

# Smart Thermostat Program

## Frequently Asked Questions

---

Common questions about ecobee3 lite smart thermostats installed by the One-Stop Efficiency Shop® team.

### Who should I contact with questions about my thermostat?

Please contact the ecobee technical support center with questions about your smart thermostat: **1-877-932-6233** or **www.ecobee.com**.

### What happens when WiFi is disconnected for a significant amount of time?

Your thermostat will continue to operate as programmed, and can be changed/controlled at the device only. Your thermostat cannot be controlled remotely if a WiFi signal is not available.

### Will I lose my thermostat settings if there is a power outage?

No, the settings are saved internally and will be restored.

### How much internet bandwidth will my thermostat use? Are updates performed frequently?

Updates are performed infrequently, and your thermostat's impact on your internet bandwidth will be virtually unnoticeable.

### Can my thermostat be controlled remotely?

Your thermostat can be controlled manually or from anywhere using your smart phone and other devices. If your WiFi is temporarily disabled, you will not be able to control your thermostat remotely until your WiFi is restored.

### Is it possible for a tenant and facility manager to control a thermostat?

Yes, but a lock feature is available. Thermostats can be controlled from the device unless the lock feature is activated, requiring the tenant to enter a pass code into the device to modify settings. When the thermostat is installed you will be prompted to set up an account (email and password) to use the remote access portal. This allows only those with the password to modify settings remotely.

### Are the thermostats two-stage compatible?

Yes, the thermostats are two-stage heat and two-stage cool.



One-Stop Efficiency Shop® is an Xcel Energy authorized installer of smart thermostats

**cee**  
Center for Energy and Environment

## **Will the Xcel Energy AC Rewards for Business program impact my thermostat's settings?**

By agreeing to participate in the AC Rewards for Business program and receiving free smart thermostats, you also agree to let Xcel Energy make small adjustments to your thermostats (for no longer than four hours) on very hot days when the electric grid is at peak, also known as "events." You will have the option to opt-out of as many voluntary events as needed, meaning you can cancel the event at your thermostat or on your mobile device and return to your normal comfort settings. Xcel Energy reserves the right to remove customers from the program who display high opt-out rates.

## **Who should I contact with questions about the AC Rewards for Business program?**

Please contact the Xcel Energy Business Solutions Center with questions about the AC Rewards for Business program: **1-800-481-4700**.