

What is the Mysa Thermostat Pilot?

The Mysa Thermostat Pilot is an initiative by takeCHARGE, designed to help reduce electricity use during peak demand periods—while keeping your comfort a top priority.

The **4-month pilot season** will run across two winter periods: 2025–2026 and 2026–2027. Participants with eligible Mysa smart thermostats will allow temporary, automatic temperature setpoint adjustments during peak events. These changes are brief and reversible, and **you'll always have the option to opt out at any time.**

By participating, you'll earn a **sign-up incentive and a participation bonus**, and help support a more resilient and sustainable energy system.

Who are the pilot partners?

takeCHARGE has partnered with [Mysa](#), [CLEAResult Canada](#) and [Virtual Peaker](#) for the Mysa thermostat pilot.

How will I know I'm eligible to enroll?

To be eligible, you must:

- Have an **active Newfoundland Power account** for your primary residence;
- Use **electric baseboard heat** as your primary heating source;
Have **Mysa Smart Thermostat Version 1, Version 2 or Lite** installed in your primary residence; or install them before **January 6, 2026**;
- Ensure your Mysa thermostats are connected to your home's **Wi-Fi**, and the connection remains **active** throughout the pilot program.
- Be willing to accept a home energy monitor installed for the course of the pilot. (If selected).
- Agree to the pilot programs [Terms and Conditions](#) during enrollment.

How will I receive my enrollment incentive?

Enrollment incentives will be issued as an **electronic MasterCard gift card via email** within **8 weeks** of completing sign-up and enrollment processing.

How do I receive the seasonal participation incentive?

Participation incentives will be sent as **electronic MasterCard gift cards via email** by the **end of April 2027**. Please note that to be eligible for the seasonal participation incentive, you must participate in at least 50% of events over the term of the pilot.

What is a home energy monitor?

A home energy monitor is a device that tracks and analyzes the **electricity usage of your entire house in real time**. It connects to your home's electrical panel and provides insights into how much energy you're using and when you're using it.

Key Features:

- **Real-time monitoring:** See your energy usage as it happens.
- **Mobile access:** Check your usage from anywhere with an intuitive app.
- **Historical data:** Track usage by minute, hour and day to spot trends.
- **Alerts and notifications:** Get notified about unusual usage or potential issues.

Benefits:

- **Opportunity for lower energy bills:** By knowing your total electricity use at any given moment, you can make decisions to try to reduce your usage.
- **Preventative maintenance:** Spot unusual spikes that might indicate electrical problems.
- **Peace of mind:** Know what's happening in your home even when you're away.

How can I qualify for a free home energy monitor and installation?

To potentially qualify for a free home energy monitor and installation you must **complete pilot enrollment**. Eligible participants will be **contacted directly by CLEAResult Canada**, the organization implementing the pilot program. Not all Pilot participants will receive a home energy monitor.

I've been selected for the free home energy monitor and installation. Will I get to keep the monitor at the end of the pilot program?

Yes, if you've been selected to receive a free home energy monitor and installation, you will get to **keep the device at the end of the pilot program**. During the pilot, the monitor remains the property of Newfoundland Power. Once the program concludes, ownership of the monitor will be automatically transferred to you.

What is a demand response?

Demand response (DR) is a way to manage electricity use during times when demand is high on the electricity system. Utilities use **demand response** programs to encourage customers to **use less electricity** during peak time.

Demand response programs typically **schedule events and utilize smart technologies** to reduce electricity usage during peak times.

What is a peak event?

A peak event is when the utility decides to utilize demand response to reduce the peak on the electricity system. For Newfoundland Power, electricity system peak times occur during winter months (December to March) from **7:00am-10:59am and 5:00PM-9:59PM, 7-days a week**.

Will Newfoundland Power have control of my thermostat settings if I enroll in their pilot program?

During a **peak event**, your thermostat will automatically reduce the temperature by **1–4°C** for up to **3 hours**. After the event, it will return to your original setpoint.

How does my Mysa smart thermostat behave during a peak event?

During a **peak event** the temperature setpoint on your Mysa thermostat will change. This may be visible on your thermostat.

How will I know that a temperature adjustment is in progress?

During a peak event, your Mysa app will display **“Demand response in progress.”**

Participants can **opt out at any time** by adjusting their thermostat setpoint.

Will participating in the program compromise my comfort?

No. The program is designed to reduce electricity demand while **maintaining your comfort**. You can opt out of any event at any time.

Am I allowed to opt out of Peak Events?

Yes. You can opt out of any peak event by adjusting the temperature on your Mysa thermostat. However, to remain eligible for the **participation reward**, you must participate in **at least 50% of the pilot events** over the term of the pilot.

How do I know if a smart thermostat will work with my heating system?

