

What is DTE Energy's SmartCurrents program?

- The SmartCurrents program helps residential customers take control of their electric bill while also helping reduce stress on the electricity grid.
- As a SmartCurrents participant, DTE will provide you with a free Wi-Fi enabled thermostat and the Dynamic Peak Pricing rate designed with lower prices during off-peak hours – nights, all weekend long and DTE specified Holidays. The more electricity usage you shift to off-peak hours, the more you can save.
- To reduce stress on the grid, DTE will call Critical Peak events which typically occur during times of extreme electricity demand. During these 4-hour events, DTE will automatically adjust the temperature settings on the provided thermostat by 4 degrees to help lower your air conditioning usage and costs.
- **Don't worry, these events don't happen as often as you think; we limit it to a maximum of 14 times per year.**

Why would I want to enroll in SmartCurrents?

- You will get a FREE smart thermostat, and **if needed, we'll install it for free.**
- Your electricity rate will change from the Standard Residential to DPP.
 - With DPP, electricity is *half the cost* during off-peak hours compared to the Standard Residential rate.
 - **So, don't** fear the Critical Peak events; the off-peak times account for much more of your annual electricity bill than any other time.
- DTE will help you manage your energy usage during Critical Peak events, when the cost is higher by adjusting your thermostat and providing energy saving tips.
- The SmartCurrents program also gives customers a unique way to contribute **to achieving DTE and Michigan's energy** initiatives.

What's in it for DTE?

- **We know you're wondering, what's in it for us? Reduced stress on the** electricity grid and more reliable energy.
- During Critical Peak events, typically called during times of extreme electricity demand, DTE will adjust your thermostat by 4 degrees. The reduction in your usage will reduce the overall stress on the grid while also lowering your energy costs.

Who is eligible to enroll in SmartCurrents?

- DTE Energy residential electric customers with central air conditioning and in-home Wi-Fi who are not on any separately metered electric service, tariff, or rate.

- Customers participating in BudgetWise Billing (BWB) are currently ineligible for SmartCurrents. However, if you wish to unenroll from BudgetWise Billing to enroll in SmartCurrents, please contact DTE Customer Care at 1-800-477-4747. Please be advised that it may take several billing cycles to complete the transition from BudgetWise Billing to SmartCurrents.

I am a renter; can I still enroll in SmartCurrents?

- Yes, you are eligible to participate in SmartCurrents if you live in an **apartment. You may need your landlord's permission to install the SmartCurrents thermostat.**

Will my electric rate remain the same?

- No, by enrolling in the SmartCurrents program you will be enrolled and billed on the Dynamic Peak Pricing (DPP) D1.8 rate. This means the cost of your electricity will vary by the time of day. You can save money by shifting your electricity use to lower rate periods – nights and all-day Saturday and Sunday – which are about half the cost of the Standard Residential Electric rate during those times.
- Customers on this plan have saved an average of 10% on electric supply costs, depending on their usage patterns.
- As part of the agreement, you must remain on the new DPP rate for 12 months.

How do I know if Dynamic Peak Pricing is the right rate for me?

- The cost of your electricity will vary by time of day with Dynamic Peak Pricing (DPP), so think about how your lifestyle compares to on-peak, mid-peak and off-peak schedules of the rate.
 - Are you home all day long, or do you work a typical 9-to-5 job?
 - Do you typically run your dishwasher at night?
 - Does laundry day always fall on a Saturday or Sunday?
- The more of your energy you use during off-peak or mid-peak times, the more likely you are to save with DPP.
- Download the free DTE Insight app with an Apple or Android device. Use the app to better understand when and how your household uses energy.
- Want to understand if this rate is right for your family and lifestyle? Explore the details of the rate at www.dteenergy.com/dpp

What is a Critical Peak event?

- During times of extremely high demand for electricity, an increase in market prices, or other events, a Critical Peak event may be called.

- Customers will be notified by 6 p.m. a day in advance of the event on the two channels they selected at enrollment (automated phone call, text message or email).
- Events will only occur on weekdays from 3 p.m. to 7 p.m. (4 hours) and are limited to a maximum of 14 occurrences (56 hours) per calendar year.

What happens during a Critical Peak event?

