

APPENDIX A – Thermostat Program FAQs

Am I eligible for the E-Smart Thermostat program?

The following criteria must be met for your business to be eligible for the Thermostat program:

- You must be an Ameren Illinois Utilities electric customer under electric rates of BGS-2 or BGS-3A, (must be less than 400 kW) or RTP-2 or RTP-3A (must be less than 400 kW).
- You must have a fully operational central heating and cooling system or heat pump in good condition that is one and one-half tons or larger.
- The service work (installation of the thermostat) must be done by the Ameren-appointed technician
- Building tenants are eligible as long as the building owner signs the Landlord Consent form (Appendix B)
- Public buildings such as government, municipal, and public schools are eligible for this program

Ineligible systems include:

- Digital control systems including the Carrier Infinity®
- Multi-zone systems using 485 protocol
- Dual fuel heat pumps with gas/oil backup
- Electric baseboard heat
- zone systems that remove power from the thermostat wire
- Independent window AC units
- Areas that cannot receive the paging signal

Is this really free?

Yes, you will get FREE professional installation of a FREE programmable thermostat(s). There use of the web site to program your thermostat is also FREE.

How is a contractor/technician selected for my project?

Act On Energy staff will handle these assignments. The contractor will contact you to set up an appointment. When your project is done the contractor will train you on the thermostat, provide you with information on how to access your thermostat via the internet, and leave you with a manual for the thermostat.

How long is this offer valid?

The Thermostat offer is limited and available on a first-come, first-served basis.

How does Ameren Illinois Utilities cycle my air conditioner?

On high energy demand days your thermostat will receive signals from a wireless paging system during a cycling event. This, in turn, causes your central air conditioning unit to turn off and on. You'll know when a cycling event is taking place as the LED light on the thermostat will turn green and the word "SAVE" will appear on the display because you will be saving energy and saving money. This could occur a maximum of 12 times from June 1st through September 30th, and would only happen between 1-5:00pm, Monday through Friday. The result would be a maximum of one degree increase for each of those hours – resulting. This can be over-ridden, if necessary, to provide comfort of your customers and employees.

How will cycling affect the comfort level of my business?

The impact on comfort is usually minimal during a cycling event since the thermostat is designed to make small temperature adjustments over time.

How many thermostats will you replace at my business if I have more than one?

We will replace as many as you like (each must be connected to central air-conditioning), but keep in mind that only two thermostats per account number will be accessible via the wireless network – meaning two of the units you can program at the base unit OR over the internet, the additional units will have to be programmed at the base unit.

I understand to be eligible for this program I have to be able to receive the "paging signal" - how will we know if I can get this signal?

Contact the Act On Energy call center (866-800-0747) if you have questions about your location.

May I keep my old thermostat?

Yes, your old thermostat(s) will be left with you.

How long does the installation take?

Roughly an hour each for each thermostat installed.

If I supplement my heat with space heaters/independent baseboard heaters, am I still eligible?

Yes

Is this thermostat easy to program?

Unlike other programmable thermostats, the Superstat allows you to change your thermostat settings from a simple, easy-to-use Web site through any Internet connection, or you can do this from the base unit itself.

How do I adjust my thermostat on the Internet?

The same way you perform other Internet functions. After initial set-up you will log on to the Internet with a user name and password of your choosing. The control panel is designed to be quick and easy to use, with color-coded menus for each type of setting: Heat Mode; Cool Mode; Vacation Mode; and Control Override.

When will I be able to access my thermostat via the Ameren web site?

It may take up to three weeks before the information is processed before your thermostat is accessible via the Ameren web site.

Mail/Fax Application to:

Ameren Illinois Utilities, Act On Energy® Business Program,
300 Liberty Street, Peoria, IL 61602 • Fax: 309-677-7950

Questions: call toll-free: 866-800-0747 • ActOnEnergyBusiness@Ameren.com • ActOnEnergy.com

