

Help Customers Earn Rewards with their Water Heater

Boost customer satisfaction by helping them enroll in **SmartShift Rewards**!

What is SmartShift Rewards?

SmartShift Rewards is a program for Southern California Edison (SCE) electric customers that rewards them for heating water when electricity demand is lower. SmartShift Rewards is free, easy to enroll in, and customers can pause participation at any time.

SmartShift Rewards uses Wi-Fi or cellular technology to connect to heat pump water heaters or electric resistance water heaters.



Which customers are eligible?

- Single family, multifamily and small commercial customers with an SCE account and at least one electric tank water heater.
- Currently on, or agree to switch to, an SCE Time-of-Use (TOU) rate plan, which helps them take advantage of the lowest available rate.

Enrollment and Participation Rewards

- Customers receive a \$100 reward for enrolling.
- For each month they remain in SmartShift Rewards, they'll earn an additional \$5 reward, with equity-eligible customers earning a \$10 reward. Participation incentives are paid in January and July.

Save Money on Electricity Bills

- SmartShift Rewards automatically optimizes the operation of a customer's water heater.
- Since customers must be on a Time-of-Use Rate Plan, SmartShift Rewards heats water during the lower cost times of the day so that hot water is ready when a customer needs it without paying the highest price.

Contribute to a Cleaner Environment

- Using clean energy that is produced in the middle of the day contributes to making clean energy more abundant and affordable for everyone.

Who controls the water heater? Will it run out of hot water?

Participating in SmartShift Rewards does not mean the customer is going to run out of hot water. The water heater will continue to provide enough hot water throughout the day and signals from the program just change when it is heating. The customer can override these signals on specific days if necessary, such as times when there is higher than normal occupancy in their home, for increased peace of mind.

Customers can opt out of load-shifting events by contacting the program at 1-888-446-3311 or support@smartshiftrewards.com.

Customers do not pay to participate in SmartShift Rewards. There is no contract and the customer can unenroll at any time by emailing support@smartshiftrewards.com.

Which water heaters are eligible to participate?

Heat Pump Water Heaters

- Must be able to connect to SmartShift Rewards via WiFi or plug-in cellular module
- Must be listed on program Qualified Product List
- Must have a Thermostatic Mixing Valve



Electric Resistance Water Heaters

- Must be able to connect to SmartShift Rewards via WiFi, plug-in cellular module, or wire-in direct load controller



Unsure if the unit you're installing can be connected to SmartShift Rewards?

Please check www.smartshiftrewards.com or contact support@smartshiftrewards.com or call 1-888-446-3311 to confirm.



How to enroll

Go to smartshiftrewards.com/enroll and click **Enroll**.

The process to sign up is simple and only takes minutes to apply.

Questions?

To learn more visit: smartshiftrewards.com or support@smartshiftrewards.com.