

OhmConnect FAQ:

What is OhmConnect?

OhmConnect is a free service that pays users for saving energy.

Why would I get paid to save energy? Is this a scam?

When the energy grid is facing high demand, it is cheaper for energy companies to pay people to reduce energy instead of turning on expensive, dirty peaker power plants. Utility companies, like PG&E or [insert customer's utility here] will pay OhmConnect to have people reduce their energy. In turn, OhmConnect pays you.

Who is eligible?

If you pay your energy bill to PG&E, SDG&E, or SCE, you are eligible!

How do I know when I am supposed to save energy?

OhmConnect will text and email you every time there is an energy saving event - called an OhmHour. This will happen the day before and a few minutes before the event starts. Participation is 100% voluntary, there is no consequence if you don't participate. Events are always between 4:00 - 9:00 PM.

How do I participate? How do I save energy?

All you need to do is use less energy. When there is an OhmHour, wait until after the event to do your laundry or do your dishes. Turn off any lights or electronic devices you do not need at the moment. This can also be a great time to go on a walk, visit friends or family, or go to the store.

If you want, you can also connect devices to OhmConnect and they can automatically turn them on and off for you during events. This part is 100% optional, but people that do connect devices, like a thermostat or smart plug, see much higher savings and rewards.

How much can I make?

This really depends on how much energy you save! However, most customers make between \$100-\$300 per year from OhmConnect and save about \$25-\$40 per year on their energy bill.

Do I have to participate in each OhmHour? If I don't save energy, will it cost me anything?

You can opt out of participating in any OhmHour. OhmConnect will never charge you if you are not able to save energy. Participation is always 100% voluntary.

How is OhmConnect able to see how much energy I save?

When you sign up for OhmConnect, you will allow your utility (i.e., PG&E/SDG&E/SCE) to share your energy use data with OhmConnect.

Offer for free thermostat or smart plugs:

Claiming this offer is completely optional. Users who connect a device, like these, see much higher savings than those who don't. The device is free, but OhmConnect will ask for a credit card in the ordering process. This is because it is required to connect the device within 30 days of receiving it, or you will be charged. They will not use your credit card for anything else. The customer support team is available to help with any technical questions you have in installing the device.

You can also choose to decline this offer for now. It will be available to you for the next 90 days.

Additional questions:

Our Help Center can help you find questions to any additional questions:

<https://www.ohmconnect.com/help>

To talk with a customer service representative, go to:

<https://ohmconnectsurveys.typeform.com/to/gv5J6R?typeform-source=www.ohmconnect.com>