

MidSouth Rewards Terms & Conditions

Welcome to MidSouth Rewards, offered by MidSouth Electric Cooperative Association.

MidSouth Rewards allows you to take advantage of a program that MidSouth, including their third-party contractors or agents (any and all of those entities collectively referred to here as “MidSouth”) offers for adjusting your energy consumption during critical hours to reduce strain on the electric grid and save money on power costs defined by these peak times. Under the program, MidSouth has the ability to schedule a MidSouth Rewards event through its third party vendor, Virtual Peaker, prompting your Google Nest, Amazon Honeywell, or any other smart thermostat supported in the future (hereby referred to as your “Thermostat”) to automatically change the temperature setpoint in your home on any given day during the Adjustment Period, without any manual intervention by you. You may override this temperature setpoint simply by turning your Thermostat to a different temperature or by using the mobile or web application you regularly use with your Thermostat.

As a Thermostat owner, you are eligible to participate in the MidSouth Rewards thermostat savings program if you:

- are a valid MidSouth member with an active electric account in good standing;
- have central air conditioning that is controlled by an eligible programmable thermostat;
- have an active account linked to each eligible thermostat; and
- have your Thermostat connected to Wi-Fi service.

MidSouth will give the participating member a one-time \$200 bill credit for signing up for MidSouth Rewards and a \$10 bill credit for the months of June, July, August, and September of each year the participating member is enrolled in MidSouth Rewards. Termination of participation in MidSouth Rewards will result in a loss of credit in all months after such termination..

MidSouth has contracted with Virtual Peaker to manage the thermostat savings program. By enrolling in the MidSouth Rewards thermostat savings program, you are accepting MidSouth’s terms and conditions as well as allowing Virtual Peaker to automatically change the thermostat temperature setpoint in your home on any day from May 1 through October 31 (the “ Adjustment Period”) in which reduction of strain on the electric grid is required at the sole discretion of MidSouth, without any manual intervention by you. If MidSouth changes its terms and conditions under the MidSouth Rewards thermostat savings program, you may be required to accept the new terms in order to continue in MidSouth Rewards.

Enrollment in the MidSouth Rewards thermostat savings program will depend on MidSouth approving your request for enrollment. You understand that your enrollment request may be declined, or your enrollment terminated, if (i) you do not satisfy eligibility requirements, (ii) the information you submit upon enrollment is not accurate, or (iii) for any other reason at MidSouth’s sole discretion. Your request for enrollment is voluntary and optional and you are not required to be enrolled in the MidSouth Rewards thermostat savings program to use your eligible Thermostat.

By enrolling in the MidSouth Rewards thermostat savings program, you agree that MidSouth can share information related to your thermostat as needed to enable, manage your participation in, provide support for, and improve the MidSouth Rewards thermostat savings program.

YOU RELEASE AND HOLD HARMLESS MIDSOUTH FROM ANY LIABILITY, CLAIM, DEMAND, CAUSE OF ACTION, DAMAGE OR EXPENSE RESULTING FROM YOUR PARTICIPATION IN THE MIDSOUTH REWARDS THERMOSTAT SAVINGS PROGRAM AND AGREE MIDSOUTH SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, PUNITIVE, OR ANY OTHER TYPE OF SPECIAL DAMAGES RELATED TO THE MIDSOUTH REWARDS PROGRAM.

These terms and conditions become effective when you submit your enrollment request and will continue until your participation is terminated either by you or MidSouth, whichever occurs first.

You may cancel your participation in the MidSouth Rewards thermostat savings program by calling MidSouth at (936) 825-5100.