

March 26, 2025

## **Smart Thermostat Rebate – Q&A Backgrounder**

### **1. What is the smart thermostat program?**

A program designed to help conserve energy and reduce greenhouse gas emissions associated with energy consumption. Available on a first-come, first-served basis to city of Red Deer residents, The City of Red Deer is offering \$50 for replacing old thermostats with a new smart thermostat.

The City of Red Deer is not responsible for the installation or function of new smart thermostats. This is an annual rebate program. Applications close when funds have been expended. Applications must be received the same year the purchase was made.

### **2. Why should I participate in the program?**

Smart thermostats can help to improve home comfort and can reduce your energy use by up to 12% versus a standard programmable model.

### **3. How much does a smart thermostat cost?**

Smart thermostats range in price from \$200 to \$400 depending on the brand and the package that is purchased. Some packages offer additional sensors or features which increase the base purchase price.

### **4. Where can I purchase a smart thermostat?**

Smart thermostats can be purchased at local home improvement and electronics stores. Many online retailers also carry smart thermostats.

### **5. How do I tell if a product is ENERGY STAR certified?**

While shopping online or in store, look for the blue star on the label. Most online retailers also have an option to add a filter to your search results to only show those that are ENERGY STAR certified. When in doubt you can always look up the model number on the [ENERGY STAR product finder](#).

### **6. What are the qualifications for the smart thermostat program?**

The following criteria must be met to receive a rebate:

- Must have a City of Red Deer utility account
- A copy of the receipt of your purchase must be included with the application form. The receipt must clearly indicate the name of the store, product name, price, and date of purchase.
- Purchase must have been made in same year as application.
- Purchase must be new.
- Product must be ENERGY STAR certified.
- Must be installed and operated at a property located in Red Deer.
- Maximum one (1) rebate per utility account.
- Funding is limited and the program may be discontinued at any time.

### **7. How do I apply for a rebate?**

If applying online:

1. Purchase and install your new smart thermostat and keep the original receipt.
2. Fill out the online application form with the information needed, including:
  - a. Your City of Red Deer utility account number.
  - b. A photo of your receipt.
  - c. The model number of the smart thermostat you purchased.
3. Submit your completed application form online.

If applying by mail:

1. Purchase and install your new smart thermostat and keep the original receipt.
2. Fill out the printable PDF application form with the information needed, including:
  - a. Your City of Red Deer utility account number.
  - b. A copy of your receipt.
  - c. The model number of the smart thermostat you purchased.
3. Mail your completed application to:  
The City of Red Deer – Community Development  
Box 5008  
Red Deer, Alberta T4N 3T4

**8. Can I make my purchase online?**

Purchases made through classified ads do not qualify; however, purchases through online retailers, such as Amazon.ca, are permitted, provided an itemized receipt is attached to the application form. Note: this does not mean the order confirmation email.

**9. Why can't I receive a rebate for products that were purchased prior to application year?**

This program, like others from the City, has a limited budget available. We want to ensure that as many residents have the opportunity to participate as possible.

**10. Why can't I sell or donate my old model?**

The intent of this program is to help increase energy efficiency of homes in Red Deer. While it is a great practice to sell or donate items that you no longer use, it would mean that those low efficiency products are still in use causing excessive energy use and unwanted emissions.

**11. How do I dispose of my old thermostat?**

Mercury containing thermostats can be dropped off at the Household Hazardous Waste drop-off at the Waste Management Facility. If you have questions, to call the BLUE Line at [403-340-BLUE \(2583\)](tel:403-340-BLUE).

**12. Can residents who do not have a utility account apply?**

No. Only utility account holders may apply. The name of the applicant must match the name associated with the utility account.

**13. If I live in a condo association, do I still qualify for a rebate?**

As long as you have a utility account, you qualify for a rebate. However, please speak with your condo association for approval before removing and installing a new smart thermostat.

**14. How long will it take for my rebate to be processed?**

A credit will be applied to your City of Red Deer utility account within 8-12 weeks.

**15. How is this program funded?**

Our rebate programs are funded through Utility Services in support of the goals and objectives of the Environmental Master Plan. You can learn more at <https://www.reddeer.ca/.../our-corporate-initiatives/emp/>

**16. How does a smart thermostat save more than a programmable thermostat?**

Switching to a smart thermostat can lower energy use by 8-12% which can improve home comfort and overall efficiency. This would be comparable to a programmable thermostat. Some smart units are capable of learning your living patterns, adjusting while you are away, and providing data to help you adjust the schedule.

**17. Where can I learn more about The City of Red Deer's Environmental Master Plan?**

Visit [RedDeer.ca/EMP](http://RedDeer.ca/EMP) for the latest updates and data.

**18. Why is there a qualifying product list?**

Like most products, not all appliances and equipment are created equal. Only models that are ENERGY STAR certified are qualified. The models listed are third-party tested and rated for their energy use performances to help ensure customer satisfaction. For a list of qualifying models, visit [https://www.energystar.gov/products/products\\_list](https://www.energystar.gov/products/products_list) (ensure you have selected "Available in Canada") or call Community Development at 403-406-8820.

**19. Where can I find more information on home energy efficiency?**

For more information and to apply to the smart thermostat program, visit [Energy Efficiency - The City of Red Deer](#) or call Community Development at 403-406-8820.