- On the Dynamic Peak Pricing Rate, during Critical Peak events, the cost of electricity will rise to \$0.95 per kWh to encourage customers to reduce their electricity usage in their household.
- For customers that have installed the DTE-provided smart thermostat, DTE Energy will automatically adjust your temperature setting by four degrees to help reduce your usage during an event.
- You can always override the thermostat adjustment, if needed.

What can I do to prepare for a Critical Peak event?

- During a Critical Peak event, you can take many actions to help reduce your electricity use.
 - Adjust the settings on your thermostat to pre-cool your home prior to the event
 - Run the dishwasher or do laundry after 7 p.m., during the week, or anytime on the weekend
 - Unplug any unessential appliances like computers, phone chargers, game consoles
 - Close blinds or curtains on the sunny side of your home

Will my thermostat be turned down in the winter, or is this just a summer air conditioning control program?

- Events can occur whenever there is an extreme demand for electricity, to allow us to relieve the stress on the grid, however there will always be a limit of 14 occurrences per year.

What is the difference between the DTE Energy-provided SmartCurrents thermostat and other programmable thermostats?

- DTE Energy can communicate directly with the SmartCurrents smart thermostat to help reduce your usage and save you money during Critical Peak events. DTE will also maintain ownership of the thermostat for the first five (5) years, following the date of initial purchase. On the fifth anniversary of the date of purchase, you will become the owner of the thermostat. You are responsible for any loss or damage to the thermostat.

Are older furnaces compatible?

- You can check the compatibility of your furnace by visiting ecobee's website: <https://www.ecobee.com/installing-your-ecobee3-lite/>

How long will it take to receive my thermostat?

- Typically, it should take less than 14 days from the time you submit your application to receive a thermostat.
- **If you didn't get your thermostat as you expected, please call** the SmartCurrents hotline at: 888-871-0348

Who do I call if I am having issues with my thermostat, during and/or after installation?

You can call the SmartCurrents hotline at: 888-871-0348 for all thermostat questions, including troubleshooting and requesting that a professionally trained technician install your thermostat for you. Due to changing public health guidance on COVID-19, professional installations may be delayed or not available. Please contact us to inquire about availability.

Does SmartCurrents offer thermostat installation service?

Yes, DTE offers free, professional thermostat installation service. Please contact the SmartCurrents hotline at: 888-871-0348 to schedule your appointment. Due to changing public health guidance on COVID-19, professional installations may be delayed or not available. Please contact us to inquire about availability.

I prefer to use the smart thermostat I already own; can I still participate in SmartCurrents?

- No. You must install the DTE-supplied SmartCurrents thermostat in order to participate in SmartCurrents.
- If you already own a smart thermostat and do not wish to use the SmartCurrents thermostat, the DTE Smart Savers program may be a better option for you.

If I no longer want to be part of the SmartCurrents program, what do I do?

- The minimum commitment for the DPP rate is 12 months. If after 12 months you wish to be removed from DPP, call the hotline at: 888-871-0348.
- If you wish to be removed from the SmartCurrents thermostat control portion of the program, you may do this at any time by calling the hotline at: 888-871-0348. Note that the savings quoted on the DPP rate occurred for those customers with thermostat control, so removal of the communications and set point changes may lead to higher bills.

I'm planning a move; do I need to uninstall the thermostat?

- No. You do not have to uninstall your SmartCurrents thermostat when you move.
 - If you have already installed your SmartCurrents thermostat, please leave it installed. Please contact the SmartCurrents hotline at 888-871-0348 to let us know when you will be moving.
 - If you have not already installed your SmartCurrents thermostat, please contact the SmartCurrents hotline at 888-871-0348 to let us know you will be moving and to request a return envelope for your thermostat. You must return the thermostat even if you intend to re-enroll in SmartCurrents after you move into your new residence.
 - If you wish to re-enroll in SmartCurrents at your new residence, please do! Submit a new online enrollment form (with your new address and account number) to do so. SmartCurrents will send a SmartCurrents thermostat to your new address.

Where can I find the official rules for the DTE SmartCurrents Fall 2020 Sweepstakes?

- The Official Rules for the Sweepstakes are posted [here](#). Please contact the SmartCurrents hotline at 888-871-0348 if you have any further questions.

More questions?

- Call 888-871-0348 Monday – Friday 8 am – 8 pm Eastern Time and Saturday and Sunday 9 am – 5 pm Eastern Time, excluding major holidays.