



Clean Power Alliance Power Response

An Olivine Community Program

Residential and Small Business Customer FAQs

How do I participate in the CPA Power Response Program?

The CPA Power Response Program for residential and small business customers offers both a Smart Thermostat and a Battery Energy Storage option.

Smart Thermostat Option:

To participate in this option, customers will either manually control or allow the smart thermostat at their home/small business to be directly controlled during energy savings events in exchange for e-gift cards (including Visa debit cards). Bill credits may be provided to business customers. Once enrolled in the program (see enrollment information below), your only responsibility is to 'Accept' or 'Decline' energy savings event notifications.

For customers with directly controlled smart thermostats, if you 'Accept' an event notification you will receive another notification on the following day (the day of the event) that your smart thermostat set points will be raised to lower your energy consumption for the duration of the event. The smart thermostat dispatch is an automated process - you will not have to proactively do anything to participate during the event.

Customers without internet or a wi-fi connection may enroll in the program as a behavioral (manual operator) participant. After 'Accepting' an event notification, behavioral participants will receive notifications via the program app, text, or email the day of the event, and are requested to increase temperature setpoints during the event hours to reduce air conditioning energy consumption.

Battery Energy Storage Option:

To participate in this option, customers will either manually control or allow the battery energy storage device at their home/small business to be directly controlled during energy savings events in exchange for e-gift cards (including Visa debit cards). Bill credits may be provided to business customers. Once enrolled in the program (see enrollment information below), your only responsibility is to 'Accept' or 'Decline' energy savings event notifications.



For customers with directly controlled battery energy storage devices, if you 'Accept' an event notification you will receive another notification on the following day (the day of the event) that your battery energy storage device will be discharged in the amount of 1 kW for the duration of the event. The direct battery energy storage dispatch is an automated process - you will not have to proactively do anything to participate during the event.

Customers without internet or a wi-fi connection may enroll in the program as a behavioral (manual operator) participant. After 'Accepting' an event notification, behavioral participants will receive notifications via the program app, text, or email the day of the event, and are requested to adjust their battery energy storage device settings to discharge in the amount of 1 kW for the duration of the event.

How will I be compensated for participating in Power Response?

For those receiving enrollment and participation incentive payments as an electronic gift (e-gift) card. The e-gift card will be sent as a Tango Card Reward Link to the email address associated with your account. Please contact us if you have a preferred e-mail address you would like your Reward Link sent to instead. Call the Power Response Program customer support center at 1.888.331.3534 or email us at powerresponse@cleanpoweralliance.org. [Businesses who may receive bill credits will receive communications during the confirmation process.](#)

How do I determine if I am eligible for the Power Response Program?

The following table summarizes the eligibility requirements for the Power Response Program:



Eligibility Factor	Battery Energy Storage	Smart Thermostat
Electric Service Provider	Must be a CPA customer.	
Customer Type	Residential or Small Business (TOU-GS-1 rate families)	
Smart Meter	Must have an SCE Smart Meter that monitors energy consumption at 15-minute intervals.	
Internet Connectivity	Internet connectivity is preferred to participate in the Program, but not required. If your device is not configured to connect to the internet or wifi, you can still participate in the Program with actions you can take manually.	
Technology Requirements	Battery Energy Storage System, either solar-powered or stand alone.	Programmable controlling smart thermostat connected to a central air conditioning system.
Technology Vendor / Management Service	Participants must have the ability to control the device locally during Energy Savings Events, but the program is otherwise device agnostic. Direct load control can be provided to participants who are using a technology/vendor/management service on a pre-qualified vendor list. This list will be provided on the program website and updated as appropriate.	
Capacity Commitment	Customers will be automatically enrolled at 1kW.	Customers will be automatically enrolled at 0.3kW.
Exclusions and Program Conflicts	Customers may only participate in one Demand Response (DR) program at a time. Customers enrolled in SCE's Summer Discount Plan or any other third-party Demand Response (DR) programs are not eligible for CPA Power Response.	
Load Shifting Potential	Be able to reduce load during the evening period (4 pm to 9 pm)	

How do I know if I am enrolled in a conflicting Demand Response (DR) program?

