ENERGY *select*®

Customer Guide
DirectLink

Gulf Power

Energy *Select*
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DirectLink

Contents

Questions? Give us a call at **1-877-655-4001.**

This guide is designed to assist you in operating the Energy *Select* thermostat. Because heating and air conditioning systems vary from home to home, this guide will occasionally refer to specific types of systems. These systems include, but are not limited to, single-stage (speed) heat pumps, two-stage (speed) heat pumps, air conditioning and electric heat, and air conditioning and gas furnaces. When a specific system, such as a two-stage (speed) heat pump is mentioned, you can disregard the step or information referring to it if you do not have that type of system. ***The Energy* Select *thermostat installed in your home is customized for the type of system you have.***

Save Energy and Money

Welcome to the world of Energy *Select*, an advanced energy management program that gives you control over the energy you purchase for your home. Not only does it give you the opportunity to save money on the energy you use, it also gives you the tools you need to reduce your total energy use – and you don't pay for what you don't use.

This guide is designed to help you learn about the features and functions of the thermostat. It also includes how to apply energy-saving tips to reduce your daily energy consumption.

About Energy *Select*

Energy *Select* consists of four elements:

1. Residential Service Variable Price or RSVP Price
2. Customer Engagement Portal
3. Wi-Fi Enabled Smart Thermostat
4. Secure Wi-Fi access

The sections that follow describe these elements.

1. RSVP Rate

First, the Residential Service Variable Price or RSVP rate is structured so that you have the opportunity to pay a lower price for the electricity consumed in your household 87% of the time. This rate, which features four different prices for electricity, is designed so that you and your family can save money by using the bulk of your electricity during the low and medium periods, when you will be paying less than the standard residential rate. This special variable price is the cornerstone of the Energy *Select* program.

2. Online Programming Portal

The second element is the Online Programming Portal. This web-based portal makes programming your thermostat and connected appliances simple. You log in to the portal to program your central cooling and heating system, electric water heater and pool pump from the convenience of any computer, tablet or smartphone with Internet access. It doesn't get much easier than that.

3. **Wi-Fi Enabled Smart Thermostat**

The third element is the special Wi-Fi enabled smart thermostat. This thermostat, along with timers for your applicable appliances, provides an easy way to take advantage of the RSVP rate by following your programming and responding to pricing signals.

4. **Secure Wi-Fi Internet Access**

The fourth component is your home's secure Wi-Fi Internet access. By using the Wi-Fi signal in your home, your online programming, central cooling and heating system and controlled electric water heater and pool pump will all respond to your programmed settings, putting you in control of how much energy you purchase, when you purchase it and at what price you purchase it.

The Online Programming Portal, smart thermostat and your home's Wi-Fi network are all key components of the system working together to enable you to get the greatest benefit from the RSVP rate.

Energy *Select* Basics

The chart below indicates the percentage of time each price tier is in effect. Please visit us at gulfpower.com/energyselect or call toll-free at 1-877-655-4001 for current Low, Medium, High, and Critical prices.

**Residential Service
Variable Pricing (RSVP) Rate**
Percent of Annual Hours In Effect
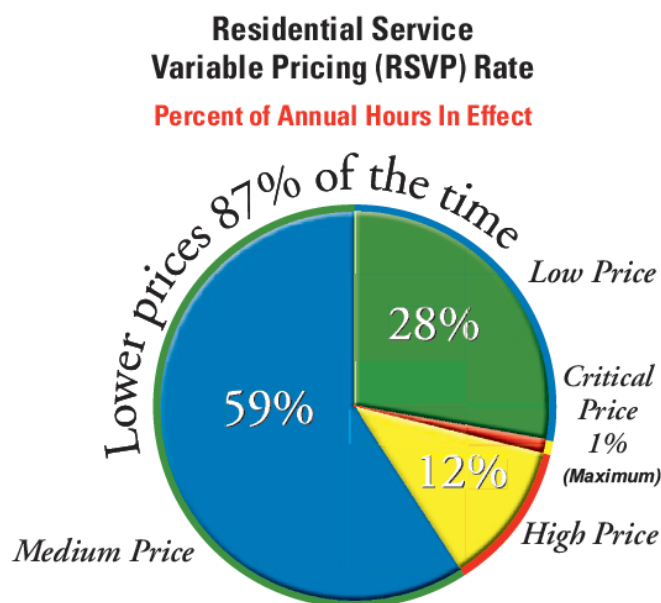
Energy *Select* Price Periods

With the programmable thermostat, you can program your cooling and heating to run more in the lower price periods and less, or not at all in the higher price periods. It's always your choice, and you are always in control. The thermostat even provides an override feature that allows you to temporarily change your settings without modifying your programmed settings.

The Low, Medium, and High price periods are set. You will always know when they are and can program your thermostat accordingly. The Critical price period is not predetermined; but it is called by Gulf Power when needed. However, you can plan for this price by programming your thermostat to respond accordingly when the Critical price signal is sent. You never have to be home to respond to any price. Once you program the thermostat, it does the work for you.

<table>
<tr><td colspan="2" align="center">Summer Schedule</td><td colspan="2" align="center">Winter Schedule</td></tr>
<tr><td colspan="2" align="center">__May through October__</td><td colspan="2" align="center">__November through April__</td></tr>
<tr><td colspan="2">**Weekdays:**</td><td colspan="2">**Weekdays:**</td></tr>
<tr><td>Low</td><td>11 p.m. - 6 a.m.</td><td>Low</td><td>11 p.m. - 5 a.m.</td></tr>
<tr><td>Medium</td><td>6 a.m. - 1 p.m. &</td><td>Medium</td><td>5 a.m. - 6 a.m. &</td></tr>
<tr><td></td><td>6 p.m. - 11 p.m.</td><td></td><td>10 a.m. - 11 p.m.</td></tr>
<tr><td>High</td><td>1 p.m. - 6 p.m.</td><td>High</td><td>6 a.m. - 10 a.m.</td></tr>
<tr><td colspan="2">**Weekends & Holidays:**
(Memorial Day, Independence Day, Labor Day)</td><td colspan="2">**Weekends & Holidays:**
(Thanksgiving Day, Christmas Day, New Year's Day)</td></tr>
<tr><td>Low</td><td>11 p.m. - 6 a.m.</td><td>Low</td><td>11 p.m. - 6 a.m.</td></tr>
<tr><td>Medium</td><td>6 a.m. - 11 p.m.</td><td>Medium</td><td>6 a.m. - 11 p.m.</td></tr>
<tr><td>High</td><td>NONE</td><td>High</td><td>NONE</td></tr>
</table>

Critical price periods are not predetermined and will only go into effect when the demand for electricity is extremely high. Critical price periods will never exceed 1 percent of the hours in any calendar year.

Program Eligibility and Broadband Internet Connectivity

Program Eligibility

To remain eligible to participate in Energy *Select*, you must have:

> An active residential account with Gulf Power Company (not on Flat Bill rate)
> Broadband Internet with secure Wi-Fi access available in your home
> A properly working central cooling and heating system
> Ownership of your home or the homeowner's permission

Broadband Internet Connectivity

The primary requirement for participating in Energy *Select* is that you maintain continuous broadband Internet connectivity with Wi-Fi access in your home. If you discontinue your broadband Internet service, the Energy *Select* system will not communicate with the thermostat and could result in higher than expected energy bills. You will need to contact customer service to schedule removal of the Energy *Select* equipment.

