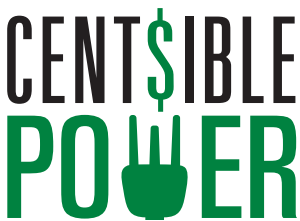


Cent\$ible Power Users Manual



BALDWIN



Your Touchstone Energy[®]
Cooperative 

Welcome to Cent\$ible Power

Thank you for your participation in the Baldwin EMC Cent\$ible Power pilot program. Your involvement is greatly appreciated. As a program participant, you are on the cutting edge of an exciting new development in the green energy industry.

The aim of Cent\$ible Power is to help save you money and enable you to easily control your energy use online without having to sacrifice comfort or convenience. Your feedback throughout the pilot program will enable us to capture valuable data to improve our energy savings efforts and confirm that Cent\$ible Power is easy to use and provides significant savings on your electric use.

Account Number: _____

User name: _____

Password: _____

Address House Number: _____

Zip code: _____

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Introduction

Welcome to Centsible Power! We are pleased that you have joined us in this proactive, innovative solution to help make our electric system more efficient. Centsible Power gives you the ability to control the way you use energy, without sacrificing comfort, while helping the community and the environment. This guidebook will help explain how to use your new thermostat, your online account portal and convenient mobile application and provide information about Centsible Power.

Centsible Power allows you to monitor, manage and control your home’s cooling and heating system via the Internet and convenient mobile application – tracking energy use day-by-day through custom programs that you create for your air conditioning and heating system and water heater. You can even create seasonal energy management programs and specialized programs for holidays or unique situations. Participating in energy-saving events not only can help you save money on your energy bill, but can also keep rates low for the community.

For more information about how your new system works and answers to other questions you may have, refer to the **Knowledge Center** located in your online dashboard at www.centsiblepower.com after you create your online account.

Baldwin EMC will start managing your energy use as soon as the equipment is installed. **Until you create your personal online account, your equipment will be managed by the default program at 7 a.m. according to the following schedule:**

Heat Target
Temperature

68

Cool Target
Temperature

78

Creating Your Online Account

In order to utilize Cent\$ible Power, you must create your personal, secure online account and your basic set of four programs. Creating your account involves creating a username and password, and then answering a short questionnaire. The answers to the questionnaire create four basic programs. These programs are named Weekday, Weekend, Work from Home and Vacation and may be the only programs you need to create.

Before You Start

You will need the following information in order to create your account:

- Your Baldwin EMC account number. This number is on your monthly billing statement.
- The email address to which you want your Cent\$ible Power account messages sent.
- Your house number and billing zip code.

Create Your User Account and Basic Programs

To create your personal account and basic custom programs:

1. Visit www.centsiblepower.com and click on the log in button. The most compatible web browsers are the current versions of Chrome, Firefox and Internet Explorer.
2. On the login page, click **Setup Now**.

The screenshot shows the Baldwin EMC login page. On the left, there is a section titled "New Users Online Setup" with a green "Setup Now" button. Below the button, it says: "You need your Baldwin EMC account number for the setup process. This number should be on your monthly statement." On the right, there is a section titled "Existing Users, Log In" with input fields for "Email, Username, or Account Number" and "Password", a blue "Sign In" button, and a link that says "Can't access your account?".

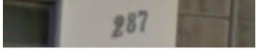

1. Create your online account by following the instructions in the three-step account creation process, which includes adding your Baldwin EMC account number without dashes.

Step 1 of 3: Lookup Your BEMC Account

Please provide the following information about your account. This information should be contained on your monthly energy statement. All information is required.

Electric Account Number

Address House Number Postal/Zip Code

Type the text

[Privacy & Terms](#)

Find Account

2. Create your username and password using the directions below.

Step 3 of 3: Create a Username and Password

Account Number:

Email and Username

Email Address Username

Password

Password Confirm Password

Secret Question and Answer

Personalized Security Question

What was your childhood nickname?

