

APPENDIX A – Thermostat Program FAQs

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 wireless network is already in existence – you do not need to have a wireless internet connection at your business). This, in turn, causes your central air conditioning unit to cycle on and off during the event. 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. A maximum of 12 cycling events can be initiated from June 1st through September 30th, and would only happen between 1-5:00pm, Monday through Friday. The result would be an approximate increase of one degree per hour in room space temperature for each of those hours. This can be over-riden, if necessary, to provide comfort for 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 because the cycling frequency is designed to make small temperature adjustments over time.

How does the override option work?

If needed, you can override a Cycling Event up to three times during a season by accessing your thermostat via the on-line function and clicking on the Control Override tab. If more than two thermostats were installed, only the two that are accessible via the Internet will have this capability.

May I keep my old thermostat?

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

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. (You can view a demonstration of this function at ActOnEnergy.com – For My Business – E-Smart Programmable Thermostat.)

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

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

Mail/Fax Application to:

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300 Liberty Street, Peoria, IL 61602 • Fax: 309-677-7950

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