The Value of Energy *Select*

Being an Energy *Select* participant provides you with much value. If you remove the system, you will lose the opportunity for savings (both rate savings and savings associated with lower energy use).

## Section 1: Getting Started with Your Thermostat

Overview

The Energy *Select* programmable Wi-Fi thermostat offers many flexible, user-friendly features to help manage your home's comfort and energy efficiency. By connecting to the Internet via your secure home Wi-Fi network, the thermostat can be programmed and controlled anytime, anywhere by using the [Online Programming Portal](#) on any smartphone, computer, or tablet with Internet connectivity. Although all programming of the thermostat schedule will take place in the portal, overriding that schedule can be manually initiated from the thermostat.

The thermostat display provides normal operating features which includes the current temperature, date, time, and setpoint, but also provides elements that are specific to your Energy *Select* program schedule such as the current price tier and time of day period.
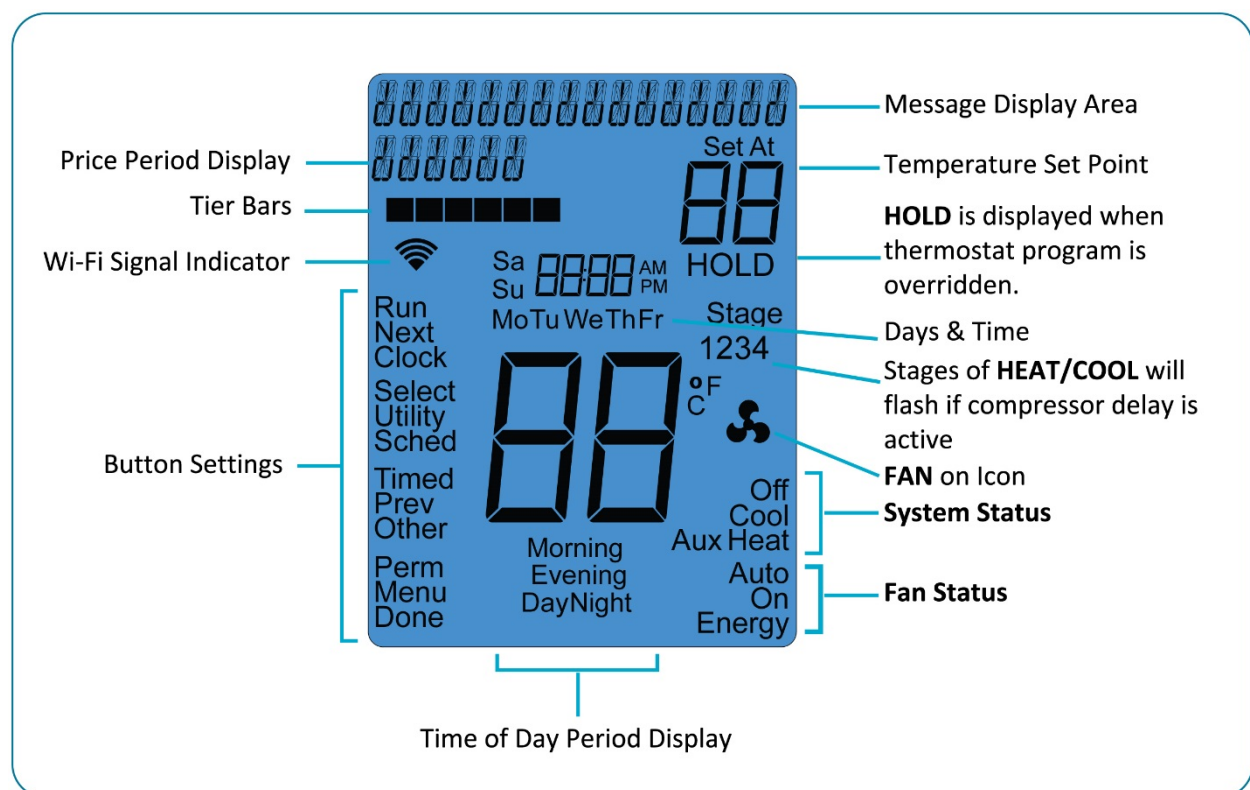
Thermostat Buttons & Features
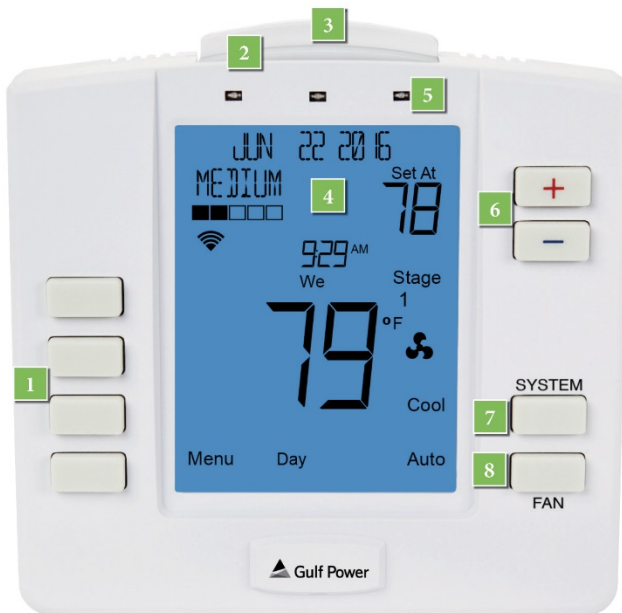
1	Programming Buttons
2	Nightlight
3	Wi-Fi Module
4	LCD Display
5	Critical Event LED (Flashing Then Solid Red)
6	Temperature Set Point Buttons
7	System Button (Heat, Cool, Off)
8	Fan Button (Auto, On)

Thermostat Display

Message Display Area

Price Period Display

Temperature Set Point

Tier Bars

HOLD is displayed when thermostat program is overridden.

