

ENERGY *select*<sup>®</sup>  
**selectricity**<sup>®</sup>  
 A NEWSLETTER FOR ENERGY SELECT PARTICIPANTS

**Share the News**

Are your friends, family or neighbors curious about Energy *Select*? Or maybe you know they could benefit from lower electricity bills. Maybe they are simply looking for a way to have a positive impact on the environment. Share the good news with them that you are able to save money and energy while having a positive impact on the environment as an Energy *Select* customer.

**SUMMER PRICE PERIODS  
 May – October**

	<b>Weekdays</b>	<b>Weekends &amp; Holidays</b> (May 31, July 5, September 6)
<b>Low</b>	11 p.m. – 6 a.m.	<b>Low</b> 11 p.m. – 6 a.m.
<b>Medium</b>	6 a.m. – 1 p.m. 6 p.m. – 11 p.m.	<b>Medium</b> 6 a.m. – 11 p.m.
<b>High</b>	1 p.m. – 6 p.m.	<b>High</b> None!

Saturday and Sunday are always price holidays. 100 percent of every minute during the weekend is either Low or Medium price – *always* lower than the standard residential rate. Enjoy your savings!

**Upcoming Price Holidays. No High Price Period These Days.**

Memorial Day <b>May 31</b>	Independence Day <b>July 5 (Observed)</b>	Labor Day <b>September 6</b>
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**Program Online for Savings, Comfort and Convenience!**

May 1 is the start of the summer season for Energy *Select*, and that means a change in weekday price periods. To maximize your savings and comfort, review your time of day and price response settings to ensure they reflect the weekday summer price periods. Weekend price periods remain the same year-round.

For energy-saving tips, we recommend you review your thermostat settings via the Online Programming feature or by referencing your Customer Manual. It's a good time to convert your water-heating program to a 365-day, year-round program if you haven't done so already.



**365-Day, Year-Round Water-Heater Program**

There's no need to reprogram your water heater every time the seasonal price periods change. You can set a year-round program that regardless of the season will only have power available to it in the low and medium price periods – never the high. How? Simply program the water heater to have power available ("On") for about an hour and a half between 10 a.m. and 1 p.m. on weekdays. Since the Medium price is in effect year-round during these hours you won't have to reprogram it from season to season. To operate this schedule most effectively, the Price Response should be

programmed to "On" during Medium and "Off" during the High and Critical.

Remember, you can always turn your water heater "On" temporarily for one hour (overriding your existing program and your price response settings) simply by pushing the "Water" button. Note: To override an existing program, you will need to set the override at the thermostat. The override feature is not available on the Online Programming feature.

Need a new customer manual? Call us at 1-877-655-4001 and we'll send you one.

**Online Programming Tips**

- Use Internet Explorer Browser
- Turn off pop-up blockers
- Update e-mail address

Gulf Power Company  
 Mission Statement:  
 Our mission is simple:  
 to safely deliver  
 affordable, reliable  
 and environmentally  
 responsible energy  
 to very satisfied  
 customers in strong  
 communities.



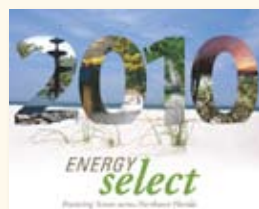
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 U.S. POSTAGE  
**PAID**  
 Gulf Power Company  
 Pensacola FL 32520



## 2010 CALENDAR OFFER

A customized Energy *Select* calendar for 2010 featuring beautiful scenes across Northwest Florida was mailed to you as part of being an Energy *Select* customer. This 12-month calendar includes tips, reminders and facts on energy conservation and efficiency.

If you did not receive your copy, please call us at 1-877-655-4001. We'll be happy to mail you one. *Limited quantities available.*



Settings Heat Mode Cool Mode Water Heater/Appliance Profile

## Join other Energy *Select* Customers and Program Online

1. Go to [gulfpower.com](http://gulfpower.com)
2. Look for the Energy *Select* icon and click it.
3. Once on the Energy *Select* main page, click the red Online Programming link.

Online Programming

Scroll down and click the red Next button.

Secure Login 

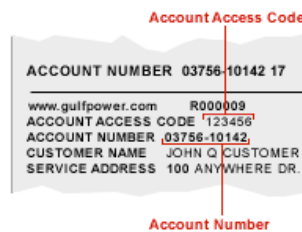
4. If you have previously registered on the Gulf Power Web site, enter your User ID and Password. If you have never registered, follow the instructions for registering as a new user. You will create a User ID and Password that will enable you access to your Gulf Power account. The registration process will include a verification of your registration sent to the e-mail address you submit. After the registration process is complete, you may need to go back to the Online Programming link and select it again to proceed with programming your thermostat. You will only have to register once, however you will need to go through the login process each time you wish to program your thermostat.
5. Once logged into the Web site using your unique User ID and Password, you will need to add your account if you have not done so before.

