



Efficiency Works Flex

Offering guide

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Efficiency Works Flex

Overview

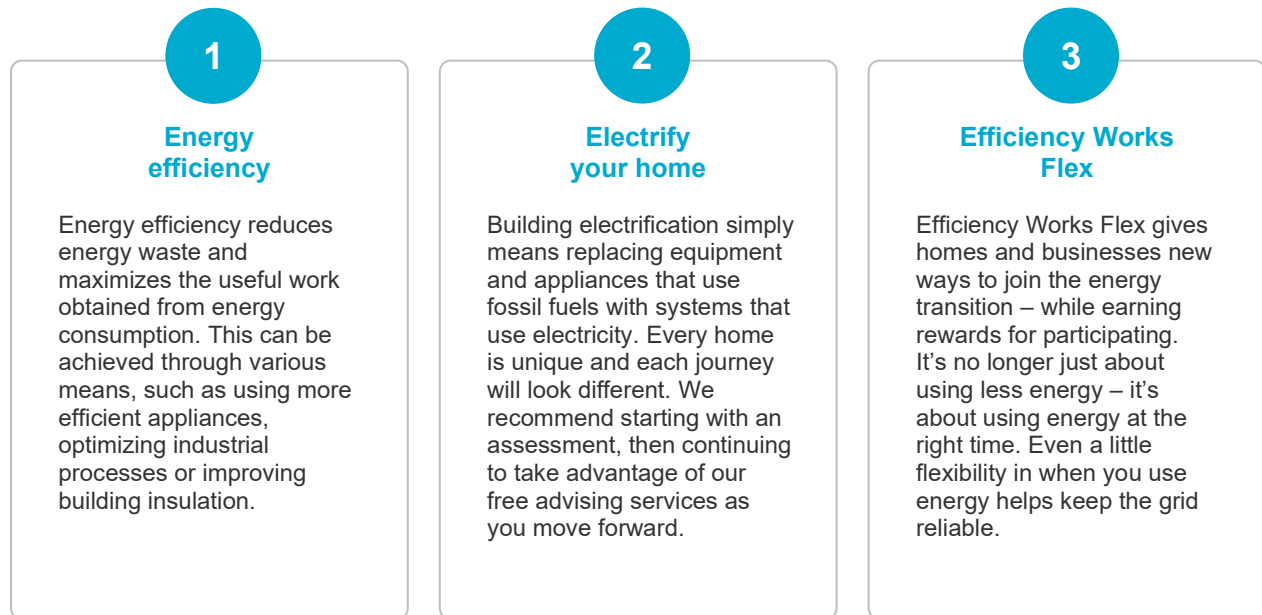
As part of the Efficiency Works portfolio, Efficiency Works Flex provides homes and businesses with a way to help keep the community's energy system reliable and earn rewards for it.

For more than 10 years, Efficiency Works has supported energy efficiency, electrification, income-qualified upgrades and assistance and training for service providers, helping our communities use energy more effectively every day.

Now, we're taking the next step.

It's no longer just about using *less* energy, but using energy *effectively* and at the *right time*. At certain times of day, electricity – especially from renewable and clean sources like wind and solar – is more available and cost-effective to generate. Other times, when our communities are using electricity all at once, it puts stress on the grid and energy becomes more expensive. Even a little flexibility in the time of day we use energy helps keep the grid reliable.

Learn why demand flexibility matters and how you can participate below.



What is demand flexibility and why is it important?

Electricity use, also known as demand, changes throughout the day. During busy periods, homes and businesses may run air conditioning, appliances, lighting or charge EVs all at once. This can put stress on the electric grid. When demand gets too high, utilities must turn on additional power plants, which can be expensive and less efficient. Alternatively, customers can shift some of their energy use to times when demand is lower, much like timing a trip to avoid rush-hour traffic. Demand flexibility, commonly known as demand response, is the practice of adjusting when we use energy so that it better aligns with available supply, especially from noncarbon energy generation sources.

Benefits of demand flexibility:

- Supports a reliable electric grid
- Lowers overall energy costs for communities
- Maximizes the use of noncarbon and renewable energy

Demand flexibility also supports the pillars of Platte River Power Authority by maintaining reliability, financial sustainability and environmental responsibility. Learn more about Platte River and its owner communities – Estes Park, Fort Collins, Longmont and Loveland – on the Platte River [website](#).

