

# Air Conditioning Program

## Thermostat Quick Reference Guide



### Welcome to PeakRewards<sup>SM</sup>!

Your participation in this money- and energy-saving program is important to help reduce summer demand for electricity in Maryland. As a PeakRewards<sup>SM</sup> participant, you allow BGE to control the PeakRewards<sup>SM</sup> thermostat and to “cycle” your air conditioning off and on during periods of summer peak electric demand. Cycling your air conditioner (A/C) helps to keep down the overall cost of electricity and maintain reliable service when demand for electricity is high, which helps all BGE customers avoid power interruptions. In exchange for participation, PeakRewards<sup>SM</sup> participants receive bill credits from June through September.

This Quick Reference Guide should help answer many of your questions about your participation in the program and the operation of your PeakRewards<sup>SM</sup> thermostat.



For more information, visit [BGESAVINGS.COM](https://www.bgesavings.com) or call **1.888.309.PEAK (7325)**.

### Your Benefits and Options

#### Cycling Choices and Benefits

Select the cycling level that fits your lifestyle; choose from 50%, 75%, or 100%. The higher the level you choose, the greater the bill credits you will receive. As an added thank you, you will receive matching bonus credits for the first year you are enrolled.\* Visit [BGESAVINGS.COM/Programs/AC](https://www.bgesavings.com/Programs/AC) for more information on how to choose the cycling level that’s right for you. If you are participating as part of the multifamily program, you were automatically enrolled at 50%, however you may choose a greater cycling level and earn greater bill credits.

#### Opt-Outs

You may opt out of up to two Energy Savings Days. You may schedule these overrides in advance or on the day of an event by calling the PeakRewards<sup>SM</sup> customer hotline at **1.888.309.PEAK (7325)** or via Online Access. If an Energy Savings Day becomes an emergency event, your device will cycle to your chosen participation level. You are not able to opt out of emergency events.

\* “Move-in” customers are not eligible to receive the first-year bonus credits, since the bonus is intended for the initial enrollment and installation of a device at a customer’s home.

### What You Can Expect

#### “Peak” Demand

When you enroll in PeakRewards<sup>SM</sup>, you agree to help ease high electricity demand by allowing BGE to “cycle” your air conditioning to reduce the amount of electricity used during periods of “peak” demand. This allows BGE to help maintain reliable service while keeping down the cost of electricity for everyone.

#### Cycling

Cycling events will typically occur during the summer months of June through September but can happen during other months throughout the year. If there is a significant increase in peak energy demand, your PeakRewards<sup>SM</sup> device will receive a signal to cycle your air conditioning. Cycling helps maintain reliable service while keeping down the cost of electricity for everyone. On Energy Savings Days, your device will receive a signal to cycle up to 50%. If there is a risk that energy demand will surpass supply, your device may receive an emergency signal to cycle up to your chosen cycling participation level (50%, 75% or 100%).

#### How Can I Tell a Cycling Event Is Taking Place?

The PeakRewards<sup>SM</sup> device installed at your home will indicate when a cycling event is taking place. If you have a PeakRewards<sup>SM</sup> thermostat, the word “SAVINGS” will appear at the top of the thermostat screen for the duration of the event and up to an hour after your device returns to normal operation. You can also sign up to receive text notifications at the start and end of every cycling event — visit [BGESAVINGS.COM/PeakNotifications](https://www.bgesavings.com/PeakNotifications). Participants with email addresses on file will automatically receive Event Notifications.

#### Event Ends — Recap

Your A/C unit should resume normal operation after the cycling event has ended. By participating in PeakRewards<sup>SM</sup>, you are helping to:



- Ease the burden on our electric grid and reduce the need for additional power generation
- Protect our environment and reduce our carbon footprint by lowering emissions associated with additional power generation
- Support EmPOWER Maryland goals

## Cycling Event Frequency & Duration

Cycling typically occurs Monday-Friday between 12 p.m. and 3 p.m. but the actual start time, end time, duration and day of the week of each cycling event varies. The length of a cycling event will depend on the need for BGE to reduce electric demand. BGE is unable to predict the number of times it will cycle air conditioners each year, nor maximum duration. If an emergency event is called, generally it will last until the situation is averted. Additionally, even after the emergency event ends, there will be a transition period until full operation of your unit is restored. Please make sure that your cycling level still fits the needs of your family in advance of cycling season.

