of installing a new meter may take up to several weeks.

10. Can I talk to someone about my specific enrollment, usage data, and bill credits?

Please email [mypowersavings@anaheim.net](mailto:mypowersavings@anaheim.net) or call (714) 765-5008.