



POWER.HOUSE FAQ

This document was developed to help answer any questions you may have about the POWER.HOUSE program. It has been divided into three sections – Equipment, Functionality and General/Other – to help you find the answer you are looking for. If this document is unable to answer your questions, please contact Vikram Singh at (647) 638-2017. This document will also be made available at www.PowerStream.ca/PowerHouse.

Each question is hyperlinked for your convenience.

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Equipment

This section of the FAQ highlights information specifically about the POWER.HOUSE equipment that has been installed in your home.

Q: Who is responsible for maintaining the POWER.HOUSE equipment?

A: The system is 100% controlled, owned and operated by PowerStream. PowerStream is solely responsible for system maintenance. In no instance should you as a participant try to perform maintenance on the system; this work should be completed by a trained professional. If you feel your system needs maintenance, please contact (647) 638-2017.

Q: What should I do if my POWER.HOUSE system is making a lot of noise?

A: The level of noise will vary depending on the current function of the system (ie. charging or standby). It is likely to make more noise when charging than when not. We are monitoring the system 24/7 for abnormal behaviour. If there is an issue, we are likely to detect first and will contact you if corrective action is necessary. .

Q: Do I need to let my electrician know about my POWER.HOUSE system before they preform work on my home?

A: Yes. You MUST inform any electrician working on your home that your house has dual power supplies for some of its circuits. These circuits are marked with a warning label. If you find that these labels have come off, please inform PowerStream as soon as possible. Before performing work on your home, the electrician must turn off the appropriate circuit breaker in the Critical Load Panel in order to work on Critical Load Circuits.

Q: What should I do if my battery unit becomes damaged?

A: DO NOT touch or open the unit if you suspect that it has become damaged. Please contact (647) 638-2017 to report.

Q: What should I do if my solar panels are covered with snow?

A: Do not try to clean the snow off the panels. PowerStream cannot be held responsible for damage or injury caused in such a situation

Q: Who should I contact if my POWER.HOUSE system is on fire?

A: In the event of any fire, please call 911. Please contact (647) 638-2017 to report once the Fire Department has deemed the area to be safe.

Q: What is the warranty for the POWER.HOUSE equipment?

A: The battery has a 10 year warranty and the solar panels have a 20 year warranty.

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Functionality

This section of the FAQ highlights information specifically about how the POWER.HOUSE system installed in your home works.

Q: How can I determine how much power is left in my batteries during an outage?

A: Please log into the customer portal via www.PowerStream.ca/PowerHouse to determine the exact level of power in the batteries.

Q: Why isn't my POWER.HOUSE system working during a wide-spread outage?

A: This could indicate a failure in the system. Please contact (647) 638-2017 to report.

Q: What should I do if my house has power, but the circuits connected to the POWER.HOUSE system do not?

A: This could be as a result of a failure in the unit. Please contact (647) 638-2017 to report.

Q: Why are some of the lights in my home glowing brighter from time to time?

A: This could be a sign of an unbalanced load. Please contact (647) 638-2017 to report.

Q: I want to turn off power to my critical circuits. How do I do this?

A: The critical load panel can be used to turn off power to each critical circuit individually or all critical circuits as a group. Your critical circuits are itemized on the document included in this package that shows an image of your circuit panel.

Q: Who controls the POWER.HOUSE system?

A: The system is 100% controlled, owned and operated by PowerStream. PowerStream has the right to test various elements of the system to confirm technical and commercial benefits that may include simulating grid events, participating in ancillary services programs, or simply improving the dispatch model to increase savings. None of these activities will impact the customer's power supply and they will be performed without any required intervention from the customer.

Q: What information is shared with PowerStream?

A: The utility will analyze customer loads to identify energy and monetary savings generated by the system. It also collects system data to determine various technical response characteristics (outage response, voltage correction, etc) based on various use cases.

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**Q: Is any personal information shared with third parties?**

A: As a participant, you have already consented to a privacy clause which allows PowerStream to access information about your energy consumption. This customer data is not shared with any third parties regarding individual customer consumption patterns. However, PowerStream will publish results of the program, including average customer bill savings, energy savings, system performance, etc. No individual customer information (names, addresses, load profiles, account information, etc.) will be shared with any program partners or the public.

Q: How is the system operated?

A: The system will be controlled by PowerStream and will primarily be automated through the use of an advanced Energy Management System (EMS). The EMS makes intelligent, real time decisions about how and when to dispatch power based on what is most beneficial to the resident at any given time. It will also implement any advanced dispatching required to participate in ancillary services or grid benefitting activities. There is no active participation required by the customer, only cooperation.

Q: How much outage protection can I expect?

A: This is dependent upon the loads you wish to support during and outage. The installer has worked with you to identify the loads you deem as most critical that require outage support. Typically these loads will amount to approximately 3 kw of actual demand. If 100% of the battery is available, and you are using all the devices on your critical load circuits at full capacity, this means approximately 3-4 hours of outage protection using the battery alone. If the outage happens during the day, the protection will be based on solar availability, and therefore can be extended significantly. It should be noted that since 50% of the battery could be reserved for purposes other than outage management, the coverage range from the battery alone would be between 1.5-4 hrs in the example above.

General/Other

This section of the FAQ highlights information related to how POWER.HOUSE impacts your home, information about customer service, and additional information that does not fall under the equipment or functionality section of this document.

Q: What happens if my home is sold?

A: The equipment is tied to the title of the home, which means that the participation agreement would also be transferred to the new homeowners. Please inform PowerStream 30 days prior to your home closing date in the event of a sale.

Q: Can I change my home insurance provider?

A: Yes, selecting a home insurance provider is a decision that is solely based on the homeowner. However, please keep in mind that there are some providers who will not insure homes with a POWER.HOUSE system installed, always be transparent about the system with your provider.

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Q: Who is responsible for insuring the POWER.HOUSE system?

A: PowerStream is responsible for liability and damage insurance for the POWER.HOUSE system. PowerStream's damage insurance covers any damage to the system that is not caused by the participant. The participant is responsible for any damage they cause to the system.

Q: Will PowerStream need access to my home during the pilot?

A: PowerStream may require periodic access to the POWER.HOUSE system for routine inspections and maintenance. PowerStream will provide a minimum of 48 hours' notice, unless the need to access is considered an emergency.

Q: How is the monthly maintenance fee billed?

A: The monthly maintenance fee will appear as a service charge on your regular PowerStream bill.

Q: How are cost savings from the system received?

A: Cost savings are realized from the amount of energy offset by the system and by extra credits you receive for sending excess power back to the grid. These credits will be shown on your bill and should they exceed your total monthly consumption can be carried forward for up to one year.

Q: What happens at the end of the five year contract?

A: At the end of the five years, participants will have the option of renegotiating the contract or having the equipment removed at the cost of PowerStream. There is no discounted cost program to replace the equipment at the end of the term.

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