

# Enroll your customers in WatterSaver

## Contractor Resources



### What is WatterSaver?

WatterSaver is a new program available to Pacific Gas and Electric Company (PG&E) electricity customers that optimizes the operation and energy use of electric water heaters to automatically heat water at lower electricity costs, without sacrificing comfort.

WatterSaver uses wifi or cellular technology to connect to heat pump water heaters (HPWHs) or electric resistance water heaters.



### How does a customer benefit from participating?

#### By saving money on electricity bills:

- WatterSaver automatically heats water during the lower-cost times of day, so that hot water is ready when a customer needs it, without paying the highest price.
- This difference in energy price is based on a Time of Use (TOU) rate which offers different energy prices at different times of the day — with the peak price of electricity being from 4-9 pm. WatterSaver helps avoid energy use during this peak period and take advantage of discounted price all other hours.
- Many customers are already on a TOU rate. Customers who are not are transferred to a TOU rate when they enroll in WatterSaver. This is outlined in the Terms and Conditions on the WatterSaver website. If customers have any questions or concerns about TOU, they can talk with a WatterSaver representative.

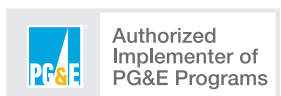
#### By earning enrollment and participation incentives:

- Customers receive a \$50 gift card for enrolling and can choose from three major retailers.
- For each month they remain in WatterSaver they'll earn an additional \$5. Gift cards are paid every three months (up to \$15).

#### By contributing to a cleaner environment and by providing easier access to clean energy:

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

WatterSaver is funded by California utility customers and administered through PG&E under the auspices of the California Public Utilities Commission. The program is implemented and managed by Association for Energy Affordability and their authorized representatives. "PG&E" is a registered trademark of PG&E Corporation. PG&E is not responsible for any other content, names or marks in these program materials



## Are there risks? Nope!

Participating in WatterSaver does not mean the customer is going to run out of hot water. The controls operate so there is enough hot water throughout the day and will turn on the water heater if needed. The customer can override these controls 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 events by logging onto their account during an event, or emailing the program at [support@watter-saver.com](mailto:support@watter-saver.com) to request to opt out of a future date.

Customers do not pay to participate in WatterSaver. There is no contract and the customer can unenroll at anytime by emailing [support@watter-saver.com](mailto:support@watter-saver.com).

## Which electric water heaters are eligible to participate?

### HPWHs

- HPWH must be able to be controlled remotely
- This can be done with units that have integrated wifi or are compatible with an add-on CTA-2045 module (called "EcoPort")
- Add-ons are available at no cost through WatterSaver
- If the unit you're installing requires add-ons, there are two ways you can proceed with enrolling the customer. Either:
  1. Have the add-ons on hand for the installation and do the full WatterSaver enrollment and connection, or;
  2. Choose the WatterSaver "Enrollment and Assist" option. In this situation, WatterSaver will follow up with the customers to get them the add-ons they need to complete the connection.

### Electric Resistance Water Heaters

- Water heater will need to connect to wifi via a WatterSaver provided installed device



### Unsure if the unit you're installing can be connected to WatterSaver?

Most common models on the market can be connected, but please check [www.watter-saver.com/what-works/](http://www.watter-saver.com/what-works/) or contact [support@watter-saver.com](mailto:support@watter-saver.com) to confirm.



### One more requirement: TMV

A thermostatic mixing valve is required for Heat Pump Water Heaters to participate in WatterSaver unless otherwise approved.

## How to enroll

Go to [www.watter-saver.com](http://www.watter-saver.com) and click **Sign Me Up**. This process should take under 10 minutes once the water heater has been connected to the home wifi.

## Questions?

To learn more visit:

[www.Watter-Saver.com](http://www.Watter-Saver.com)

or email [support@watter-saver.com](mailto:support@watter-saver.com)