

PeakSmart

Air-con pocket guide



This pocket guide will help you answer the top questions customers ask about PeakSmart air-conditioning

Want to know more?

Visit energex.com.au/positivepayback and follow the PeakSmart links



What PeakSmart reward is available?

The reward available is based on the cooling capacity of the air-conditioner and you can claim up to 5 rewards for 5 air-conditioners at your property.

Cooling capacity	Reward available to customers
Less than 4kW	\$100
4kW or less than 10kW	\$200
10kW or more	\$400

Salesperson note: At the point of sale for the PeakSmart air-conditioner, the following rewards are available to your company, providing your customer installs the PeakSmart unit and claims their reward from Energex:

Cooling capacity	PeakSmart point of sale reward available to company
Less than 4kW	\$20
4kW but less than 10kW	\$40
10kW or more	\$80

How does PeakSmart work?

A small 'signal receiver' device is installed in the air-conditioner. During peak demand events, Energex sends a signal down the powerlines that is picked up by the signal receiver that then tells the air-conditioner to cap its energy consumption. It's similar to your air-conditioner being in economy mode. You won't have to do anything and you won't notice a difference to your comfort. Signals are only sent on days when the network reaches peak demand, usually just a couple of really hot or cold days each year.

How do I get a signal receiver?

We (your air-conditioning retailer or installer) will provide it when you purchase a PeakSmart air-conditioner. You must give the signal receiver to your air-conditioner installer to install for you.

Salesperson note: If your store doesn't stock signal receivers or you have run out of stock, the customer will need to source one from their installer.

How do I apply for the reward?

You apply online at energex.com.au/positivepayback. You will need your purchase receipt, completed installation form and bank account details to complete the application process.

Salesperson note: Give the customer a copy of the Energex PeakSmart tear-off flyer that explains the rewards and steps involved.

How will I receive my reward?

Your reward will be deposited into your nominated bank account via Electronic Funds Transfer (EFT) within 28 days of a successful application.

Why is Energex offering these rewards?

It's about reducing electricity use during peak times. PeakSmart helps Energex use the network more efficiently. This means avoiding spending money on building network and providing better value to customers through limiting increases in electricity power bills.