

## Frequently asked questions for EnergyWise participants:

### Lights on the EnergyWise device

**Why does the green light stay on all day? Is this turning off my appliances?** No. The green light is set to stay on. Its primary function is to indicate that the unit is receiving power and for signal reception verification. It will not affect the operation of any appliances.

**Why does the red light come on the EnergyWise box even though I only have my heating and air conditioning on the program?** Each EnergyWise device receives the same signal; therefore the red light comes on even though the water heater is not connected. Our program contractor only connects to the participating appliances.

**What if there are no lights lit up on the EnergyWise box when the program is in use?** Contact our customer service center at (800) 700-8744 we may need to check the wiring of the EnergyWise equipment.

### Heating, Cooling or Water Heating Systems

**Does the use of EnergyWise cause damage to my air conditioning or heating system?** No. EnergyWise cycles your unit the same way as your thermostat. The minimum off time is 10 minutes; therefore no short cycling damage can occur to the compressor.

**What should I do if my air conditioning or heating does not work when EnergyWise has stopped cycling the power?** Check the EnergyWise box for the amber light. If the amber light is on in combination with the green light, contact our customer service center at (800) 700-8744. If there are no lights on at all, contact your appliance service company.

**What if EnergyWise has recently been installed and my heating and air conditioning does not start after the first time the power is cycled off?** Contact our customer service center at (800) 700-8744 we may need to field-check the installation.

**When EnergyWise cycles my heating or air conditioning unit for 16.5 minutes out of 30 minutes, my unit should run the balance of 13.5 minutes. Is that correct?** Yes. However, there are exceptions. Electronic thermostats and time delays built into your system can extend the off time, even if the power is back on. Contact our customer service center at (800) 700-8744 for additional assistance.

**My water heater is not working at all. What should I do?** Check to see if the red light on the EnergyWise box is on. If it is not on, then the EnergyWise device is not the cause. Contact your appliance service company.

**When the program is not in use, why do I run out of hot water?** Typically the lower element is not functioning. Contact your appliance service company.

**How long can I expect to have hot water when the program is being used?** This depends on the size of the water heater tank. A water heater tank is nothing more than a large thermos bottle. The more you conserve, the longer the hot water will last.

### Pool Pump Operation with EnergyWise

**I need the pool pump to run during the day for cleaning and adding chemicals. What can I do?** Pool timers should be set so that the pump runs during the off-peak hours of the day. This would be the recommended time to perform maintenance on the pool.

**Will my pool pump freeze when it is interrupted for five hours in extremely cold weather?** No. EnergyWise allows the pool equipment to operate for five minutes each hour. Customers with solar heaters should drain them per the manufacturer's instructions.

**Additional information can be found on the Customer Information Sheet**