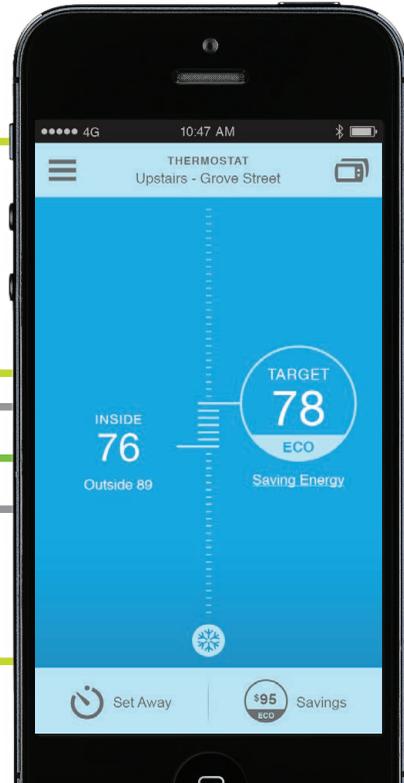


QUICK START GUIDE

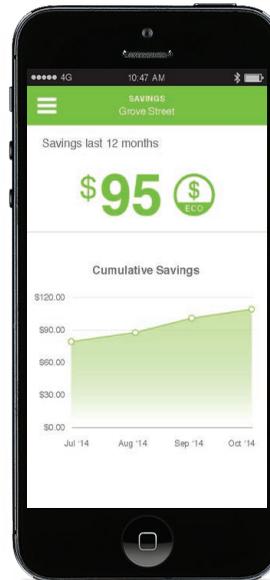
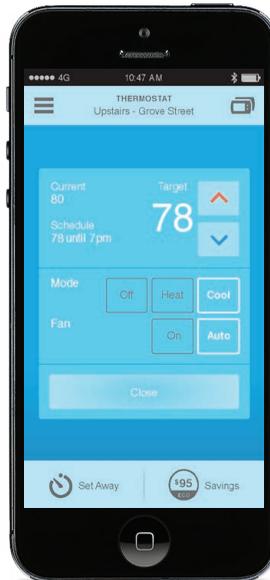
Save energy
the easy way



In This Guide

2

- Get started: Pages 3-7
- Save energy: Pages 8-12
- Community Energy Events: Pages 13-15



Account Activation

3

Thank you for saving energy.

Access your smart thermostat from a smartphone, tablet or pc.

Activate your account by following these simple steps:

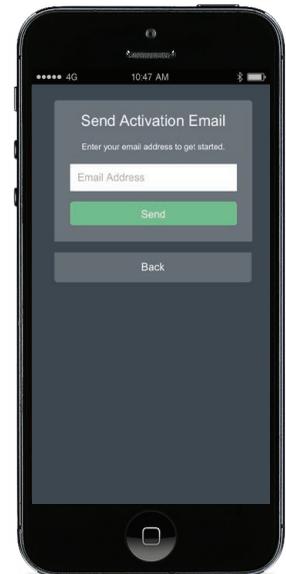
1. Go to nve.ecofactor.com.
(EcoFactor is our technology partner.)
2. Click **New User** and follow the prompts to activate your account.

My details (for mobile app and online portal)

User name: _____

Password: _____

New User



System Installation

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A professional technician will set up your smart thermostat(s) and a gateway, show you the online portal, and teach you how to use everything.



*Your modem and router may already be combined.

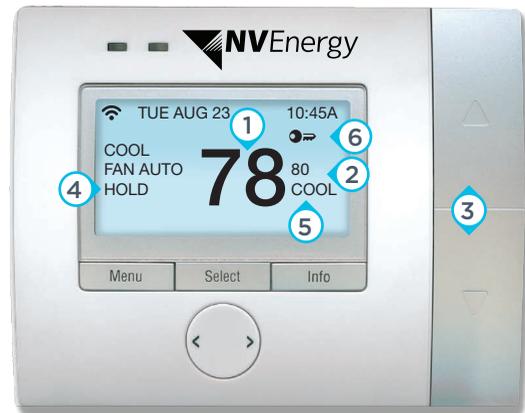
Smart Thermostat

5

- 1 Current inside temperature**
78 degrees shown here.
- 2 Target temperature**
80 degrees shown here.
- 3 Adjust the target temperature**
Press the silver arrows up or down to change the target temperature.
- 4 Hold (temporary)**
Indicates that your new target temperature will last until your next scheduled temperature.
- 5 Current system modes:**
Your thermostat indicates **cool**, **heat** or **off**.

To change modes, press **Menu**, then press **Select** to highlight the mode, and use the silver arrows to change the mode. Press **Menu** to return to the main screen.

- 6 Lock or unlock the thermostat:**
Press the silver arrows simultaneously and hold until the key symbol appears or disappears.



Mobile App

6

Download our free app

Control your home's temperature wherever you are.

