

Help Customers Earn Rewards with their Water Heater

Enroll customers in WatterSaver and boost their satisfaction

What is WatterSaver?

WatterSaver is a program for Pacific Gas & Electric Company (PG&E) electric customers that rewards them for heating water when electricity demand is lower. WatterSaver is free, easy to enroll in, and customers can pause participation at any time.

WatterSaver uses Wi-Fi or cellular technology to connect to heat pump water heaters (HPWHs) or smart electric resistance water heaters (ERWHs).

How does a customer benefit from participating?

By earning enrollment and participation incentives:

- Customers receive a \$50 reward for enrolling.
- For each month they remain in WatterSaver, they'll earn an additional \$5 reward. Participation incentives are paid on a quarterly basis.

By saving money on electricity bills:

- WatterSaver automatically optimizes the operation of a customer's water heater.
- If a customer is on a Time-of-Use Rate Plan, WatterSaver will heat water during the lower cost times of the day so that hot water is ready when a customer needs it without paying the highest price.
- Time-of-Use Rate Plan is not a requirement for participation, but it can lead to greater savings. If a customer is interested in switching or would like to know more, they can visit www.pge.com/en/account/rate-plans/time-of-use-rate-plans.html and change their rate directly on their PG&E account.

By contributing to a cleaner environment:

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



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 load-shifting events by logging onto their account during an event, or emailing the program at 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 any time by emailing support@watter-saver.com.

Which electric water heaters are eligible to participate?

HPWHs & ERWHs

- The water heater must be able to be controlled remotely.
- This can be done with units that have integrated Wi-Fi or are compatible with a universal communication module that will be provided at no-cost through the program.
- If the water heater requires add-ons, contact the program to obtain a communication module prior to water heater installation so it is available to connect the day of.



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/equipment/ or contact support@watter-saver.com to confirm.



One more suggestion: Thermostatic Mixing Valve

While not required for participation, a thermostatic mixing valve can be installed to maximize load shifting benefits for customers.

How to enroll

Go to www.Watter-Saver.com and click **Enroll**. The process to sign up is simple and only takes minutes to apply.

Questions?

To learn more visit:
www.Watter-Saver.com
or email
support@watter-saver.com

Messages paid for by rate payers.

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