

ENERGY
select[®]

selectricity™

A NEWSLETTER FOR ENERGY SELECT PARTICIPANTS

Compatible phone service keeps you connected!

Attached to the meter outside your home is a very important element of Energy *Select*. 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.

For the gateway to communicate with Gulf Power, it's necessary for you to keep compatible phone service so an active phone line can be connected to the gateway. This communication is essential for proper billing as well as daylight saving time clock updates and other important information, such as surge protection failures should they occur.

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

While digital cable phone service is typically compatible, it

does require that a phone line cord be run from the cable phone modem to a phone jack inside the house. This allows phone service to be active at the outside phone box that connects to the Energy *Select* gateway on the meter. If you have your traditional

landline phone service disconnected and opt for digital cable phone service, please ensure that the cable company representative installing the cable phone system makes the proper connection from the phone modem to the phone jack inside the home. It may require that

an additional phone jack be installed, depending on the location of your cable modem.

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.



Energy Savings: In your pocket and in your home!

As an Energy *Select* customer, you've taken the first step to saving money and saving energy, because the primary goal of the program is to help you reduce your overall energy consumption during peak demand times (High/Critical price periods). When you cut back during these periods, you're reducing the amount of energy we need to produce. So to encourage you to use less, we're offering you a lower rate (RSVP). Thank you for using Energy *Select*. You're helping make things easier on the environment *and* your wallet.



"How do I know I am saving?"

There are two ways you save with Energy *Select*. First, you have the opportunity to shift usage to a lower price period and pay less for the energy used (Rate Savings). Second, you can reduce the amount of electricity consumed in your home (Energy Savings). Let's break it down:

1. Rate Savings: Rate savings is the difference between the prices you, an Energy *Select* customer, pay for one kilowatt hour versus what a residential non-Energy *Select* customer pays for the same unit of energy. Rate savings for program participants can be captured in a rate (RSVP) to rate (RS) comparison based on the energy used.

To maximize your rate savings, review your electric bills monthly to see if most of your electric usage falls in the Low and Medium price periods. Some usage in the High price period is normal but if you see an opportunity to shift some to the Lower or Medium price periods then you'll notice additional savings.

2. Energy Savings: Energy savings is a little more difficult to capture. This is the energy that you would have consumed but didn't because you have the ability to program your thermostat and appliances to be on when needed and off when not. Remember, if one kilowatt hour is moved to the Low or Medium price period, then you are paying a

lower price for that one kilowatt hour. If you eliminate that same kilowatt hour by using your Energy *Select* programmable thermostat and appliance timers, then you're saving energy that would have been consumed. This is energy savings.

With Energy *Select*, you're saving money, we're reducing the amount of energy produced, and everyone involved is helping to protect the environment.



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

**Gulf Power Company
Mission Statement:**



One Energy Place
Pensacola FL 32520

PRRST STD
U.S. POSTAGE
PAID
Gulf Power Company
Pensacola FL 32520

Online Programming...just click it!

Programming your thermostat has never been easier. Simply follow the guideline below to begin programming your Energy *Select* thermostat for comfort and savings from the convenience of any computer with Internet access.

Lets get started...

1. Go to gulfpower.com
2. Look for the Energy *Select* icon and click on it.
3. Once on the Energy *Select* main page, click on the red Online Programming link.

Online Programming

Scroll down and click the red Next button.

Secure Login

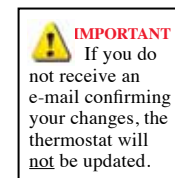
4. If you have previously registered on the Gulf Power website, enter your User ID and Password. If you have never registered, follow the instructions for registering as a new user. The registration process will include a verification of your registration sent to the e-mail address you submit. You will 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 website using your unique User ID and Password, you will need to add your account if you have not done so before.



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, click on 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 and confirm it and then wait a few minutes for it to be communicated to your thermostat. It doesn't get much easier than that!

Online Programming Reminders

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

What does that red blinking light mean on the thermostat?

It serves as notification to you that a Critical price signal is being sent from Gulf Power. But don't worry; no action is needed since your thermostat should already be programmed to automatically respond.

If the red light on your thermostat is blinking at a slow rate, it means that a Critical price period is about to begin. If the red light is blinking at a faster rate, it means that the Critical price period is currently in effect. In addition to the red light, the Critical price bar also will be displayed on the right-hand side of the thermostat display.

Although a Critical price signal can occur at any time, it will normally occur when demand for electricity is very high. This typically happens during the hottest summer afternoons or the coldest winter mornings. Please remember to turn off any unnecessary loads, including appliances and lights in the house, to save even more during this time.

Considering an HVAC unit replacement?

If you're thinking about replacing your heating and cooling system, there are a few things to remember:

1. Make sure to ask your contractor for the thermostat that comes with your new system. That way, you will have one if you need it in the future.
2. After your new unit is installed and has been operating for at least three days, please notify Customer Service at 1-877-655-4001. A technician will be scheduled to visit your home to reconnect the Energy *Select* system.
3. Energy *Select* is currently not compatible with two-speed compressors. If you choose to replace your HVAC with this type of unit, you will need to schedule an appointment to have Energy *Select* removed from your home.



Your Energy *Select* thermostat gives you the flexibility to program it to automatically respond to any price, or to override that program at any given time.

If you are home and you choose to override your Critical price program, you can do it. Just use the warmer and cooler arrow keys to adjust to your desired temperature, however, be aware that the Critical price will be in effect.

These periods typically last one to two hours.

What can *not* be done with Online Programming?

- Placing a temporary override or permanent hold on your thermostat
- Switching the mode in which your cooling and heating system is currently operating (e.g., cooling, heating and emergency heat)

These changes must be input at the thermostat in your home.

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.