

## **Peak Time Payback (PTP) FAQ**

### **What is the Peak Time Payback Program?**

Peak Time Payback (PTP) is a program that rewards members for reducing electricity use for a couple hours when the cost of that electricity is at its most expensive price for us to purchase for our members' use. Electricity is more expensive when the demand is high, and for us that means relying on and paying wholesalers to provide us with that extra electricity needed to meet demand. This is because on high-usage days and times, we need more power to support our system.

We are using the PTP program to reduce the amount of electricity we have to buy from wholesalers when the cost is high by asking members to voluntarily reduce their usage during times of high demand. In other words, we would rather pay you, our members, for conserving energy, instead of paying a wholesaler to provide more energy.

### **What is a Peak Event?**

A Peak Event is a block of time (typically two to three hours) when we forecast the need for electricity will be higher than usual, therefore, we will request our members reduce their usage during that time period. PTP events will most commonly be issued by HCE between the hours of 4 p.m. and 9 p.m.

### **What happens if there is a Peak Event and I can't reduce my electricity use?**

Nothing! There is no penalty if you can't reduce your electricity use during a Peak Event. You can choose your participation in Peak Events. If you do not participate in one Peak Event, you can still participate in other events on other days. Consistent participation by members, however, is very helpful to HCE in balancing its power system.

The price you pay for electricity will never change as a result of participating in the program or during a Peak Event.

### **How much can I earn if I participate in the program?**

HCE calculates a baseline from your electric use during recent similar days. We have two types of Peak Events, Critical and High. During Critical Events, you could earn \$1.00 for each kilowatt-hour (kWh) you reduce compared with your baseline. For High Events, it's \$0.50 for each kWh. In a calendar year, we're anticipating no more than 96 total PTP hours. You do the maths.

### **What's the difference between a Critical and High Event?**

Critical Events are when we expect the demand for electricity to be *very* high, which is why Critical Events are worth \$1.00 for each kWh you can reduce.

High Events are when it's highly likely that the demand for electricity will be high, therefore, High Events are worth \$0.50 for each kWh you can reduce.

### **I enrolled in the program but have yet to receive PTP alerts**

Enrolling in the program is just the first step towards participating in the program. To begin receiving PTP alerts, you will need to log in to your SmartHub account and update your notifications. [Here's a step-by-step guide to activating PTP notifications](#)

### **How do you determine how much electricity I reduced during a Peak Event?**

Our PTP nerds created an algorithm that determines your expected electricity usage at the time an Event would occur (based on your historical usage patterns)\*. Thanks to human computational power and computers, this algorithm gives us a baseline value which represents an estimate of what you would have used in each hour during the Event. If you reduce your electricity use below that expected baseline, you will earn credit.

\*If the event is on a weekday, the baseline is calculated by taking the average of the previous 10 days during the defined event hours. On weekends, it's the average of the previous 2 weekend days during the defined event hours.

### **When will a Peak Event be called?**

Peak Events can be called in any month of the year. The number of Events called in a month varies. Some months we might call several Events, while others we may call none. There could be Events called on back-to-back days. If you aren't able to reduce two days in a row, try to reduce during the Critical Event and earn more money!

Typically, Peak Events will occur on weekdays (but weekend/holiday events are possible), between the hours of 4 p.m. and 9 p.m. We're anticipating no more than 96 PTP hours to be issued in a calendar year, however, depending on weather and system-wide electricity use that number could vary.

### **When will I be notified of a PTP event?**

Typically, we will send you a PTP alert the day before the Event. Depending on how you set up your notifications in SmartHub, you'll either receive an alert via email or text message, or both.

### **Does this have anything to do with power outages?**

No! This program has nothing to do with power outages. The purpose of the program is to help us reduce our Co-op's energy usage as a whole and therefore reduce the amount of energy that is produced during high usage hours.