

CaSA wifi connected peak time conservation trial - Terms and Conditions

The Conservation and Energy Management department at BC Hydro has launched the CaSA wifi-connected peak time conservation trial for residential customers with electric baseboard heaters, and the trial is anticipated to run for 24 months (the "Trial"). We are testing this new type of thermostat to understand; how it performs, how users benefit from the communicating functionality and they perceive the performance of the system.

In return for participation in the Trial as set out below, BC Hydro will pay participants \$25 per winter season for participation in the peak time events. The Trial will run for 2 winter seasons, from December 2018 – March 2020

Peak time events

The smart technology of the CaSA thermostat can be used to make small adjustments to the setpoint temperature to help reduce energy use during peak times, while still keeping you comfortable. We anticipate that there will only be up to 15 peak time events across a single winter season (December-March). Events will be between 1 hour and 3hrs duration. At all times you have full control of your thermostats. If you need to adjust the temperature at any time, you can.

BC Hydro Partnership with CaSA and Natural Resources Canada (NRCAN)

BC Hydro has an agreement with CaSA and NRCAN to recruit participants for this trial and to design, deliver and analyse the Trial. BC Hydro will not share any personally identifiable information with CaSA or NRCAN. All data shared will be de-identified.

Eligibility Criteria

- The Trial participant ("Participant") must be the named owner of the BC Hydro account, and the address in which the thermostats will be installed must be the address for that BC Hydro account;
- The Participant must own at least 2 fully functioning (wifi connected) CaSA thermostats that are installed and connected to the internet;
- The home must be occupied during the Trial;
- Homes with tenant space served by the same BC Hydro meter as the Participant are not eligible;
- The annual electricity consumption of the home must be at least 3000kWh per year;

If you meet the eligibility criteria, and wish to participate in the Trial please review the terms and conditions for participation set out below.

Terms and Conditions: I agree to:

1. Allow BC Hydro to adjust the set point of your participating thermostats by a few degrees during peak time events;
2. Provide consent to allow BC Hydro and NRCAN access your BC Hydro meter usage information for a period of 2 years prior to the trial, and for the duration of the Trial and for up to 1 year after the trial, for evaluation, analysis, home profile, and administrative purpose. No personally identifiable information will be shared with NRCAN;
3. Participate in at least three short user customer experience surveys during the period of the Trial;
4. Receive information about energy management programs, conservation events and bill savings offers available to you during the period of the Trial from BC Hydro via email or through the App;
5. Maintain wifi access for the thermostats during the Trial, and make all reasonable attempts to keep the thermostats operational;
6. Provide consent to BC Hydro to indirectly collect your thermostat operating information from the thermostat vendor, including information related to the thermostat's operation and user interface;
7. Allow BC Hydro, and their authorized agents to contact you by phone, email, thermostat app, mail or similar method for the purposes of administering and evaluating the Trial;

8. You acknowledge that the personal information collected by the CaSA thermostat is collected in furtherance of BC Hydro's mandate under the Clean Energy Act, for the purpose(s) of evaluating the CaSA trial. Personal information, including thermostat settings and usage statistics may be stored, accessed and processed on servers located outside of Canada (as part of the CaSA trial). If you have any questions concerning how your personal information is collected, stored and handled, please contact Tim Mosley, Project Manager, at 604-623 4580.

BC Hydro will not replace CaSA thermostats that may break or become defective during the Trial, and if, as a result, the Participant has no operating thermostats, BC Hydro will withdraw the Participant from the Trial.

If a CaSA thermostat breaks, or is defective during and after the Trial, it is the responsibility of the Participant to deal directly with the manufacturer, retailer or installer regarding any potential warranty issues.

The Participant will indemnify BC Hydro, including its management, employees, and contractors from any and all damages, claims and demands whatsoever, for any indirect, consequential or economic loss, arising from or in connection with the Trial, the thermostats, installation of the thermostats, whether to person or property as a direct or indirect result of the Trial, the thermostats, installation of the thermostats, whether caused by any negligent act, omission, statement, advice, or for any other reason whatsoever.

BC Hydro makes no representation or warranty respecting the CaSA thermostats, their condition, suitability, or fitness for a particular purpose or use.

BC Hydro reserves the right at its sole discretion to end the Trial, or to end your participation in the Trial.

Privacy

For purposes of administering the Trial, BC Hydro will be collecting your personal information, including your contact information and residential electrical energy consumption data. BC Hydro is administering this Trial in furtherance of its electricity conservation mandate under the Clean Energy Act. If you have any questions about how BC Hydro collects, uses, or discloses your personal information with regards to the Trial, please contact Tim Mosley, Project Manager, at 604 623 4580.

Data collected by BC Hydro during the Trial will be stored on BC Hydro's secured network drive that only the M&V and program team can access. Paper documents will be stored in a locked filing cabinet with limited access. All paper and electronic data will be stored for 1 year after the end of the 24 month data collection period before being destroyed. However all personal identification will be removed from any reports, so as to anonymise any research findings or personal data.