You will be notified by email if there is a conflict when you are being enrolled in the Power Response Program.

How do I enroll in the Power Response Program?

To enroll in the Power Response Program, you must have or open an online SCE account, access the Olivine web/mobile app, and follow the enrollment steps. If you do not already have an online SCE account, you will be guided through the steps to set one up in the mobile/web app. As part of the enrollment process, you must agree to share your utility data with Olivine and agree to adjust your smart thermostat or battery energy storage device to reduce electricity use in your home/small business during an energy savings event. Program participants receive separate payments for enrollment and participation in energy savings events.

How will I be notified that my enrollment in the Power Response Program is confirmed?

You will be notified via email that your enrollment is confirmed. During the enrollment process if it is discovered that you are in a conflicting DR program and you still wish to enroll in the Power Response Program, CPA will provide instructions for disenrolling from competing programs so



that you may complete your enrollment. This could add additional time to the enrollment process.

I do not currently own a Smart Thermostat but would like to participate in this Program option. Can I receive any assistance in getting one for my home?

There are not incentives available for the purchase of a device through the Power Response Program. However, as a [Southern California Edison](#) or [Southern California Gas](#) customer, you can receive a \$50 rebate for the purchase of an eligible smart thermostat through one of these providers' web stores. Follow above links for more information.

I have a programmable thermostat at my home that is not a "smart" thermostat. Can I still participate in the program?

No. At this time, we are not accepting customers with standard, non-wifi enabled thermostats.

Can I enroll one service account with multiple technologies?

No. You may only enroll one smart thermostat or battery energy storage device per service account.

Is it possible to enroll multiple service accounts in the Power Response Program?

Yes. As long as each service account is under the same customer name, you can enroll any service account with applicable technologies (battery energy storage or smart thermostats) installed at the site.

How many events will there be and how long are events?

There will be a maximum of 5 events per month, up to 35 events per year with a maximum of 140 event hours per year. Events will last 1-4 hours between the hours of 4 - 9 pm on weekdays.

How will I be notified of an event?

You will be notified of an upcoming energy savings event the day before through the program mobile/web app, email or via text message to your phone. The notification request will inform you about the time and duration of the event, and also provide you an opportunity to 'Accept' or 'Decline' to participate in the event. A reminder will be sent approximately 30 minutes before the requested energy savings event start time. Make sure to reduce your energy use for the entire length of the requested time period.

What if I am not able to respond to an event notification?

There is no commitment to participate in an energy savings event, but you potentially may miss an opportunity to earn money. You will not get paid the participation incentive if you do not participate in over 50% of the Energy Savings Event notifications. If you are unable to participate in an event, you can press the 'Decline' button on your app and let us know your reason for declining the request.



Are there any penalties that I need to be aware of?

You will never be assessed any penalty fees for not meeting your committed capacity during an event. If at the end of the program period in December 2020 it is determined you did not respond to at least 50% of event notifications, whether the facility declined individual events or not, you will not be able to continue to participate in the program.

What data will I be sharing if I participate in this Program and how will my data be stored?

Once you agree to share your utility data as part of the enrollment process, you will authorize Olivine, Inc. to be your Demand Response Provider (DRP). As a result, Olivine will have access to some of your utility information, including the customer name associated with the account, the service address, rate schedule, meter type, electric usage, billing data, and if you are enrolled in a utility demand response program. This data will be kept in a secure location according to Fair Information Practices as prescribed by the California Public Utility Commission (CPUC) guidelines. For more information on the DRP authorization process and data protocols, refer to the CPUC website [here](#).

How do I know if I am eligible for higher incentive levels?

Higher incentives are available for customers located in targeted areas. Contact program administrator (Olivine, Inc.) at 1.888.331.3534 or powerresponse@cleanpoweralliance.org to find out if you qualify.