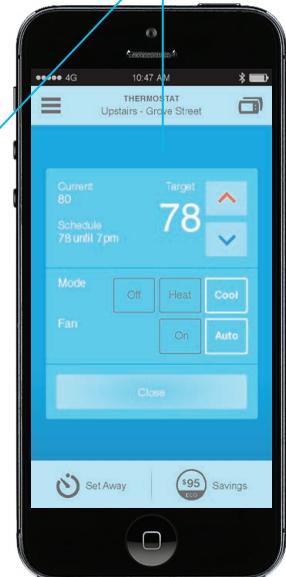
Search for **Smart Thermostat by NV Energy** from your smartphone app store.



Menu.

A blue screen indicates cooling.

Tap the **TARGET** circle to reach this screen. It's simply another way to adjust the temperature, switch from heat to cool, or use your fan.



Temperature Control

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What to expect

Sometimes your **TARGET** temperature will be different from what you scheduled. This may occur because:

- You manually adjusted your home's temperature, without changing your schedule.
- To save energy, your thermostat's efficiency technology slightly raised or lowered your **TARGET** temperature.
- You are participating in a Community Energy Event. More about this on Page 13.

Temperature inside your home.

Temperature outside your home.



Tap here to switch between thermostats.

Current **TARGET** temperature.

Temperature originally scheduled.

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Save the most energy

Your thermostat helps you save energy three ways:

1. You can adjust your home's temperature while away.
2. You create heating and cooling schedules.
3. Its energy savings technology automatically helps your AC and heater run more efficiently.



An orange screen indicates heating.

Adjust the temperature with your fingertip.

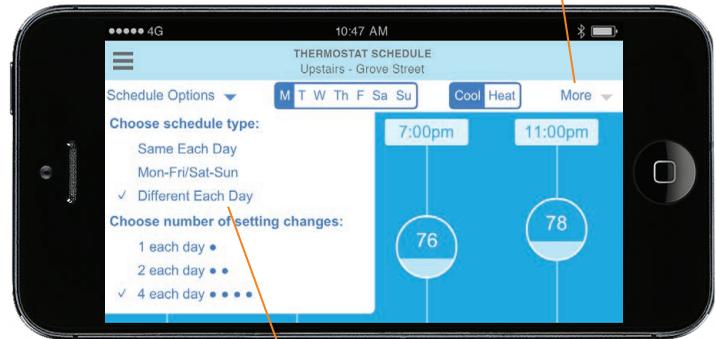
Move the **TARGET** circle up and down.

Not home?
Use 'Set Away' to save energy.

Create custom heating and cooling schedules

1. Go to **Menu** and select **Schedule** to create your own personal heating and cooling schedules.
2. Your system already has default schedules set up. Be sure to change them!
3. Create additional schedules for special days that differ from your normal routine.
4. Change your schedule whenever you want - just use your smartphone or login into your account: nve.ecofactor.com.

Click on **More** to create one-off schedules, e.g. Mom Visiting.



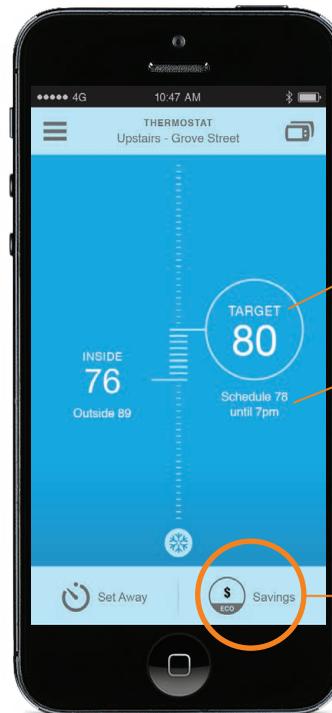
Do your plans vary throughout the week? Create a different schedule for each day.

Learning stage: Days 1-30

During the first 30 days, your thermostat is learning how your home heats or cools.

Its energy efficiency technology also learns your temperature preferences:

- As you create custom schedules.
- Whenever you adjust your home's temperature.



Your **TARGET** is the temperature your thermostat is trying to maintain.

During the first 30 days, it will differ from your scheduled temperature if:

- You manually change it.
- You are participating in a Community Energy Event. More about that on page 13.

No savings yet - you're in learning mode.

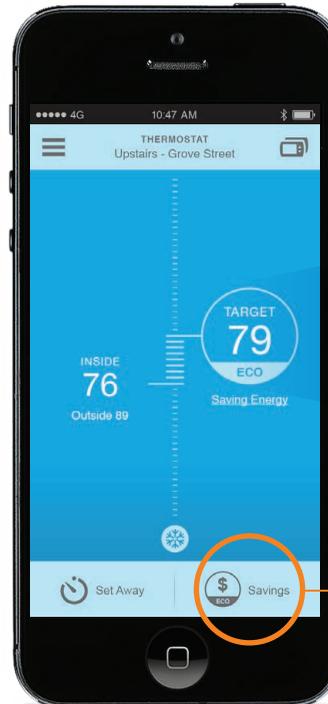
Adapting to you: Day 31+

Our smart technology helps you save more energy, automatically:

- 30 days after installation, your smart thermostat will make small adjustments to your **TARGET**.
- This reduces the energy being used in your home.
- You can adjust or reset the **TARGET** at any time, and the thermostat learns your preferences.

