

Air Conditioning Program for Communities Quick Reference Guide

Welcome to PeakRewardsSM!

Your community is participating in PeakRewardsSM — a program designed by BGE to help ease the “peak” demand for electricity in the Mid-Atlantic region. This money- and energy-saving program allows BGE to “cycle” your air conditioning off and on during periods of peak electric demand. By reducing the amount of electricity used during these peak demand periods, BGE is helping to maintain reliable service while keeping down the overall cost of electricity for everyone. This Quick Reference Guide should help answer many of your questions about the PeakRewardsSM thermostat and about your participation in the program. For more information, visit [BGESAVINGS.COM/Multifamily](https://www.bgesavings.com/Multifamily) or call **1.888.309.PEAK (7325)**.

Your Benefits and Options

You have automatically been enrolled in the program at the 50% participation level. However, you may choose a different cycling level that best fits your lifestyle — 50%, 75% or 100%. PeakRewardsSM is completely voluntary and you may opt out of the program at any time. For details on how the program works, please visit [BGESAVINGS.COM](https://www.bgesavings.com).

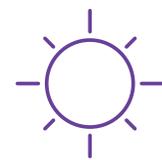


Cycling Choices and Benefits

You may select a different 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. 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.

Opt-outs

You may opt out of non-emergency cycling events. You may schedule these opt-outs in advance or on the day of an event by calling the PeakRewardsSM customer hotline at **1.888.309.PEAK (7325)** or via Online Access.



What You Can Expect

“Peak” Demand

During very hot summer days, demand for electricity is at its highest. By participating in PeakRewardsSM, 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.

Cycling

If there is a significant increase in energy prices or energy demand between June 1 and September 30, your PeakRewardsSM device will receive a signal to cycle your air conditioning. When the cost of electricity is high, your device may receive a **non-emergency** 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.

How Can I Tell a Cycling Event Is Taking Place?

Your PeakRewardsSM thermostat will indicate when a cycling event is taking place by displaying the word “**SAVINGS**” across the top. 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 PeakRewardsSM, 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 events typically occur mid-day, Monday – Friday but may occur at other times or days of the week. The duration of each event depends upon the type of event (non-emergency or emergency) and the amount of time it takes to resume normal system operation after the event. BGE is unable to predict the number of times it will cycle air conditioners or electric heat pumps each year, nor the maximum duration of each event.

Stay Connected and Informed

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

- Visit PeakRewardsSM 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/Programs/AC](https://www.bgesavings.com/Programs/AC).
- 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.
- Sign-up to receive summer emails with useful tips and reminders, program news and enhancements, and energy-saving resources to maximize your participation in PeakRewardsSM — visit [BGESAVINGS.COM](https://www.bgesavings.com).
- For general inquiries or technical questions about your device, call the PeakRewardsSM customer hotline at: **1.888.309.PEAK (7325)**.



PeakRewards Mobile

PeakRewards Mobile gives you access to key program features on your mobile device — anytime, anywhere. Logging into PeakRewardsSM Mobile is EASY!

1. Go to [BGE.COM](https://www.bge.com) on your mobile device's internet browser.
2. Click "My Account" and log in or sign up.
3. Select "Programs."
4. Select "PeakRewardsSM." You will then be able to start using PeakRewardsSM Mobile.

For more information, visit

[BGESAVINGS.COM/PeakRewardsMobile](https://www.bgesavings.com/PeakRewardsMobile)



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 **^** or arrow down **v** 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 Are the Optimal Temperature Settings?

Your thermostat contains a pre-set ENERGY STAR[®] heating and cooling schedule. On average for every degree you set back your thermostat, you can save 2% on your energy bill.

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 PeakRewardsSM 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 **^** or arrow down **v** 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 **^** or arrow down **v** 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?

If you have an issue with your heating or cooling system, please contact your maintenance supervisor.

Have Questions?

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

Customers who receive PeakRewardsSM bill credits are subject to the Terms & Conditions for the PeakRewardsSM 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).