

PeakRewardsSM

Air Conditioning Program

Thermostat Quick Reference Guide

Welcome to PeakRewards!

Your participation in this money- and energy-saving program is important to help reduce summer demand for electricity in Maryland. As a PeakRewards participant, you allow BGE to control the PeakRewards thermostat and to cycle your air conditioning on and off via your enrolled programmable thermostat or outdoor switch on your air conditioning unit during periods of high electricity demand. In exchange for participation, you will receive bill credits every summer (May–September).

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

For more information, visit [BGESmartEnergy.com/PR-FAQs](https://www.bgesmartenergy.com/PR-FAQs) or call 1-888-309-PEAK (7325).

Your benefits and options



Cycling choices and benefits

As of May 1, 2026, cycling levels will automatically default to 50% for all PeakRewards customers.

Opt Out

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 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.

What you can expect

Peak demand

When you enroll in PeakRewards, 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

During periods of high electricity use, a radio signal may be sent to your programmable thermostat or outdoor air conditioning switch at your home to interrupt the flow of electricity to your air conditioning unit for a period of time each hour. This is called cycling and allows BGE to help maintain reliable service while keeping down the overall cost of electricity for everyone.

How can I tell a cycling event is taking place?

The PeakRewards device installed at your home will indicate when a cycling event is taking place. If you have a PeakRewards 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 at [BGESmartEnergy.com/PR-FAQs](https://www.bgesmartenergy.com/PR-FAQs). Participants with email addresses on file will automatically receive event notifications.

Event ends—recap

Your A/C unit should resume normal operation within an hour of the cycling event ending. By participating in PeakRewards, 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 and duration

Summer cycling events typically occur on weekdays from May through September but can occasionally happen during other parts of the year.

The actual start time, end time, duration and day of the week of each cycling event will vary. The length of a cycling event will depend on the need for BGE to reduce electric demand.

Stay connected and informed



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

- You can sign up to receive email or text alerts at [BGE.com/MyNotifications](https://www.bgesmartenergy.com/MyNotifications).
- Bookmark PeakRewards Event Central to confirm when cycling events are taking place, view frequently asked questions and get tips to stay cool during a cycling event at [BGESmartEnergy.com/PR-FAQs](https://www.bgesmartenergy.com/PR-FAQs).
- If you need to override an event during Energy Savings Days just call the PeakRewards customer hotline at **1-888-309-PEAK (7325)** or via PeakRewards Online Access.
- For general inquiries or technical questions about your device, call the PeakRewards 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 or arrow down 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 canceled, at which time the programmed schedule will resume. To learn more about how to set a schedule, call the PeakRewards 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 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 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 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
[BGESmartEnergy.com/PR-FAQs](https://www.bgesmartenergy.com/PR-FAQs)
or call **1-888-309-PEAK (7325)**.

Customers who receive PeakRewards bill credits are subject to the Terms & Conditions for the PeakRewards Program. Please review the updated Terms & Conditions available at [BGESmartEnergy.com/PeakRewards](https://www.bgesmartenergy.com/PeakRewards).

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).