Efficiency Works Flex programs

Efficiency Works offers several ways for customers to participate in Flex programs. Eligibility and incentive details for each program are available in the sections that follow.

Flex Thermostat

Participants allow for temporary temperature adjustments to an internet-connected thermostat during busy periods on the electric grid – with minimal impact on comfort. Participants may override these adjustments at any time. Incentives are available at enrollment and annually.

Future programs under consideration

Efficiency Works teams are continually evaluating new program offerings. Although many programs may be considered in the future, there is no guarantee that any or all of them will be offered. When offering customer energy programs, many elements are considered before connecting with customer devices, such as overall cost-effectiveness, market potential and scale, ease of customer participation, industry partners, and device communication integrations. Below is a listing of possible future programs under consideration:

- **Flex EV** allows EVs to charge at optimal times to reduce strain on the electric grid. Simply plug in the car after enrolling, set charging preferences and the program will manage charging during low-cost and high renewable periods while ensuring the EV is ready when needed. Participants may override this change to charge the EV at any time.

- **Flex EnergyHero** helps residential participants by sending timely email or text alerts with simple and optional tips to shift energy use to times when it's better for the grid.
- **Flex water heater programs** make smart use of electric water heater systems by storing energy when it's plentiful, helping lower strain on the grid without impacting participants' hot water needs.
- **Flex battery** works with participants' battery energy storage systems to charge or discharge at optimal times, supporting grid reliability while helping participants get more value from their energy storage.
- Flex for businesses
 - **Flex HVAC** helps participants with commercial buildings shift heating and cooling to different times of the day using advanced roof-top-unit controls, maintaining comfort while improving efficiency.
 - **EV fleet charge management** helps participating fleets schedule charging during optimal times, reducing grid stress and supporting reliable operations.
 - **Demand response for building automation systems** gives participants with larger, more complex facilities the opportunity to contribute to grid reliability by adjusting energy use when it matters most.

Efficiency Works Flex Thermostat

Overview

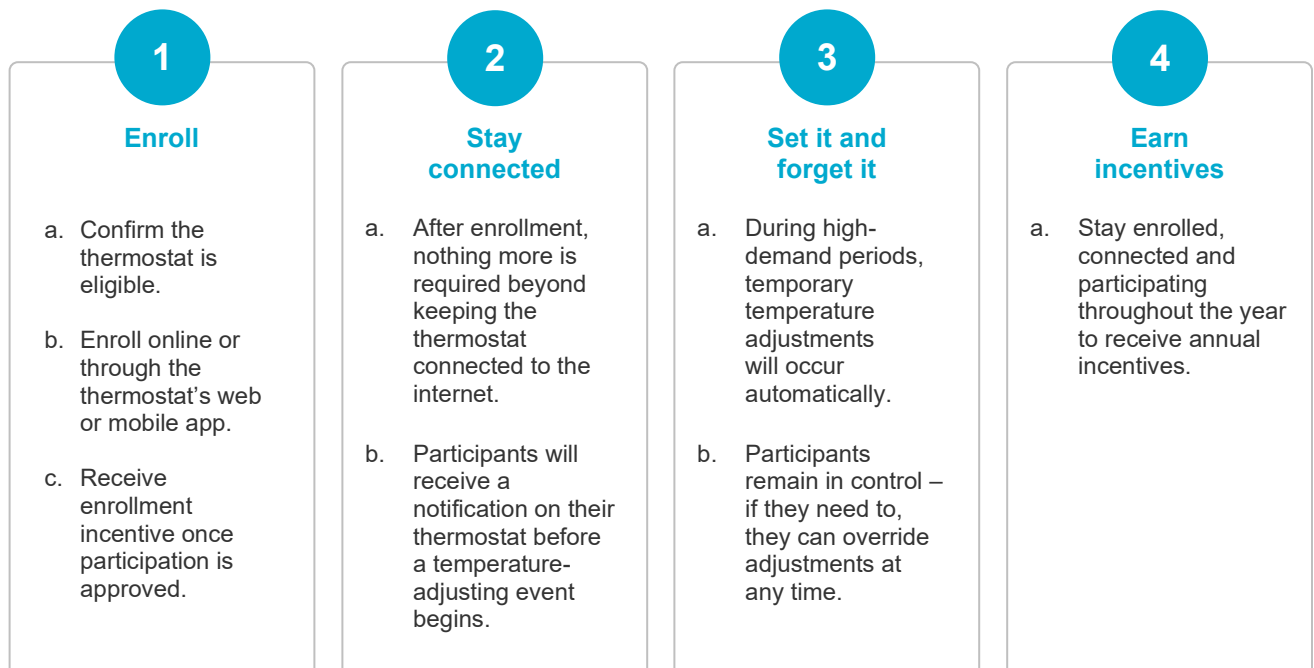
Flex Thermostat helps keep our communities' electric grid reliable by making temporary temperature adjustments to enrolled internet-connected thermostats during periods of high electricity demand. These adjustments are designed to have minimal impact on comfort and participants can override the adjustment if needed.

