

## Your Savings: Load Management & Connected Homes

### The New Era of “Set It and Forget It”

As we transition to **Time-of-Day (TOD) rates** on **April 1, 2026**, our load management programs are evolving. In the past, these programs offered flat credits to approximate savings. Under TOD, your savings are direct: by automatically shifting your usage away from the 3:00 pm - 7:00 pm peak, you pay the lower rate immediately.



### Connected Homes: Your Automation Partner

Managed by CMLP partners MMWEC and Virtual Peaker, **Connected Homes** is the best way to save under TOD without lifting a finger. By enrolling your smart devices, the system automatically “throttles” usage during expensive peak hours.

### Eligible Devices



**Electric Vehicles & EV  
Chargers**



**Home Battery Storage**



**Electric Hot Water  
Heaters**

Learn more and enroll at: [nextzero.org/concord/connected-homes/](https://nextzero.org/concord/connected-homes/)

### What Is Changing?

PROGRAM / RATE	CHANGE STATUS
<b>ETS SYSTEMS</b>	<b>No Change.</b> Please see our dedicated ETS flyer for your transition timeline.
<b>CONNECTED HOMES CREDITS</b>	<b>Transitioning.</b> Most flat credits are being replaced by direct TOD savings (see FAQs).
<b>EV CHARGING SECOND METER</b>	<b>This rate is preserved</b> with \$0.17056/kWh off-peak charging costs and a low \$6.50 per month 2 <sup>nd</sup> meter fee.
<b>ELECTRIC RESISTANCE HEAT RATE</b>	<b>Discontinued.</b> Customers move to standard TOD rates.
<b>OLD TIME-OF-USE RATE (TOUR)</b>	<b>Discontinued.</b> Customers move to standard TOD rates.

Learn More about Time-of-Day rates, load management programs, Connected Homes and more!



[concordma.gov/tod](https://concordma.gov/tod)

## Load Management Frequently Asked Questions

### Why are my Connected Homes credits going away?

Previously, credits were a “best guess” at the value of your energy shifting. With Time-of-Day rates, you now get the exact value of that shift. By not using power during the Peak window, you are already paying a lower rate, so a separate credit is no longer necessary. This is more transparent and accurate.

### Why do Thermostats still get a monthly credit?

Thermostat device manufacturers will not allow us to adjust the thermostat settings every single day. After April 1, 2026, thermostats enrolled in Connected Homes are eligible to receive the prior fixed monthly credit only during Supplemental Peak Events, which are peaks that occur outside of the 3 PM-7 PM weekday peak window. We do not anticipate more than 2-3 of these events a year. A monthly credit is still provided to reward customers for keeping their devices available for these critical events.

### Is it still worth being in Connected Homes?

Yes! It is the ideal “Set it and forget it” tool. Instead of having to remember to unplug your car or turn off the water heater at 3:00 p.m. every day, Connected Homes does it for you, ensuring you always stay in the lower-cost rate windows.

### What happens to my controlled water heater?

If you were or will be on the Controlled Water Heating Rider, CMLP will still control the charging times of your electric water heater and you will still receive a credit on your monthly CMLP electric bill. If you have a Wi-Fi-enabled electric hot water heater, you can alternatively join Connected Homes to ensure your device is not using energy between 3 PM-7 PM on weekdays, allowing you to benefit from the lower TOD rates for all the water your system heats.

### For customers with a dedicated meter for EV charging, what is the difference between Phase 1 and Phase 2?

Phase 1 (starting now) introduces the TOD structure. In Phase 2 (expected 2027), the “gap” between peak and off-peak prices will widen. We have modified current EV rates to ensure your costs don’t rise during this interim period, keeping your Super Off-Peak rate at \$0.17056 until the full Phase 2 benefits kick in.

**How does Connected Homes manage my home battery?** Connected Homes allows us to program your battery to avoid charging during expensive Peak hours. Tesla Powerwall units can also be programmed to specifically charged during the super off-peak period (1-5am). While we do not currently “discharge” your battery to power the grid during peaks, this “charge-shifting” ensures your system operates as economically as possible. Batteries are still unable to export (exceed your home’s load) at this time, but the issue is being studied.