Wi-Fi Signal Indicator

Days & Time

Stages of **HEAT/COOL** will flash if compressor delay is active

Button Settings

FAN on Icon

System Status

Fan Status

Time of Day Period Display

Normal Thermostat Display

The normal thermostat display is what appears on your thermostat during normal operation. The following display elements appear in the normal display:
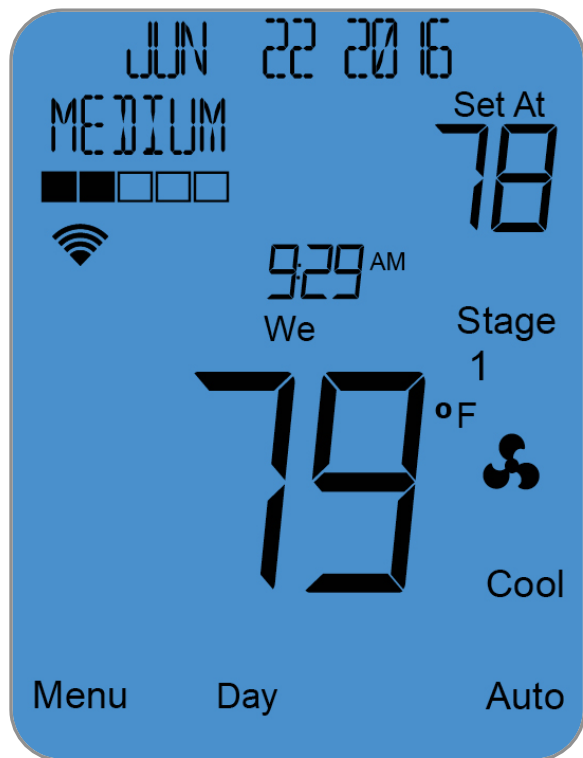
Time Period – Bottom Center. Day in this example.
Day of the Week – Middle. We (Wednesday) in this example.
Current Time – Middle. 9:29 AM in this example.
System Mode – Lower Right. Cool in this example.
Current Room Temperature – Center. 79 F in this example.
Current Temperature Setpoint – Upper Right. 78 F in this example.
Current Price Tier – Upper Left. MEDIUM in this example.

Thermostat Critical Pricing Period LED

The thermostat is equipped with three LED lights located above the display. The Energy *Select* DirectLink program will only utilize the third LED on the right; the other two will not be used. This LED will become active during a Critical Pricing Period. When a Critical Pricing Event has been scheduled, the LED will flash red to alert you that a Critical Price Period will soon be in effect. Once the Critical Pricing Period begins, the LED will become solid red and remain that way until the period ends.

Selecting Cooling & Heating (Non-Heat Pumps)

Press the **SYSTEM** button to select the desired thermostat system mode.
The possible system modes (excluding Heat Pumps) include:

• Cooling – Displays on the thermostat as **Cool**.
• Heating – Displays on the thermostat as **Heat**.
• Off – Displays on the thermostat as **Off**.

When cooling or heating is called, either **Stage 1** or **Stage 1&2** will display (depending on how many stages of cooling/heating your system is configured).

Selecting Cooling & Heating (Heat Pumps)

Follow this procedure to select the system mode for Heat Pumps.

Press the **SYSTEM** button one or more times to select the desired thermostat system mode.
The possible system modes for Heat Pumps include:

• Cooling – Displays on the thermostat as **Cool**.
• Heating – Displays on the thermostat as **Heat**.
• Auxiliary Heat (Heat Pumps only) – Displays on the thermostat as **Aux Heat**.
• Off – Displays on the thermostat as **Off**.

When cooling or heating is called, (compressor turned on) **Stage 1** or **Stage 1&2** will display on the thermostat (depending on how many stages of cooling/heating your system is configured).

Special Modes for Heat Pumps Only

Auxiliary Heat (Heat Pumps only)

Aux Heat (backup heat) as displayed on the thermostat screen, turns off the heat pump compressor and turns on the backup heating system. This will normally be electric strip or resistance heat. To activate auxiliary heat, press **SYSTEM** until **Aux Heat** is displayed on the screen. **Stage 1** will be displayed if the temperature set point is increased 1 degree above the room temperature. If the temperature set point is increased 2 degrees or more above room temperature, **Stage 1 & 2** will be displayed. Typically, auxiliary heat is activated when the heat pump's outdoor compressor unit is not working properly.

Auxiliary Heat is also automatically activated when the heat pump is operating under extreme conditions. The **Aux Heat** will activate automatically if the outdoor temperature is very cold (usually below freezing) and the compressor cannot maintain the thermostat's setpoint. Normally, Aux Heat will not automatically be operated from a temperature increase coming out of a programmed set-back period (Night to Morning, or Day to Evening). Instead, the thermostat will attempt to raise the temperature using the more economical heat pump compressor alone. If the difference between the home temperature and the new set point is so large that after a certain time frame the thermostat determines the heat pump compressor cannot raise the temperature within that time frame, **Aux Heat** will activate to assist the heat pump compressor.

Resetting the CHECK FILTER Display

If **CHECK FILTER** appears in the message display area of your thermostat, this is a reminder that you need to change or clean the filter in your HVAC system. After you change or clean the filter, you can reset the display so that the **CHECK FILTER** message no longer appears.

To reset the **CHECK FILTER** message, follow the button sequence below:
Press **MENU** > **OTHER** > **NEXT** > **NEXT** > **DONE**.

Note: If you would like to adjust the number of days before the next **CHECK FILTER** reminder message appears, simply use the ⊞ or ⊟ buttons while in the **FILTER TIMER** menu and then press **DONE**. The number of days can be adjusted from a minimum of 5 days up to 180 days. To see how many days are left on the current **CHECK FILTER** message, press **NEXT** while in the **FILTER TIMER** menu. In this example, the Check Filter Timer is set for 90 days and there are 12 days remaining.
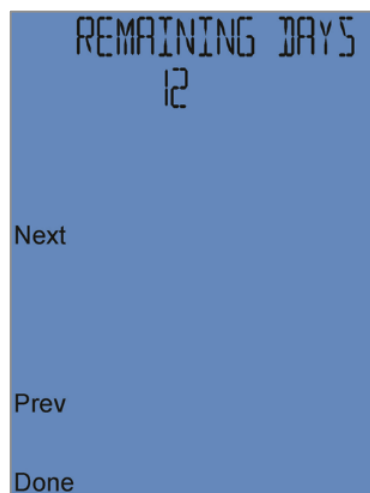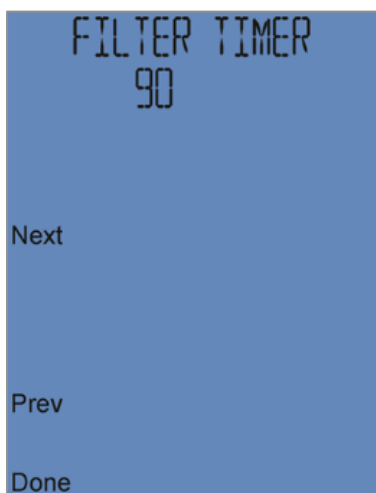
Section 2: Initiating Program Overrides (Holds) From Your Thermostat

Overview

Setting Holds on the Thermostat

Setting Temporary Holds on Water Heaters & Pool Pumps

Overview

Though the management of your program schedule is conducted within the online programming portal, the thermostat can be used to initiate a program override or, "hold". A hold allows you to override the current program settings for a particular duration of time, depending on which type of hold you choose. There are three types of holds that can be activated from the thermostat: Temporary, Permanent, and Timed.

Setting Holds

Temporary Holds

A Temporary hold is a hold that will only be in effect until the next programmed time period begins (Morning, Day, Evening, or Night) or the next Low, Medium, High, or Critical tier change. You do not have to manually clear a temporary hold. When your next programmed time period begins or a price tier changes, the temporary hold ends and the setting for the next time period or tier is in effect. The thermostat display indicates that a hold is in effect by displaying HOLD below the set temperature. The type of hold that is in place will show in the message area display at the top; TEMPORARY HOLD in this example. A hold can be cleared at any time by pressing the **Run** button.