This program is designed for eligible residential-style smart thermostats, although small commercial customers may also participate if they meet the program requirements. Flex Thermostat participants can also enroll in other Flex programs to further support demand flexibility efforts in the communities and earn additional incentives.

Benefits to participants

- **Hands-off participation** after enrollment; no action is required other than keeping the thermostat connected to the internet.
- **Support a reliable electric grid** for their neighborhood and community.
- **Make better use of noncarbon, renewable energy**, such as wind and solar.
- **Earn financial incentives** at enrollment and every year they stay active.

Customer journey



Eligibility overview

	Efficiency Works Flex Thermostat	Fort Collins Peak Partners
Program type (s)	Bring your own device	- Free install of new thermostat - Bring your own device
Eligible electric utilities	- Estes Park Power and Communications - Fort Collins Utilities* - Google Nest thermostat only - Longmont Power & Communications - City of Loveland Utilities	Fort Collins Utilities
Eligible customer type(s)	- Residential - Small commercial	- Residential - Small commercial
Incentive(s)	- One-time enrollment incentive plus annual participation incentive. - View current incentive levels here.	Learn more at the Peak Partners website.
Overview of program	- Participants agree to temporary temperature adjustments to an internet-connected thermostat during times of high electricity demand. - Adjustments are designed to have minimal impact on comfort. - Participants can override temperature adjustments at any time.	Learn more at the Peak Partners website.
Eligible devices	View the list of over 40 eligible smart thermostat models here. *Fort Collins Utilities customers who prefer Google Nest thermostats are eligible to participate in the Efficiency Works Flex Thermostat program. Customers with other thermostat preferences can explore Peak Partners programs.	Learn more at the Peak Partners website.
Learn more	Visit the Flex Thermostat section of this program guide.	Visit the Peak Partners website.
Sign up	Search for your device and enroll here.	Enroll through the Peak Partners website or call 855-350-1464.

Notifications and adjustments

Participants agree to temporary temperature adjustments during events of high electricity demand. These periodic adjustments help reduce strain on the electric grid and typically last less than four hours. Events usually occur on weekdays. The intent is for events not to take place on weekends or holidays unless a rare system emergency occurs. Participants can expect around 20 events per year, though this number may vary based on weather and grid conditions.

Participants will always be alerted when an adjustment is happening. The smart thermostat will display a notification on its screen or through its mobile or web application. Participants remain fully in control and may override any adjustment at any time.

What a typical adjustment looks like

Scenario: It's a 90°F afternoon. Electricity demand is high as people return home and turn on appliances, lights and air conditioning. If the thermostat is normally set to 70°F at 3:00 p.m., a Flex Thermostat event may work like this:

1. **Pre-cooling before the peak period:** The thermostat may temporarily lower the setpoint by 2°F, from 70°F to 68°F, to cool the home ahead of the busiest grid hours.
2. **Temperature adjustment during the peak period:** During the 4:00–6:00 p.m. peak period, the thermostat may allow the temperature to rise up to 2°F above its usual setpoint, in this example, to 72°F, before cooling turns on again.
3. **Return to normal setpoint after the peak period:** After the event ends, the thermostat automatically returns to its normal setpoints.

