



## CoolCurrents FAQs

### **What is the CoolCurrents program?**

CoolCurrents is a Demand Response program where you agree to allow DTE to interrupt your air conditioner or air source heat pump during times of peak electric demand in exchange for a discounted rate on your cooling costs. During times of peak electric demand, DTE will briefly interrupt your air conditioning or air source heat pump in 15-minute intervals by sending a signal to the DTE Load Control Device (LCD), which is installed when your home is initially enrolled in the program. Your equipment cycling will be limited to no more than eight hours in a 24-hour period and no more than 30 minutes per hour. The program is designed to help reduce your cooling costs and, for air source heat pump participants, the heating costs on your energy bill while keeping you feeling comfortable. You'll know that your service has been interrupted when the red light on your LCD device is lit. You are required to provide wiring for a separate meter for your participating equipment which provides a significant savings on that portion of your energy use.

### **Who can participate on the CoolCurrents rate?**

If you use a central air conditioner or a whole home air source heat pump, then you're eligible for CoolCurrents®, our interruptible space conditioning rate.

**How much can I save by participating in the program?** Customers who use central air conditioning can save up to **32% during peak hours from June through September** when compared to the Time of Day 3 p.m. – 7 p.m. rate. Additionally, customers who use a whole home air source heat pump can save up to **34% during peak hours in the heating months.**

### **How do I enroll in the CoolCurrents program?**

First, you'll need to hire an electrician to wire your central air conditioner or air source heat pump for a separate smart meter. Next, call us at **800.477.4747** to schedule installation of a smart meter and a small LCD device to control your air conditioning.

### **Are there any special wiring or equipment requirements?**

All customers must have a separately wired, active and communicating smart meter, as well as a 24-volt power source for the DTE Load Control Device (LCD). Installations must conform with the Company's specifications.

**Who do I contract for wiring requirements to participate in the program and how much will it cost?**

You may work with a licensed electrician or HVAC contractor. You can visit our [Energy Efficiency Directory](#) to find a contractor near you. Costs may vary based on the contractor and are accessed on a per case basis. On average, customers pay between \$500-\$1,000.

**What if I no longer wish to participate in the CoolCurrents Program?**

Call our Customer Service Line at **800.477.4747** to have the smart meter and Radio Control Unit (RCU) or LCD removed. You will also be removed from the CoolCurrents (D1.1) rate.

**Once enrolled, what are the ongoing customer requirements to participate in the program?**

Customers are required to maintain an uninterrupted 24-volt connection source for DTE's interruptible control unit.

## **Load Control Device Upgrade Program**

**What is the Load Control Device Upgrade Program?**

DTE Energy is replacing the current Radio Control Unit (RCU) with new, state of the art equipment. The new Load Control Device (LCD) will be approximately the same size as the current device and will provide increased functionality.

**Why is DTE Energy installing new LCDs?** The current infrastructure was installed in the early 1980s and the equipment and software used to run it are becoming obsolete. Replacing our equipment will allow DTE to continue to offer the CoolCurrents program which provides you an opportunity to save up to 32% during peak hours from June through September. Additionally, customers who use a whole home air source heat pump can save up to 34% during peak hours in the heating months.

**Do I have to have my LCD replaced to participate in CoolCurrents?**

Yes. To participate in CoolCurrents you must have DTE replace the equipment.

**Do I need a smart meter to participate in CoolCurrents?**

Yes. To participate in CoolCurrents you must have an active and communicating smart meter.

**When will the equipment at my home be replaced?**

Installation depends on where you live in the DTE Energy service area. We will notify you a few weeks before the LCD will be replaced.

**Do I need to be home when the LCD is replaced?**

No. The LCD is located next to the CoolCurrents smart meter. If this meter is outside and accessible, you don't need to be home when the LCD is replaced.