Answer

Save and Continue

Please create the username and password that you will use to log into your account. The Personal Security Question will help us identify you should you forget your password.

All information is required.

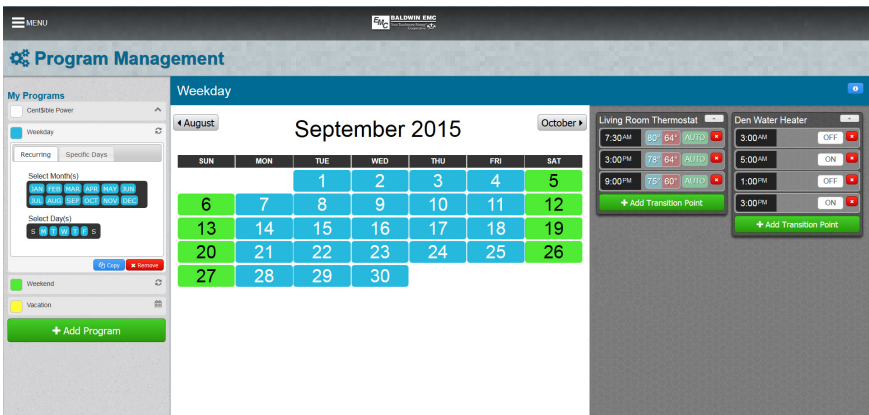
We recommend that your password be 8 to 20 characters in length and contain at least one numeric and one uppercase letter and/or special characters. It should not contain spaces.

1. After you create your account, you will be prompted to create a set of four basic programs by answering a few simple questions. Answering the questionnaire is a short, simple three-step process that you must complete before you can start enjoying the benefits of your online energy management account.

These programs are named Weekday, Weekend, Work from Home and Vacation. Weekday and Weekend will be automatically scheduled according to your answers to the questionnaire. Work from Home and Vacation are special programs that you will be able to schedule on the **Program Management** tab. You will be able to modify the details of all four programs on the **Program Management** tab.

Remember, until you create these programs your devices will be managed according to the default program, which may not provide the comfort level you prefer.

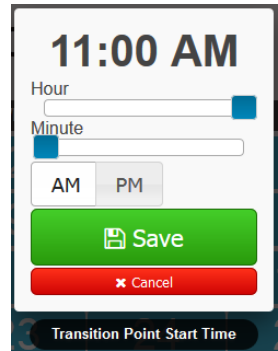
After you create your basic programs, your personal homepage, or dashboard, displays as shown below. You can then access all functions of your online account, including modifying the basic programs you just created and creating additional programs that fit your specific requirements.



Changing the Transition Points for Thermostats and Water Heaters

Use this procedure to change the transition points of an existing program.

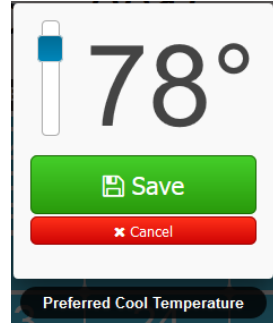
1. On the left of the calendar, click the name of the program you want to change.
2. In each device box on the right-hand side of the page, add, delete, or change transition points as needed. Each device must have at least one transition point and can have up to seven.
 - To add a transition point, click **+Add Transition Point**. New transition points will be sorted in proper time sequence when you save your changes.
 - To remove a transition point, click the **✕** on the right of the transition point you want to delete.
 - To change the time of day that the transition point takes effect, perform the following steps. A transition point remains in effect until the time of the next transition point. Transition points do not have to be created in time order. They will be sorted into the correct order by time-of-day when you save the program.
 1. Click the time value and use the sliders to change the value.
 2. Click the **AM** **PM** buttons to change it from one to the other.
 - To change the mode of operation:
 - For a thermostat, click the **AUTO**, **COOL** or **HEAT** mode button until the desired mode is displayed. We recommend that you select **AUTO**



- to permit the system to automatically switch between **HEAT** and **COOL** modes as needed
- For a switched device such as a water heater, click the mode button to choose whether you want the device switched on or off.
- To change the thermostat preferred temperatures, click the cool **78°** or heat **68°** preferred temperature box and use the slider to set new preferred temperatures.

