

PECO Connect2Home FAQs

What is the PECO Connect2Home pilot?

PECO is exploring how smart home technology and related apps can help customers reduce energy use during periods of high demand. The new PECO Connect2Home app leverages the Samsung SmartThings platform to connect and manage devices around the home. During periods of high demand, when usage tends to trend higher, customers are encouraged to reduce energy use.

PECO will identify periods of high demand during the pilot and ask customers to reduce their energy usage during these specially designated “Energy Saving Hours”. Enrolled customers will have the opportunity to participate in two 10-day savings periods, one in January and one in February 2026. Pilot participants will be compensated \$5 in gift cards each day they participate.

The PECO Connect2Home pilot will offer customers two ways to reduce during Energy Saving Hours: Automatically or Manually through the app. When customers choose **AUTOMATIC**, they opt for PECO to adjust devices for them during specially designated Energy Saving Hours. For those who prefer a more **MANUAL** approach, they can elect to participate in energy savings manually by controlling devices themselves through the app when notified.

Why are you referring to PECO Connect2Home as a pilot?

Utilities often run pilot programs with a limited number of customers to test technologies or program designs before they roll it out to all customers. In many cases, the utility works with the Public Utility Commission to make sure that customers have a positive experience and clearly define benefits.

Because this is a new app and the first time that PECO is using smart home technology specifically for the purposes of reducing energy use during periods of high or peak demand, this program will run for a limited time, January and February 2026, for a limited number of customers who volunteer.

Lastly, when PECO customers agree to participate in this pilot, they agree to have PECO and its partners analyze their energy usage data. Analysis will be recorded anonymously, and no personal energy usage information will be published or shared externally.

Who is eligible for the pilot and how many people will participate?

Customers with all electric or hybrid electric heating qualify for the program. Participants must also have Wi-Fi at home and access to a smart phone or tablet where they can download the PECO Connect2Home app and manage devices.

What is the PECO Connect2Home app?

The new PECO Connect2Home app uses the Samsung SmartThings platform to adjust devices in the home. To use the PECO Connect2Home app, customers must first download the Samsung SmartThings app and then connect their devices. The pilot team will provide instructional and technical support to all pilot participants.

Once PECO customers have connected their PECO Connect2Home app to Samsung SmartThings app, they will only use the PECO Connect2Home app moving forward. The PECO Connect2Home app allows customers to connect and manage devices in their home, so, when necessary, they can easily reduce their energy use.

How does the PECO Connect2Home pilot work?

Customers who sign up for the PECO Connect2Home pilot are agreeing to reduce energy use during specially designated Energy Saving Hours throughout the winter. This is typically done by lowering the thermostat by 2 degrees. It could also mean lowering the temperature of an electric water heater by 2 degrees or delaying an electric dryer load until after the peak period. Energy Saving Hours may last up to four hours each day. Customers can opt out or override automatically adjusted settings at any time.

Customers will receive a \$20 sign up gift card when they successfully connect their devices to the Connect2Home app. Customers will receive \$5 for each day they participate in Energy Saving Hours, with the total potential to earn \$100 in gift cards this winter.

Energy Saving Hours will take place from 2:00pm-6:00pm and will occur for 10 consecutive days in January and February. Dates for the pilot will be January 5-16, 2026 and February 2-13, 2026.

Participation is voluntary. If customers choose not to participate during one of the events, they will not receive compensation for that event.

Once customers have successfully set up their PECO Connect2Home app, they will receive information about how to select their method of participation during Energy Saving Hours. The options are **Automatic** or **Manual**. **Customers can switch from one mode to the other at any time.** When customers sign up for Automatic, they opt to allow PECO to adjust devices connected to the app. When customers select **Manual**, they will receive notifications and instructions on how to take action during events (for example, lower the temperature on the thermostat).

How will I be notified of an event?

PECO will notify all customers of Energy Saving Hours before the start of the 10-day period. In this email, participants will be asked to adjust their app to either "Automatic" or "Manual" mode. If you are set to "Automatic" you do not have to do anything during an event. If you are set to "Manual" you will be asked to manage your devices manually through the app at the given time.