### What can I not do with Online Programming?

Placing a temporary override or permanent hold on your thermostat is not an option utilizing Online Programming. Any override of the normal program will still have to be entered at the thermostat in your home.

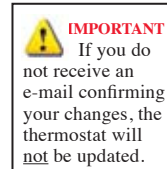
Switching the mode in which your cooling and heating system is currently operating must be input manually at the thermostat (e.g., cooling, heating and emergency heat).

To do that, you will need the 'access code' and account number found on your bill.



Select (click) the account that you wish to access to program the Energy *Select* thermostat.

6. When you enter the settings for your thermostat, submit and confirm the changes, Gulf Power sends a paging signal to the gateway on your electric meter. The gateway then calls Gulf Power (utilizing your phone line – so be sure the phone line is open) and downloads the new program you just entered online. The gateway then communicates the new program



to the thermostat located in your home. When this is complete, Gulf Power will send an e-mail confirming the change.

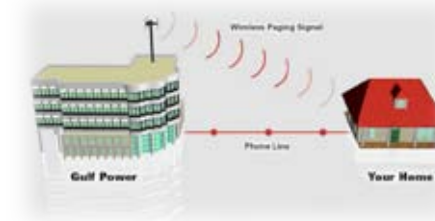
While the behind-the-scenes technology is advanced, your part is very easy. You simply enter your new program, submit it and then wait a few minutes for it to be communicated to your thermostat. It doesn't get much easier than that!

## Stay Connected...why compatible phone service is required

A very important element of Energy *Select* is attached to the meter outside your home. It's the gateway, and it records and stores your energy usage at each price level and communicates this information via your home's phone line to Gulf Power, where your bill is generated.

The gateway is the source of two-way communication between Gulf Power and your home. It receives paging signals from Gulf Power and returns your energy usage

back to the company using an active phone line from your home. It is necessary for you to keep compatible phone service to keep the line of communication open. This communication is essential for proper billing as well as Daylight Savings Time clock updates and other important information, such as reporting surge protection failures if they occur.



While digital cable phone service is typically compatible, it does require that a phone line cord be run from the cable modem to a phone wall jack. If you have a traditional land line phone disconnected and opt for digital cable phone service, ensure that the

cable company representative installing the phone system takes this requirement into consideration. It may require an additional phone jack depending upon the location of your cable modem.

Cellular, wireless, Voice over Internet Protocol (VoIP) and Magic Jack phone services are not compatible.

If you have discontinued compatible phone service and do not plan to re-establish it, please call 1-877-655-4001 as soon as possible to schedule removal of the Energy *Select* equipment.

## Splash into Savings and Reprogram Your Pool

Customers who enjoy the many benefits of Energy *Select* can help add to their savings by refreshing the program for their swimming pool or spa. Maybe you are thinking about installing a swimming pool or spa to enjoy this summer season. Both above-ground pools as well as in-ground pools are eligible to be connected to Energy *Select*. However, in order to be able to take full advantage of the programming benefits for a pool there are a few things to consider:

- Pump wiring must be 'hard wired' into the electric panel and NOT a plug in or extension cord.
- Breaker must be 30 amps or less.
- Jacuzzis and spas that are greater than 30 amps are currently not compatible with Energy *Select* equipment.
- Only one timer can be installed that operates the pool pump.

You might be wondering how often to run your pool pump while observing the Price Periods of Energy *Select*. We've done our research and according to the Spa and Pool Institute, Florida Power and Light and the University of South Florida, a study was completed in the early 1990s on pool pump run time. They found three things were required to keep a pool clean:

1. Pool walls, where algae tend to grow first, have to be cleaned in a timely manner.
2. Leaves and other debris need to be removed in a timely manner.
3. Chemicals - the proper amount needs to be maintained regardless of run time.

Twenty-nine percent of Energy *Select* participants have pools and save money by running the pump primarily in the Low and Medium price. To add to your savings, take a moment to reprogram your pool to reflect the price period changes that occur beginning May 1.

### We want to hear from you

Questions about programming or Energy *Select* in general? Contact Customer Service at 1-877-655-4001.

Our representatives are available and are happy to assist you.