



# Endeavour Energy

## CoolSaver

### Frequently Asked Questions (FAQs)

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#### Why is Endeavour Energy conducting the CoolSaver program?

Endeavour Energy is working with local communities to develop programs that use electricity more effectively and efficiently. As a responsible business, we're always looking to conserve natural resources while still meeting the energy demands of our customers.

The fast-growing use of air conditioners and other high energy consumption appliances in homes is having a large impact on the demand for electricity. On days of extreme temperatures, when large numbers of Western Sydney households and businesses use their appliances at the same time (usually in the late afternoon to early evening), there is a significant spike in power consumption, which is called 'peak demand'.

Endeavour Energy is developing more sustainable ways of reducing this peak demand. CoolSaver is a program to help our residential customers learn to use electricity more efficiently while reducing carbon emissions so that everyone will benefit.

#### Will I need to use my air conditioner any less or switch it off?

No - you can continue to use your air conditioner as normal.

#### Can I switch my air conditioner on at any time?

Yes - that is up to you. If your air conditioner is on between 1pm and 8pm on an Event Day, it will operate at a higher temperature during this period.





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#### What if I switch my air conditioning unit off?

If you have switched your air conditioning unit off, it will remain off until you turn it on again.

Endeavour Energy has no need to switch on your unit if you have switched it off.

#### Will it cost me anything to participate in the program?

No - there is no cost for you to take part in this program and receive the smart thermostat.

#### What benefits can I enjoy by taking part in CoolSaver?

There are plenty of great reasons to take part in this important energy-saving program:

- Receive a smart thermostat valued at \$199 and a subscription to Sensibo Plus valued at \$40, for the duration of the program, at no cost to you;
- The potential to save money on your electricity bills through a reduction in the amount of energy you use on air conditioning on Event Days;
- You will have the chance to reduce carbon emissions and make a difference to our environment; and
- Reduced investment in the electricity network needed to cope with peak demand will help keep the cost of electricity down in the future.

#### When does the CoolSaver program start and finish?

The program will commence from 1 July 2021 and finish on 30 June 2022.





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#### **Do I need to notify my energy retail provider that I am joining CoolSaver?**

No - your retail arrangements will remain unchanged.

#### **How do I register to join CoolSaver?**

Registering is easy and free. You can register online at [www.coolsaver.endeavourenergy.com.au](http://www.coolsaver.endeavourenergy.com.au)

#### **Can I change my mind after joining and leave the program?**

Yes, at any stage you can do this by contacting us via email at [coolsaver@endeavourenergy.com.au](mailto:coolsaver@endeavourenergy.com.au). The smart thermostat will be deactivated and you will need to return it to us.

#### **What happens if I move into a new house before the completion of the program?**

Please contact us via email at [coolsaver@endeavourenergy.com.au](mailto:coolsaver@endeavourenergy.com.au). If you still meet the eligibility criteria, you may be able to retain the smart thermostat and continue participating in the program at your new premises.





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#### What air conditioner types are compatible for the CoolSaver program?

Currently, **only split system air conditioners are compatible with the CoolSaver program.** You can email us at [coolsaver@endeavourenergy.com.au](mailto:coolsaver@endeavourenergy.com.au) and provide your contact details if you wish to be notified of suitable energy saving programs in the future.

There are different types of air conditioners:

- Split system air conditioner – provides targeted cooling via a single wall mounted unit



- Ducted air conditioner - uses ducts or vents in the ceiling to cool each room





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- Portable air conditioner - self-contained system that typically sits on the floor



### What if I have any other questions during the program?

Simply phone Endeavour Energy on 133 718 or email your enquiry to the Endeavour Energy CoolSaver Team at [coolsaver@endeavourenergy.com.au](mailto:coolsaver@endeavourenergy.com.au)