Notifications will come through our pilot partner, SmartMark Communications, on behalf of PECO.

What are Energy Saving Hours?

Energy Saving Hours are hours that coincide with high demand for electricity, typically during the hottest and coldest days of the year when many people run their air conditioning or heating.

PECO is exploring ways to curb demand during these peak periods and is offering the app and additional incentives to help customers participate in energy savings during these times.

Energy Saving Hours will occur daily from 2:00pm – 6:00pm during each period (January 5-16 and February 2-13), Monday – Friday only.

Do I have to participate for the entire four hours?

Energy Saving Hours will last for four hours. Program participants can override these settings at any time and are always in control of their comfort at home.

Participants who allow for “Automatic” adjustments to be made at the start of an event, or who manually adjust their devices to participate, will still receive credit for participating, even if they change their settings during an event.

Is there an incentive to participate in Energy Saving Hours?

All customers will receive a \$20 gift card upon signing up and when they connect their devices to the Connect2Home app. An additional \$5 will be rewarded each day that customers participate in Energy Saving Hours.

How do I connect my smart thermostat and smart devices to the PECO Connect2Home app?

You can find tutorial videos and the Quick Start Guide [here](#). To see your devices in the PECO Connect2Home app, you will first need to download Samsung SmartThings, create an account, and connect your devices there. The two apps work together. After that, all your interactions will be through the Connect2Home app.

Need help? Contact us at **833-80-CONNECT (833-802-6663)** or support@pecoconnect2home.com.

How do I choose to participate automatically and allow PECO to adjust my device during events?

You will navigate to the “Save” tab on the PECO Connect2Home app and select “Automatic Energy Savings.” Your connected devices will then adjust automatically during Energy Saving Hours. All settings will be restored back to the way they were after Energy Saving Hours are over.

You can always adjust your devices manually if you do not want to participate in a certain event.

How do I participate manually?

You will navigate to the “Save” tab on the PECO Connect2Home app and select “Manual Energy Savings.” You will then receive an email notification before an Energy Saving Hours event on how to shut off or adjust devices through the app manually.

Do I have to participate in every Energy Saving Hours event?

No, you do not have to participate in every event, but you will only receive additional compensation for each day in which you participate. We understand that it might not always be convenient for you. Comfort is our top priority.

What are the benefits of participating in the PECO Connect2Home pilot?

Customers can earn up to \$120, as well as learn how their energy behavior can help lower their monthly bill, and how connected technology can bring a new level of convenience to their daily life.

Why do I have to create a Samsung SmartThings account?

In order to connect your devices to the PECO Connect2Home app, it is currently a requirement to connect them through Samsung SmartThings. That is because the PECO Connect2Home App currently uses SmartThings as the connectivity platform on the back end.

What if I have additional smart home devices? Can I connect those devices to the program?

If you have additional smart home devices that are compatible with Samsung SmartThings, they can likely be connected to the PECO Connect2Home app. Please note that any device you enroll in PECO Connect2Home’s “Automatic Energy Savings” setting will be adjusted during Energy Saving Hours. This includes EV chargers, home batteries, and any connected appliances.

Are people watching how I use energy at home?

Pilot participants must sign a consent form to participate in the pilot. This consent form notifies customers that PECO and its program partners will be looking at device usage and energy use during the pilot. In addition, customers may be asked to participate in a survey.

Note that after the analysis of data, all documentation that is shared either with the Pennsylvania Public Utility Commission or in a more public format will be anonymized. No names or personal identifying information will be attributed to the results of the pilot.

Customers may receive communications from PECO’s program partner, SmartMark Communications. Other organizations that work with PECO on this program and may have access to data include CMC Energy and Guidehouse.

What if I have difficulty setting up the app or connecting my devices?

You can always call us at **833-80-CONNECT (833-802-6663)** or email us at **support@pecoconnect2home.com** We are here to help make your experience a success.