To initiate a Temporary hold from the thermostat, press the ☐ + or ☐ − buttons to adjust your temperature setpoint. To clear the temporary hold, press the **Run** button.
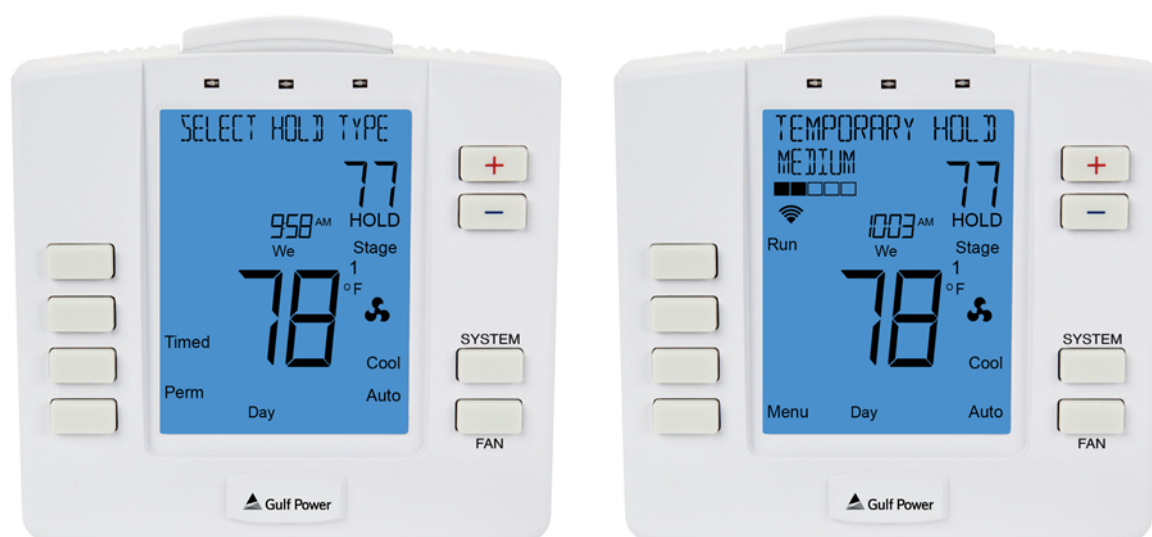
Permanent Holds

A Permanent hold is when you override a programmed setting for an indefinite period of time.
A Permanent hold lasts until you manually clear it. The thermostat display indicates a permanent
hold by displaying the HOLD icon below the set temperature and the PERMANENT HOLD message at the
top of the display. If desired, however, you can manually clear the hold at any time by pressing the **Run**
button.

To initiate a Permanent hold from the thermostat, press the ⊕ or ⊖ buttons to reach the desired
setpoint then press the **Perm** button.

Timed Holds

A Timed hold allows you to select a desired duration of time in which you would like for the hold to
remain in effect. A timed hold will not clear at the next time of day change or the next tier change. A
timed hold will clear automatically when the selected duration expires, when the **Run** button is pressed,
or when the hold is cleared at the online customer programming portal.

To initiate a Timed hold from the thermostat, press the [+] or [−] buttons to reach the desired setpoint, press the **Timed** button and then use the [+] or [−] buttons again to select the hold duration in 15 minute increments. Once you have reached the desired hold duration, press the **Select** button to activate the hold.

Setting Temporary Hold ON for Water Heaters and Pool Pumps

You can also use the thermostat to activate a hold on your water heater and pool pump devices; however, the Temporary hold feature is the only option available. If you wish to set a Permanent, Timed (Scheduled), or Temporary hold on a water heater or pool pump, you can do so within the Online Programming Portal.

If a water heater or pool pump is programmed OFF, you can override the programming and make power available by setting a Temporary hold ON. You do not have to manually clear a Temporary hold ON. The Temporary hold ON will automatically end when the price tier changes (Low, Medium, High, or Critical) or your next programmed time period begins (Morning, Day, Evening, or Night). If desired, you can manually clear the hold at any time by accessing the thermostat **Menu**, then press **Energy** > **Select** > **End** or through the online customer programming portal.

To initiate a Temporary hold on water heaters and pool pumps, follow the button sequence below:

Press **Menu** > **Energy** > **Select** > **Next** > **Select**
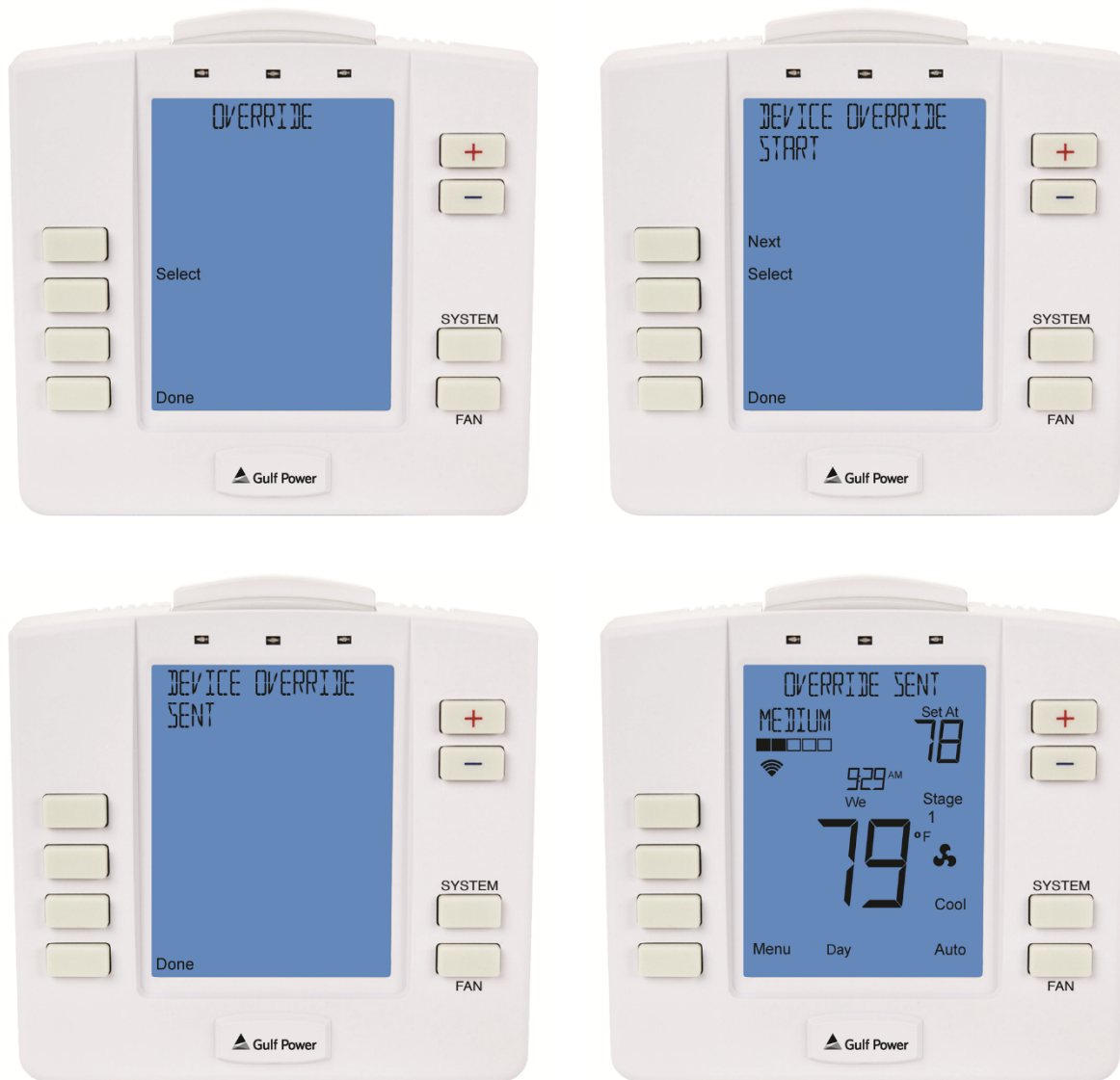
To clear the Temporary hold from the water heater and pool pump devices, follow the button sequence below:

Press **Menu** > **Energy** > **Select** > **End**

When a water heater & pool pump (appliance) temporary override is performed at the thermostat, the override applies to all appliance timers. In order to perform individual appliance overrides, log into the Online Programming Portal.

Section 3: Thermostat Display Messages

TEMPORARY HOLD - TEMPORARY HOLD will be displayed if the user initiates a temporary hold from the thermostat. A temporary hold placed at the thermostat will display as Remove Temporary Hold at the online customer programming portal.

PERMANENT HOLD - PERMANENT HOLD will be displayed if the user initiates a permanent hold from the thermostat. A permanent hold placed at the thermostat will display as Remove Hold at the online customer programming portal.

TIMED HOLD - TIMED HOLD with the remaining duration will be displayed if the user initiates a timed hold from the thermostat. A timed hold created at the thermostat will display as Remove Hold at the online customer programming portal.

SCHEDULED HOLD - A scheduled hold placed at the can only be activated using the online customer programming portal. It will display on the thermostat as PERMANENT HOLD.

Red Light - The red light is a visual indicator of a Critical price warning or Critical price period. A flashing Red light indicates a Critical price warning and a steady Red light indicates a Critical price period.

CHECK FILTER - This is a reminder that you need to check or clean the filter in your HVAC system. The filter reminder can be reset by accessing the MENU and then selecting OTHER. Next scroll to Reset Filter and then press the + or – button to reset the timer. Press Done to exit the Menu.

Morning, Day, Evening, or Night (Time Period)- The time period appears on the normal display only when the Base temperature set point is in effect. If the Medium, High, or Critical tier is in effect and if you have specified a different temperature set point from the Base temperature set point for that tier, the time period does not display.

Stage 1&2

Cooling - If you have a multi-stage air conditioner or heat pump, and if the temperature set point is decreased 2 degrees or more below room temperature or if high speed is required, Stage 1&2 will be displayed; otherwise Stage 1 will be displayed.

Heating - When heating with a furnace, electric heat, or single-stage heat pump, Stage 1 will be displayed if the temperature is increased 1 degree above room temperature or the unit operates normally because of a room temperature decrease. When heating with a multi-stage heat pump or furnace, and high speed is required, Stage 1&2 will be displayed on the screen. In a heat pump system, if the auxiliary heat is needed or if the temperature set point is increased 2 degrees or more above room temperature, Aux Heat will be displayed and Stage 1&2 will be displayed.

Aux Heat - (Heat Pumps Only) Indicates the auxiliary heat strip is turned on.

Wi-Fi Icon - Indicates the thermostat is connected to a secure home Wi-Fi network.

CONNECTING TO AP - Indicates the thermostat is attempting to connect to the home Wi-Fi network.

QUERY PORTAL - Displayed when the thermostat is trying to communicate with the Energy *Select* online programming portal after connecting to the home Wi-Fi network.

WIFI AP ERROR - This message will be displayed if the thermostat cannot connect to the home Wi-Fi network.

WIFI DHCP ERROR - If the thermostat is unable to obtain an IP address from the home Wi-Fi router when trying to establish a connection.

WIFI DNS ERROR - If the thermostat is unable to perform a DNS lookup on the Wi-Fi router then WIFI DNS ERROR will be displayed.

SSL ERROR - Will be displayed when the thermostat is unable to establish a secure connection with the online programming portal.

XMPP ERROR - This message will be displayed if the thermostat cannot establish an XMPP connection.

SERVER ERROR - This message will be displayed if the thermostat does not receive messages from the Energy *Select* Online Programming Portal.

HARDWARE ERROR - This message will be displayed if there is an issue with the thermostat communication module.

COMM ERROR - This message will be displayed if the thermostat cannot communicate with the Wi-Fi communication module.

Section 4: Frequently Asked Questions

THERMOSTAT ACCURACY

How accurate is the thermostat?

Typical mercury, alcohol, bimetal, or digital thermometers are designed to quickly measure temperature in the area where they are located. This is useful for fast (sometimes instant) temperature reading at a specific point or room location. Digital thermostats are engineered to a response rate that will seem slow compared to a thermometer but also allows them to control a properly sized cooling or heating system very precisely. Thermostats respond to temperature much like the contents of the room that is being conditioned. When left to acclimate for a few cycles, they are capable of keeping the temperature within 1 degree F of setpoint. This level of control would not be possible with a faster temperature response.

AFTER-HOURS CALLS

How can I contact Gulf Power after hours, holidays, and weekends?

Simply call toll-free 1-877-655-4001 and listen for available options. You can also visit the Gulf Power web site at gulfpower.com/energyselect.

COOLING

Can I pre-cool my home before a higher price period?

Yes. You can pre-cool your home several degrees cooler than normal during a lower price period so that the temperature remains more comfortable during the higher price period.

PRICING INDICATORS

What do the pricing tiers on the thermostat display mean?

"LOW" for Low price period; "MEDIUM" for Medium price period; "HIGH" for High price period; "CRITICAL" for Critical price period.

COOLING OR HEATING

It is the first cool or hot weather of the season. Why can't I get the cooling or heating system to operate?

With the first cool or warm weather of the season, first make sure the thermostat is in the cooling mode or heating mode.

CRITICAL PRICE PERIOD

What does the red LED light mean?

When a Critical Pricing Event has been scheduled, the LED light will flash red to alert you that a Critical Price Period will soon be in effect. Once the Critical Pricing Period begins, the LED will become solid red and remain that way until the period ends.

Can a Critical price period occur during the weekend?

A Critical price period can occur at any time. Typically, it will occur during a High price period of the summer and winter.

When I have my air conditioning or heating system in temporary override, a Critical price period turns off the temporary hold. Why?

Even with a temporary hold in the High period, if the Critical price goes into effect, the system will return to its pre-programmed mode. If you want to change this default from your Critical price program settings, simply set another temporary hold.