## Stay Connected and Informed

Keep cool and stay informed about the cycling events that may affect your air conditioning.



- Sign up to receive text notifications for every cycling event at [BGESAVINGS.COM/PeakNotifications](https://www.bgesavings.com/PeakNotifications). Participants with email addresses on file will automatically receive Event Notifications.
- Bookmark PeakRewards<sup>SM</sup> Event Central to confirm when cycling events are taking place, view frequently asked questions, and get tips to stay cool during a cycling event — visit [BGESAVINGS.COM/PeakRewardsEvent](https://www.bgesavings.com/PeakRewardsEvent).
- Schedule overrides, adjust your thermostat settings, and view your cycling status and history online at [BGESAVINGS.COM/OnlineAccess](https://www.bgesavings.com/OnlineAccess).
- For general inquiries or technical questions about your device, call the PeakRewards<sup>SM</sup> customer hotline at: **1.888.309.PEAK (7325)**.

## Quick Tips for Thermostat Settings

### Setting Current Time

Should the time on your thermostat need to be reset, this is an indication that the coin cell (battery) needs to be replaced. The battery is located on the left side of the thermostat and can be accessed by inserting a small screwdriver and prying the holder out. To manually set the current time display:

- Press **CLOCK**, then press arrow up  $\wedge$  or arrow down  $\vee$  to adjust the time.
- Press **DONE** to save and exit (or press **CANCEL** to exit without changing the time).

*Battery replacement is the responsibility of the customer.*



### What Is the Difference Between Temporary and Permanent Setting Changes?

A temporary setting change may be used to make adjustments to the temperature in your home without overriding the programmed heating and cooling schedule. A temporary change will hold a selected temperature until the next scheduled time period, at which time the programmed schedule will resume. A permanent setting change will override the heating and cooling schedule completely until it is cancelled, at which time the programmed schedule will resume. To learn more about how to set a schedule, visit [BGESAVINGS.COM/ThermostatManual](https://www.bgesavings.com/ThermostatManual) or call the PeakRewards<sup>SM</sup> customer hotline at **1.888.309.PEAK (7325)**.

### How Do I Program a Temporary Change?

To temporarily change a temperature setting until the next programmed time period begins:

- Press arrow up  $\wedge$  or arrow down  $\vee$  to adjust the temperature
- Press **CANCEL** (or **SCHED**) to return to the programmed temperature.

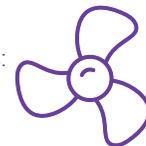
### How Do I Program a Permanent Temperature Setting?

To hold a specific temperature while you are on vacation or away for extended periods of time:

- Press arrow up  $\wedge$  or arrow down  $\vee$  to select a temperature, then press **HOLD**.
- Press **HOLD** again to override the programmed schedule and maintain this temperature.
- Upon return, press **CANCEL** (or **SCHED**) to reactivate your regular programmed schedule.

### How Do I Use My Fan Control?

Press **FAN** to select one of the following options:



- **ON**: Fan is always on.
- **AUTO**: Fan runs only when the heating or cooling system is on.
- **CIRC**: Fan runs randomly, about 35% of the time, not counting any run time with the heating or cooling system.
- After making your selection, press **DONE**.

### What if My Thermostat Is Not Working Properly?

Please call the PeakRewards<sup>SM</sup> customer hotline at **1.888.309.PEAK (7325)** for questions about your thermostat. For all other issues related to your air conditioner, furnace, or heat pump, please call your local air conditioning contractor. If you are participating with your community as part of the multifamily program, contact your maintenance supervisor with issues related to your heating or cooling system.

## Have Questions?

Learn more at [BGESAVINGS.COM](https://www.bgesavings.com) or call **1.888.309.PEAK (7325)**

If you are a resident of a multifamily community participating in PeakRewards<sup>SM</sup>, visit [BGESAVINGS.COM/Multifamily](https://www.bgesavings.com/Multifamily)

Customers who receive PeakRewards<sup>SM</sup> bill credits are subject to the Terms & Conditions for the PeakRewards<sup>SM</sup> program. Please review the updated Terms & Conditions available at: [BGEsavings.com/Resources](https://www.bgesavings.com/Resources).

EmPOWER Maryland programs are funded by a charge on your energy bill. EmPOWER programs can help you reduce your energy consumption and save you money. To learn more about EmPOWER and how you can participate, go to [BGESmartEnergy.com](https://www.bgesmartenergy.com).