Contact us to fine-tune your thermostat as needed:

855.676.9373
Customer Care



The **ECO** circle indicates a slight adjustment has been made to your **TARGET**

You will begin to see savings after Day 60.

Savings Begin

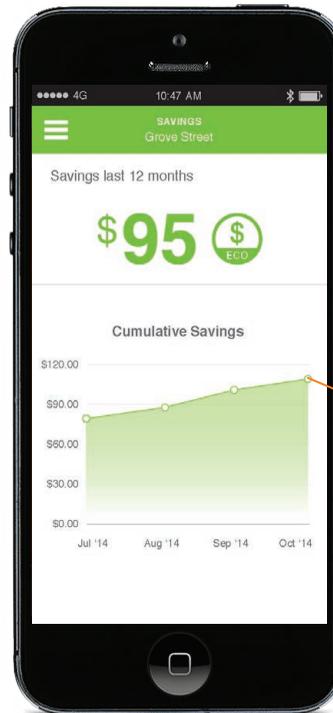
12

Track your savings: Day 61+

Month 1 - Your thermostat learns from you.

Month 2 - To save energy, your thermostat begins adjusting your home's temperature to save energy.

Month 3 - You can see and track your savings.



Savings since installation.

Thank you for participating

NV Energy appreciates all you do to save energy.

In 2015, customers like you reduced electricity demand by 100 MW by participating in **Community Energy Events!**

What is a Community Energy Event?

Community Energy Events are short windows of time during which we ask you to use less electricity.

They take place on certain, very hot summer days, when most people run their air conditioners more than usual.

Community Energy Events help:

- Reduce the load on the electrical grid.
- Reduce the need to purchase expensive power on the open market.

It's easy to participate in energy events because everything is automated.

Energy events happen on certain summer days that are very hot.



Energy events have 3 stages

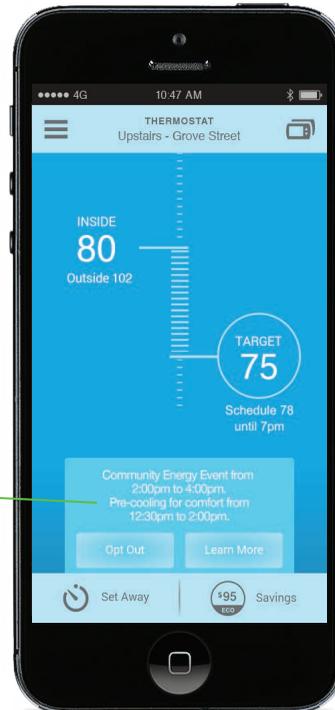
Stage 1: Pre-cooling

Immediately before an energy event, a signal from NV Energy will lower your **TARGET** temperature slightly.

Your home will cool by 3°.

Depending on how well-insulated it is, your home will retain that cool air during the energy event.

Check your mobile app or the online portal to confirm your home is pre-cooling.



Pre-cooling is meant to keep you comfortable.

If you prefer, you can always raise the **TARGET**.

Community Energy Events

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After your home is pre-cooled

Stage 2: Energy event begins

During an energy event, your **TARGET** temperature will increase up to 4 degrees.

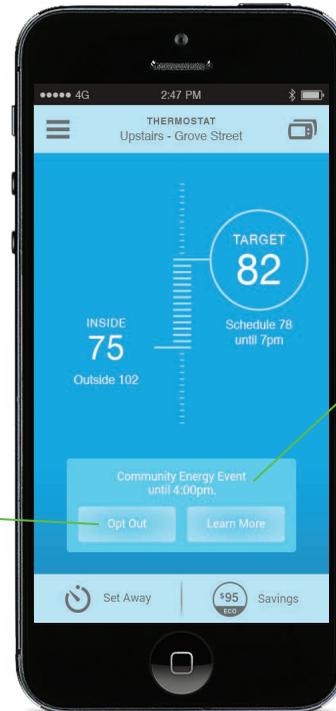
Your home's temperature will increase gradually, and you may not notice any change at all.

Well-insulated homes maintain the lower temperatures achieved by pre-cooling.

Stage 3: Return to scheduled temperature

Energy events typically end after two or three hours. At that point your **TARGET** temperature will return to its original schedule.

You can **Opt Out** or adjust your **TARGET** during an energy event, but please understand this reduces the good you're doing.



Check your mobile app or the online portal to confirm a **Community Energy Event** is happening.

Updates and Support

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Get the most savings

Check nvenergy.com/powershift for new information.

Contact us

Phone: toll free 855.676.9373

Email: thermostats@nvenergy.com

Our dedicated Customer Care team is available:

Monday-Friday 8:00 a.m. - 7:00 p.m.

Saturday 9:00 a.m. - 5:00 p.m.

After hours you may leave a voicemail or speak to a technician.

My details (for mobile app and online portal)

User name: _____

Password: _____

Have a question? Go to **Menu** and select **Account** on the mobile app or online portal.

On **Account**, you'll see FAQ and contact information under **Support**.