More about CPA:

Clean Power Alliance is Southern California's locally operated electricity provider across Los Angeles and Ventura counties focused on providing clean and cost competitive electric services to its customers. To learn about CPA, please visit <https://cleanpoweralliance.org>.

More about Olivine:

Olivine, Inc. is focused on helping the California meet its ambitious renewable energy and greenhouse gas reduction goals by designing and administering community-based distributed energy resources (DER) programs. To learn more about Olivine, please visit www.olivineinc.com.



Questions about Tango Card Payments:

When will my Reward Link arrive?

Your e-gift cards will arrive in your e-mail inbox promptly according to the following schedule:

- Enrollment Incentive (\$100)*: Payment will be issued within 7-10 days of successfully completing program enrollment
- Participation Incentive (\$25)*: Payments will be made quarterly

If you don't receive your reward e-mail, please check your promotions or spam folders. If you still don't see your e-gift card, please contact Power Response Program customer support at 1.888.331.3534 or email us at powerresponse@cleanpoweralliance.org

*Higher incentives are available for customers located in targeted low-income areas.

How Do I Use My Reward Link?

It's Easy! Follow these steps:

1. Click your Reward Link and you'll be taken to a page with reward options.
2. Choose a Visa e-gift card or other reward option
3. Select the value of the card (you cannot choose more than your remaining balance).
4. Select "Add to Cart".
5. If you have remaining balance and would like to choose another option, repeat Steps 2-4.
6. Once you have selected all the e-gift cards you want, click "Checkout".
7. Enter your name and your email address and check the box acknowledging the terms.
8. Click "Complete My Order".
9. Your e-gift card(s) will arrive in your email inbox.

Can I Combine Two Reward Links?

At this time, you need to spend each Reward Link value independently.

Can I Return a Reward Link?

Reward Links cannot be returned. They can be used to purchase retail gift cards or make donations to charities. If you want, you can also re-gift it! Simply edit the e-mail at checkout to send to a friend or family member.

Do Reward Links Expire?

Reward Link balances do not expire unless otherwise noted in the original email containing your Reward Link.



Can I Cancel an Order or Return an E-Gift Card?

Once an order is fulfilled it cannot be canceled, returned, or exchanged for a different retail e-gift card. Please ensure that your order is correct and the recipient email address is accurate before placing your order.

Can I Use E-Gift Cards In-Store?

Absolutely! Most electronic retail gift cards we offer can be used in-store by simply printing out the e-gift card and presenting it to the cashier. However, some retailers have special instructions for in-store use. Be sure to double-check how your retailer wants you to use your e-gift card in store before you go to the store.

Can I Request a Physical Gift Card Instead of an E-Gift Card?

Physical cards are granted on a case by case basis. Please contact Power Response Program customer support at 1.888.331.3534 or email us at powerresponse@cleanpoweralliance.org

Can I Redeem for Cash?

No. You can choose one of our many e-gift card or non-profit donation options, or you can send your balance to someone else as a gift.

My E-Gift Card Code/Pin Does Not Work.

For security reasons, electronic gift cards are usually sent with a code/pin. If you encounter an error when redeeming your card, this is typically the result of issues with cutting and pasting the code. Be sure there are no extra spaces added when entering the code into the retailer's activation field. If you need help, contact the Tango Card customer support team at cs@tangocard.com or 1.877.558.2646.

What if I Have a Problem with an E-Gift Card After I Receive it?

Once you receive an e-gift card, the merchant provides customer support directly to you, just like any gift card. You can find the contact information in the email containing your e-gift card. We will work with Tango Card to assist as much as we can. However, once you have received the e-gift card, it is best to start with the merchant's customer support team. Some retailers have special instructions.

What Happens if I Lose the Retail E-Gift Card?

Since all retail gift cards are delivered electronically via e-mail, we can simply resend it to you. Just Contact Us at 1.888.331.3534 or email us at powerresponse@cleanpoweralliance.org. Please note that Gift Cards are just like cash. If lost, their value can be used by someone else