Caution: Be aware that the Critical price will be in effect.

How do I set my air conditioning or heating system so that a Critical price period does not turn off my hold?

If you put the device in a permanent hold, then the Critical price period will not reset your hold.

Caution: Be aware that the Critical price will be in effect.

DISCONTINUING ENERGY *SELECT*

What happens if I want to discontinue this program?

If you choose to discontinue Energy *Select*, all equipment will have to be removed from your residence. Your old thermostat, or a new one you provide, will replace the Energy *Select* thermostat. Once you notify Gulf Power of your removal request, the company has 30 days to remove the equipment.

We highly recommend you to remain on the program for at least one year. Savings are realized annually. If you discontinue at the end of the summer, you cannot benefit from the generous winter savings.

BATTERIES

Are batteries needed in my thermostat?

No. The program schedule is kept in permanent memory within the thermostat. In the event of a power failure, the screen will go blank. The correct time will be sent from an Internet time service and will be displayed on the thermostat soon after power is restored.

MAXIMIZING SAVINGS

How can I maximize my savings?

Under the standard rate, costs to produce and deliver electricity are averaged and customers are charged a flat rate based on that average cost. Under the Energy *Select* rate, however, there are four prices that better reflect the actual cost to produce electricity.

You can save money by pre-cooling or pre-heating or postponing the operation of cooling or heating, thereby shifting usage from the High and Critical price periods to the Medium and Low periods. This allows you to save money by buying energy at the lower price.

HEATING SYSTEM

Can I pre-heat my home before a higher price period?

Yes. You can pre-heat your home several degrees warmer during a lower price period. For example, you can pre-heat your home beginning at 4:30 am or 5:00 am to 72 degrees. Then you can set the thermostat to have the temperature at 66 degrees during the 6:00 am to 10:00 am time period (High price period).

I have a gas furnace. How can I benefit from Energy *Select*?

With Energy *Select* and gas heat, you will gain greater control of the comfort in your home and have the opportunity to utilize the programmable thermostat for "setbacks" that can reduce the total amount of energy required by the gas furnace and save you money.

Why does the display show Aux Heat when I turn the temperature up 2 degrees or more on my heat pump?

The Energy *Select* thermostat works like a heat pump thermostat. When the temperature is increased 2 degrees or more, it assumes the customer wants the house to warm rapidly, so the auxiliary resistance heat is activated to run with the compressor. When the auxiliary resistance heat is activated, you should see the Stage1&2 icon as well.

HOLIDAY SCHEDULE

What program does my thermostat follow on the observed holidays of Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, and New Year's Day?

The thermostat will follow the normally programmed schedule for that day of the week. There is no High price period on the holidays listed above.

NEW COOLING AND HEATING SYSTEM

I am going to replace my central cooling/heating unit. What do I need to do?

Energy *Select* needs to be re-installed after the new cooling and heating installation is complete and operating with a customer-owned thermostat for a minimum of three days. The customer must have a working cooling/heating unit with a functioning thermostat.

NEW HOME

I am building a new home. When do I get Energy *Select* installed?

Your new home must be connected as a residential customer before we are able to complete the installation of Energy *Select*. The cooling/heating system and a customer-owned thermostat must already be installed in the home. The Energy *Select* installation does not require new wiring, just connections to existing wiring and equipment.

CLOCK

How do I change the clock setting?

You cannot manually manipulate the clock settings as the time is provided by an Internet time service. In the rare event that an incorrect time is displayed, you should call 1-877-655-4001 and report the problem.

PROGRAMMING

How do I program my thermostat?

Programming is made easy utilizing the online programming portal. The online programming portal can be accessed here: esportal.gulfpower.com .

What if my heat pump compressor fails to operate for some reason in the winter? Do I have backup heat? (Heat Pump)

This thermostat operates like all heat pump thermostats when emergency heat is needed.

With my heat pump in the winter, if I set my temperature back to 65 degrees at night, but want the temperature to increase to 70 degrees at 4:30am, will the auxiliary (AUX) heat strips come ON and increase my heat pump's energy usage? (Heat Pump)

In most cases, no. When a heat pump recovers from a programmed setback temperature, the thermostat is designed to minimize the use of auxiliary heat. If the outdoor temperature is very cold or if the indoor temperature is very cold, and the heat pump cannot warm the home in a reasonable time period, the auxiliary heat may be used to assist the heat pump compressor.

Like all heat pump thermostats, if the thermostat is manually increased 2 degrees or more, the auxiliary heat will be activated. If the heat pump compressor is not operating property (i.e., low refrigerant) or if the outdoor temperature is very cold, the auxiliary heat may be activated to assist the compressor in bringing the temperature to the desired level.

Note: The compressor will always operate more efficiently than resistance/auxiliary heat, regardless of the outdoor temperature in Northwest Florida.

SAFETY DELAY

What is the delay time on the thermostat if there is a power outage or if quick changes have been made just after the A/C or heat pump compressor has shut off?

Up to a 5-minute safety delay is built into practically all air conditioners and heat pump compressors, as well as many thermostats, to protect the compressor. If the temperature is adjusted during this 5-minute safety delay, the room temperature on the thermostat will flash.

RATES AND PRICE PERIODS

Can a customer be on both Energy *Select* and PV (Photovoltaic) green rate?

Yes. The PV green rate is simply a rate rider. It is available for all metered rates.

THERMOSTAT

How many thermostats can I have installed at my home?

Up to one thermostat per HVAC unit can be installed per home.

How long will the thermostat hold my programing the event of a power outage?

Because the program is stored in non-volatile memory, it is maintained through any length of power outage. The thermostat will not have to be reprogrammed after an outage.

I am remodeling my home and need to relocate the Energy *Select* thermostat. Who is responsible for relocating and running the necessary wiring?

It is the responsibility of the customer and the contractor to relocate the thermostat when remodeling. If the contractor is unsure of how to wire it back, they should call 1-877-655-4001 for assistance.

VACATION MODE

How do I set my thermostat if I plan to leave for an extended period of time?

Cooling and Heating can be set to a Permanent or Scheduled hold. See Section 2, "Setting Holds".

OVERRIDES

How long will a Temporary Hold be available for my water heater, pool pump, or appliance?

When using a Temporary Hold, power will be available to your water heater, pool pump, or appliance until your next programmed time period, tier change or when a Critical price period occurs.

POOLS

If I install a pool sweeper, do I need another timer installed?

No. Sweepers are wired after the timer has been installed. They are operated manually or by a customer-provided timer since they can only have power when the pool pump is in operation and are needed only a couple of hours per day. Operating the pool sweeper when the pool pump is off may damage the pool sweeper.

How do I keep my pool pump and water lines from freezing in the winter?

During freezing weather, program the pool pump to be on in all price periods to prevent freezing.

A second option is to put the appliance on permanent hold by setting a "Permanent Hold" from the online programming portal. This will make power available to the appliance until you clear the permanent hold.

Do I need to reprogram my pool pump on May 1 and November 1 each year?

Yes. To save money, reprogram the pool pump to reflect the price period changes that occur on these dates and the longer run times in the summer.