Mysa thermostats are **compatible** with most high-voltage electric heating systems, including:

- Baseboard heaters
- Fan-forced heaters
- Radiant ceiling heating

Check compatibility using the [Baseboard Compatibility Checker | Mysa](#)

Which thermostats qualify for the program?

Brand	Name	Model Number
Mysa	Mysa Smart Thermostat for Electric Baseboard Heating V1-0	MYSA BB V1-0
Mysa	Mysa Smart Thermostat for Electric Baseboard Heating V2-0	MYSA BB V2-0
Mysa	Mysa Smart Thermostat for Electric Baseboard Heating V2-0 LITE	MYSA BB V2-0-L

Where can I find the Terms & Conditions for this program?

[Terms & Conditions](#)

How do I sign up for the program?

Thank you for your interest in the pilot program. **Enrollment is now closed**

Interested in the latest takeCHARGE programs? **Sign up for our e-Newsletter** [here](#).

What should I do if I no longer want to participate in the program?

You can unenroll at any time by notifying us **in writing via** MysaPilot@clearesult.com *

Please **allow up to 10 business days** for processing.

All inquiries will be directed to **CLEAResult Canada Inc. (CLEAResult). CLEAResult is a trusted service provider retained by takeCHARGE to offer expert assistance to Program Participants and to administer certain components of the Program. Personal information transferred to CLEAResult will only be used to administer the Program and will not be used for any other purpose. More information on CLEAResult's Privacy Policy is available [HERE](#). More information on takeCHARGE's Privacy Policy is available [HERE](#). Newfoundland Power requires CLEAResult to safeguard all confidential information.*

What if I have additional questions about the program?

If you have **questions** about the pilot program, please Email: MysaPilot@clearesult.com or Contact +1.888.847.9939* between 9:00 am – 4:00 pm NST.

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What are the objectives of the pilot?

- To **measure** peak load reduction impacts and rebound effects after events.
- To **assess** customer acceptance of load management strategies.
- To **evaluate** the cost-effectiveness of using smart thermostats for electric baseboard heating demand response.
- To **understand** the impact on whole home load before, during, and after peak events.

What are the pilot enrolment targets?

- 500–600 households
- 2,000–3,000 devices
- 120 whole-home energy monitors

What if I have other heating systems in my home?

The pilot is focused on homes with electric baseboard heating as the primary source. Homes with other heating systems (e.g., heat pumps, oil furnaces) **may still be eligible**, but results may vary.

I use heat pumps or mini splits as my main heating source, with baseboard heaters as backup. Am I eligible to participate?

Yes, you are eligible to participate. Even if heat pumps or mini splits are your primary heating source, baseboard heaters are still considered the primary system for program eligibility. This is because heat pumps may need support from baseboard heating during extremely cold temperatures.

Will the pilot install my thermostat for me?

No, installation services **are not provided**. Participants must install and connect their eligible devices themselves.

What is the process for installing a whole-home energy monitor?

If selected, a **qualified contractor** will install the monitor and guide you through account setup during the visit.

What happens during a demand response event?

Your thermostat will **reduce the setpoint by 1-4°C** (not below 15°C). Pre-heating may be enabled before the event.

What if I add more thermostats after enrolling?

You will receive **additional incentives** for new qualifying devices added after initial enrollment, up to a total **maximum** enrollment incentive of **\$100 per household**.

What if I move or my home is no longer occupied during the pilot?

Notify customer support. Your participation may be discontinued if your home is not occupied during the required months or your devices are disconnected from WiFi.

Email MysaPilot@clearesult.com or contact +1.888.847.9939* between 9:00 am – 4:00 pm NST

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Can I request a physical gift card instead of a virtual one?

Yes, but a **small fee** may be deducted to cover shipping.

Are incentives taxable?

Incentives are typically considered rebates or rewards and may not be taxable. **Consult your local tax authority.**

Can I receive incentives if I opt out of events or withdraw from the pilot?

You must **meet participation requirements** to receive the incentive.

How is my data used and protected?

Your data is used solely for **administering the pilot** and stored securely in Canada. Only authorized partners have access.

Who manages the pilot?

takeCHARGE administers the pilot, supported by **CLEAResult**, **Virtual Peaker**, **Mysa**, and **Guidehouse**.

What is the role of CLEAResult, Virtual Peaker, Mysa, and Guidehouse?

- **CLEAResult:** Customer service, recruitment, installation, and support.
- **Virtual Peaker:** Device management and event scheduling.
- **Mysa:** Marketing and device integration.
- **Guidehouse:** Independent evaluation and reporting.

How is my feedback used?

Participants are invited to **complete surveys** during and after the pilot season. Feedback helps **improve future programs**.

What happens if I have technical issues with my device?

Contact customer support. Troubleshooting guides and resources are available.

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