Enrollment and incentives

New Flex Thermostat participants will receive a one-time enrollment incentive within 60 days of enrollment approval. Participants who enroll before August 31 and meet the annual participation requirements may also be eligible to receive an annual incentive. View current incentive amounts [here](#).

Incentive payment options are sent to the email address you provide during enrollment from EfficiencyWorks@ChoicePaymentHub.com.

- Residential customers: Venmo, PayPal, digital MasterCard or mailed check.
- Commercial customers: mailed check (W9 required)

To check a thermostat's eligibility and enroll, visit [our website](#).

Enrollment is managed through your thermostat manufacturer's web or mobile application. Required information varies by device brand, but all participants must provide:

- Name

- Thermostat installation address
- Email address
- Acceptance of program terms and conditions (reference copy available on [our website](#))

Important note for Fort Collins Utilities customers

Fort Collins Utilities electric customers may participate in the Efficiency Works Flex Thermostat program with an eligible Google Nest thermostat. For other thermostat models, Fort Collins Utilities also offers its own demand response program with additional qualified devices.

Learn more at the [Peak Partners website](#).

Need an eligible smart thermostat?

Participants may qualify for a rebate for the purchase and installation of a new smart thermostat – just make sure the chosen model is eligible for the Flex Thermostat program before purchase.

[Residential rebate information](#)

[Commercial rebate information](#)

Eligibility and requirements

- Incentives are available to residential and commercial electric customers of Estes Park Power and Communications, Fort Collins Utilities*, Longmont Power & Communications and City of Loveland Utilities.
 - *Fort Collins Utilities electric customers with an eligible Google Nest thermostat may participate in the Efficiency Works Flex Thermostat program. For other thermostat models, Fort Collins Utilities offers its own grid flexibility programs. Learn more at the [Peak Partners website](#).
- Eligible thermostat models are listed on [our website](#).
 - This list may change without notice.
- The enrolled thermostat must remain internet-connected and registered with the device provider (i.e., Google Nest, ecobee, Honeywell, etc.).
- Participant must own, rent or lease the enrolled thermostat and be authorized to make decisions for the enrolled address.
 - Residential and commercial tenants renting a site may be eligible to participate if the thermostat is registered in the renter's name, using their rental address and email address.
- Participating thermostats must control electric HVAC equipment (i.e., central air conditioner, heat pump or baseboard electric heaters).

- Thermostats connected only to natural gas furnaces are not eligible to participate.
- Thermostat demand response programs may not be suitable in households or businesses with individuals who have health issues or those who are particularly sensitive to changes in indoor temperatures.
- Efficiency Works reserves the right to change incentives or discontinue the program at any time.
- In addition to meeting the criteria above, the following factors will be considered before Participant enrollment is approved:
 - Multiple smart thermostat devices per site address may qualify to enroll and receive incentives if they control unique electric HVAC equipment. Additional verification may be required before enrollment approval.
 - If an existing participating smart thermostat is replaced with a new eligible device, the new device may need to be re-enrolled. An additional enrollment incentive will not be issued, but will remain eligible for annual participation incentives.
 - Participant's smart thermostat device must be tied to an individual electric meter. Multiple residential or commercial tenants using a shared electric master-meter may not be eligible.
- Annual incentive requirements (paid in the fall of each year, typically in October)
 - Enroll before August 31 (for first-year eligibility).
 - Keep the device enrolled, registered and internet-connected at the approved address.
 - If a device is disconnected for an extended period of time, an email reminder to reconnect may be sent.
 - Maintain at least 25% participation in thermostat adjustment events per year.
 - If a participant does not meet this threshold, the program reserves the right to limit the annual participation incentive.
 - Remain in good standing with program requirements. Efficiency Works reserves the right to contact the participant to troubleshoot device connectivity and verify that the device is served by an eligible electric utility.
- Efficiency Works reserves the right to unenroll participants who do not meet minimum connectivity and participation requirements.

Frequently asked questions

Answers to FAQs can be found [here](#). Not finding what you need? Contact us at Homes@EfficiencyWorks.org.