Can I keep my pool pump operating, regardless of price, 24 hours a day?

Yes, but keep in mind that there is a higher price for energy used in the High and Critical price tiers.

WATER HEATING

Can I override the automatic settings for my water heater during the Low pricing periods?

The system default is for power to be available to the water heater form 11:00 pm to 5:00 am in the winter and from 11:00 pm to 6:00 am in the summer, when the Low price tier is in effect. This is to ensure that you will have a tank full of hot water in the morning and take advantage of the lowest price.

If the water heater is only heating water in the Low price tier, how long with the water stay hot?

If no hot water is used and the water heater is operating properly, the water will remain shower hot for several days. Only about 17-20 gallons of hot water is used per person per day for all uses such as washing, cooking, etc.

The best way to ensure a full water heater tank in the early evening is to utilize the year-round water heating programming option. Having the water heater programmed to operate for a t least an hour between 10:00 am and 1:00 pm during the Medium price period will "top off" the tank, ensuring hot water in the early evening.

Can I turn on my electric water heater if I should run low on hot water?

Yes. You can perform a temporary override. See "[Setting Temporary Hold ON for Your Water Heaters & Pool Pumps](#)".

My family begins using hot water at 6:00 am. Should I program my water heater to be on at that time?

Power is automatically available to heat water as needed in the Low price period up to 6:00 am in the summer and 5:00 am in the winter. Depending upon hot water usage in the early morning hours, this may or may not be sufficient for your individual needs. Ideally, in the winter, you don't want to heat water between 6:00 am and 10:00 am since that's the High price period. However, if you need to, you can always program it to be on for a slightly extended period after 6:00 am in the summer and 5:00 am in the winter.

Is there a way I can have a year-round water heating program to avoid the High price period without having to change my program each season?

Yes. The water heater tank will be full of hot water each morning coming out of the Low price period. If this hot water is typically not depleted until after 10:00 am, you can program the water heater to be on during the MORNING time period for about 1-1/2 to 2 hours between 10:00 am and 1:00 pm on weekdays. This will provide hot water in the early evening after the end of the summer High price tier. If needed again for later that evening, program the water heater to be on during the evening Medium price tier for an hour. With a year-round program, you can heat most or even all of your water in the Low and Medium price tiers without having to reprogram with each change of season.

Section 5: Troubleshooting Assistance Guide

Thermostat Display

Thermostat Display is blank.
The thermostat gets its power form the indoor air handler or furnace. Here are a few tips that could resolve the issue.
Check the air conditioner drain line float switch. Clearing the drain line could resolve the issue.
Verify the furnace or air handler breaker has not been tripped. The breaker is typically located in the main breaker panel. If thermostat display is still blank, call customer service at 1-877-655-4001.

Display is flashing.
• If COMM ERROR is displayed– Call customer service.
• If Stage 1 or Stage 1&2 is flashing– Normal operation – 5 minute time delay.
• If Stage 1&2 is solid – Normal operation.
– With a heat pump Stage 1&2 indicates the resistance strip heat (Aux) is operating in conjunction with the heat pump compressor for the Heat mode.
– For a multi- stage compressor, indicates the compressor is operating in the high speed.
• If HOLD is displayed– Normal operation. Indicates a Temporary, Timed, or Permanent hold is in place. Press **RUN** to reset.

The Red light stays on, does not flash (LED light above the display).
This is normal operation during a Critical Price Period. See Section 1, "Thermostat Critical Pricing LED Light".

Display numbers/segments are fading out.
The thermostat requires service. Call customer service at 1-877-655-4001.

Programming

What is the web address for online programming?
You can access the online programming portal at esportal.gulfpower.com.

Temperature setting will not go lower or higher.
The upper or lower thermostat temperature setting limits may have been reached. The default lower limit is 44 and the default upper limit is 90. Press the **Run** button once and the normal display should appear. Try to change the temperature again. If unsuccessful, call customer service at 1-877-655-4001.

Temperature changes at the wrong time.
The thermostat may be set in a hold (override) mode. Press the **Run** button to clear the hold and return to the programmed set point. Verify that the current settings match the program schedule settings.

The house is too warm or too cold.
• If the set point is the same as the current room temperature, activate a temporary hold by pressing the + or - buttons until your desired comfort level is reached. It may be necessary to modify your program schedule.
• Check the display to ensure the thermostat is operating in the correct mode (Cool or Heat).
• Check the filter condition and replace if necessary.
• Before the Energy *Select* thermostat was installed, was the cooling/heating equipment capable of maintaining the desired indoor temperature set point during excessive temperatures (high/low outdoor temperature)? If not, the cooling/heating system may need servicing or upgraded.

Display temperature is incorrect.
The electronic thermostat is very accurate and maintains the setpoint more accurately than non-electronic thermostats (within +/– 1.0 degree).
• The physical location of the thermostat can cause inaccurate temperature readings to be displayed. If the thermostat is located in close proximity to the HVAC unit air return, the unit could cycle frequently based on the inaccurate temperature reading. If frequent cycling is an issue, call customer service at 1-877-655-4001.
• The thermostat can be configured for Fahrenheit (F) or Celsius (C) display. If the temperature displays 20 to 25 degrees, it may be in Celsius (Centigrade) mode. Call customer service at 1-877-655-4001.
• Make sure you are looking at the correct temperature display. The current temperature set point is displayed in the top right corner. The current room temperature is displayed in the center of the display.
• If the displayed set point is not what is desired, review your program schedule settings and modify accordingly.

Thermostat current set point does not match the display temperature.
• The thermostat may be in recovery from a setback period or Critical price event. Depending upon thermal load of the system, it may take time for the temperature to reach the desired set point.
• Under excessive temperature loads (high/low outdoor temperature) the cooling/heating equipment may not be capable of maintaining the desired indoor temperature set point. The cooling/heating system may need servicing or upgraded. You may want to schedule a service call with an HVAC contractor for inspection of proper refrigerant levels, airflow, etc.
• In some cases, when the thermostat is located on or around the heater closet and the return air box is not sealed, the air handler will draw outdoor or colder air down the wall cavity or through the thermostat. The wall cavity, heater closet, and return air box must be sealed.
• The cooling or heating may be in a temporary or permanent hold. Press **Run** to clear the hold and return to the programmed setpoint.

Thermostat current programmed set point does not match "programmed" temperature.
Check to make sure that a Critical price event is not in effect. If a Critical price event is in effect, the thermostat LED light will be solid red. The temperature will return to your programmed temperature when the Critical price event ends.

Water heater, pool pump, or appliance is not functioning as programmed.
• Verify the water heater, pool pump, or appliance programming is correct. Check time periods, tier settings, and permanent, temporary, timed, and scheduled holds. If any program setting is set to Unavailable, then NO power will be available to the water heater, pool pump, or appliance during that time period.
• The water heater, pool pump, or appliance may be set for permanent hold Unavailable. To reset, go to the online programming portal to remove the permanent hold.
• The water heater, pool pump, or appliance may be off due to activation of Medium, High, or Critical price tiers. Check programmed Price Response for these price tiers. If programmed Unavailable during these tiers, the water heater, pool pump, or appliance will not have power available during that period.
• If the water heater, pool pump, or appliance is programmed to Unavailable, you can turn it on temporarily. See "[Setting Temporary Hold ON for Water Heaters and Pool Pumps](#)".

Temporary hold disappears from the screen and allows the water heater, pool pump, or appliance to revert to the normal settings.
This is normal behavior for a temporary hold. A temporary hold will remain in effect until (a) the price tier changes, (b) you manually clear the temporary hold, or (c) the next scheduled time period changes. For holds that will remain in effect for a longer period of time, activate a permanent or scheduled hold via the online programming portal.

I keep running out of hot water.
• Your water heater may need longer run times in the Medium price tier.
• If you had sufficient hot water and suddenly do not, your water heater may not be operating correctly. This is most noticeable in the mornings when the tank should be full of hot water. Your water heater may need to be checked by a qualified repair person.
• Are you taking more or longer showers, or has hot water usage increased? Do you have guests in the home? If so, you may need to increase the run time or temporarily override the programmed setting.
• Does your water heater have a Reset button? If so, follow the manufacturer's instructions.
• Check the water heater's Medium, High, or Critical tier schedule settings in your online programming portal.

I have no hot water.
• Excessive, above normal water usage may have occurred since the last run time period and a tank full of hot water has been used.
• A circuit breaker may have tripped. Check and reset the circuit breaker. If it trips again, for safety reasons, have the water heater and/or electrical system serviced.
• If water is dripping from the tank or the pipes above the tank, for safety reasons, turn the circuit breaker off, and have the unit serviced or replaced.

• The water heater may be set for permanent hold OFF. To reset, go to the web portal to remove the permanent hold.
• One of the water heater elements or thermostats may be faulty.
• Check the Medium, High, and Critical tier schedule settings in your online programming portal. If set to Unavailable, power will be Unavailable to the water heater during these periods. Use the temporary override feature.
• Check the water heater's Medium, High, or Critical tier schedule settings in your online programming portal.

The appliance setting changes at the wrong times.
• Verify the water heater, pool pump, or appliance programmed settings are correct. Check time periods, tier settings, and permanent, temporary, and scheduled holds. If any program setting is set to Unavailable, power will be Unavailable to the water heater, pool pump, or appliance during that time period.
• During the Low price tier, the water heater will have power enabled regardless of your schedule. This mode will ensure the water is heated at the lowest possible price and stored for use in a higher price later period.

Holds (Overrides)

Appliance override does not work.
Verify the appliance is connected to your home Wi-Fi network indicated by a solid amber LED light on the appliance timer. If the amber LED is flashing see the "Home Wi-Fi Network Configuration" document. If the override is still not working please contact customer service at 1-877-655-4001.

Appliance override activates all appliance timers.
When an appliance override is performed at the thermostat, the override applies to all appliance timers. In order to perform individual appliance overrides the override must be done using the Online Programming Portal.

Thermostat temporary hold cannot be set.
• Make sure the system is set for Cool or Heat mode and try again.
• Pressing the + or - buttons prompts you to select the desired hold type. If no selection is chosen, the hold type will default to a temporary hold.
• If the hold still does not work, call customer service at 1-877-655-4001.

Equipment

Fan will not turn off.
• The thermostat fan setting may be in the **On** position. In this position, the fan will continuously run. Change it to the **Auto** position.
• Thermostat may be currently calling for cool or heat. This is normal operation. Fan will turn off automatically once the cooling/heating is satisfied if the fan is in auto mode.

• If the fan is in auto mode and the cooling and heating system is not operating, and the fan will not turn off, the air handler fan relay switch is likely bad.
• HVAC equipment has an internal fan overrun where the fan continues to run after the cooling or heating unit turns off. Typical fan overrun times are 1–2 minutes following the cool or heat system shut down.

Fan will not turn on.
• Some HVAC systems, especially gas furnaces, have a built-in time delay before the fan is activated. It may take up to 90 seconds. A temperature sensor in the air handler activates the fan on a gas furnace.
• Set the heating setpoint at least 2 degrees above the room temperature. Wait 5 minutes for the fan to be activated.

Temporary temperature hold does not work.
The thermostat may have been turned off. Press the **SYSTEM** button until Heat or Cool is selected, then retry.

Heat will not come on.
• Make sure system is set to heat mode. Press the **SYSTEM** button until the Heat icon is displayed.
• Check whether a Critical price event is currently in progress by looking at the light above the display. If the Red LED light is solid red, then a Critical price event is in progress and your heating system is temporarily disabled.
• If the display on the thermostat is blank, verify the air handler (emergency) breaker is not tripped or manually turned off, and the indoor air handler is being powered. If the display is still blank, call customer service.
• In heat mode, set the heat setpoint temperature to at least 2 degrees higher than the current room temperature. Wait 5 or 6 minutes until the 5 minute safety time delay has expired. If the Stage 1 and 2 icon is displayed and heat does not come on, or if the Stage 1 and 2 icon is not displayed, call customer service at 1-877-655-4001.
• For heat pumps, check and reset the breaker for the heat pump compressor.

Cooling will not come on.
• Make sure system is set to Cool mode. Press the **SYSTEM** button until the Cool icon is displayed.
• Check whether a Critical price event is currently in progress by looking at the light above the display. If the LED light is solid red, then a Critical price event is in progress and your set point is higher than room temperature.
• If the display on the thermostat is blank, verify the air handler (emergency) breaker is not tripped or manually turned off, and the indoor air handler is being powered. Also verify the outdoor compressor breaker is not tripped. For a gas furnace, check for power to the outlet that provides 120v to the indoor fan at the heater closet. If the outlet is powered and the thermostat display is still blank, call customer service.
• If the air conditioner just shut off, or had a power interruption, wait 5 or 6 minutes until the 5 minute safety time delay has expired.

• In cool mode, set the cool set point temperature to at least 2 degrees lower than the current room temperature. Wait 5 or 6 minutes to get past the 5-minute minimum safety delay period. If Stage 1 or 2 icon is displayed and cool does not come on, or if Stage 1 or 2 icon is not displayed, call customer service at 1-877-655-4001.

The fan is on, but no cool air is coming from the registers.
• Verify the system setting is set to Cool. If not, press the **SYSTEM** button until the Cool icon is displayed.
• If the Cool icon is displayed along with Stage 1 or 2 and the outdoor unit is not running try resetting the breaker to the outdoor compressor. If resetting the breaker is unsuccessful call customer service.
• If the Cool icon is displayed along with Stage 1 or 2, the indoor fan and the outdoor unit is running, the system may need HVAC service.

The fan is on, but no hot air is coming from the registers.
• Verify the system setting is set to HEAT. If not, press the **SYSTEM** button until the HEAT icon is displayed along with Stage 1 or 2.
• If a fossil fuel (oil/gas) furnace, check the furnace burner for a visible flame. If no flame is visible the system may require HVAC service.
• If the system is a heat pump, verify the outdoor compressor and fan are running. If the compressor is running and warm air is still not being detected from the system, the refrigerant level may be low.

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