To ensure that your HVAC does not constantly switch between heating and cooling, we recommend that the cooling preferred temperature be 4 to 6 degrees warmer than the heating preferred temperature.


The cooling preferred temperature is displayed in **AUTO** and **COOL** modes. The heating preferred temperature is displayed in **AUTO** and **HEAT** modes.



3. Do you have other programs you need to create, change, or remove?
 - **Yes:** Create, change, or remove those programs. When you are finished, click **Save Programs**.
 - **No:** Save the new program schedule and settings by clicking **Save Programs**.

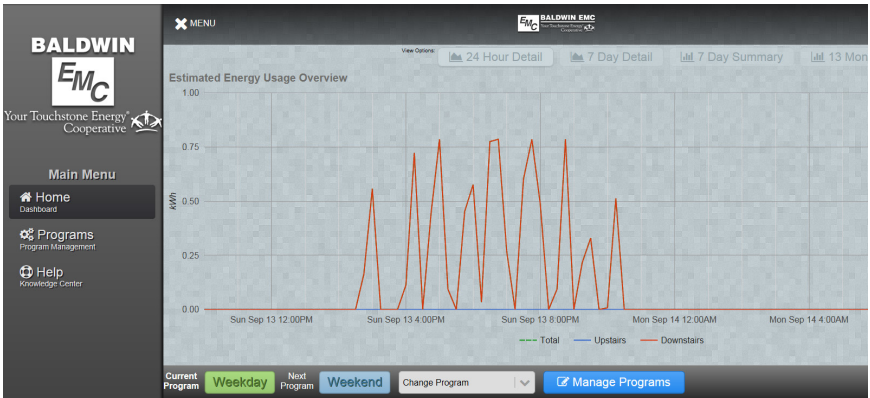
Getting Help

For assistance using your online account, or to learn more about Cent\$ible Power, refer to the online help and **Knowledge Center** as follows:

- If an item on the dashboard has an information icon  in the upper-right corner, click the icon to display help specific to that item.
- To view the Frequently Asked Questions (FAQs) and other useful information, click the **Knowledge Center** tab.
- If you need additional assistance, contact a member service representative at (251) 989-6247 or member.service@baldwinemc.com.

Monitoring Use

When you log in to your Cent\$ible Power account, the Home screen will display a use chart similar to the one below. This chart can show 24 hour detail, 7 day detail, a 7 day summary or a 13 month summary.



*The energy use displayed on this chart is estimated based on information collected from your water heater and/or air conditioning and heating equipment at the time of installation. This does not reflect your actual energy use.

Centsible Power Mobile App

The Centsible Power mobile app enables you to manage your home energy consumption remotely on a mobile device. You can adjust your thermostat, turn your water heater on and off and switch between your energy management programs.

Note: This app is intended for use with Centsible Power and does not control other thermostats or systems.

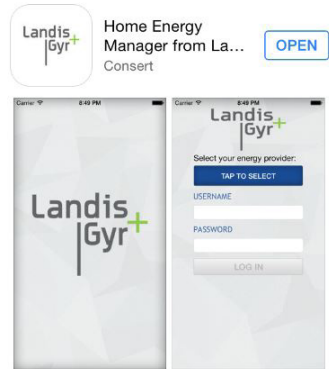
Changes made from the mobile app are only temporary. Permanent program changes must be made at the **Program Management** tab in the online portal accessed through a web browser at www.centsiblepower.com.

For further information, contact the member service department at (251) 989-6247 or member.service@baldwinemc.com.

To Download

Tap the App Store icon on your iPhone or the Play Store icon on your Android device. Tap the search button or icon and search for Centsible Power. If more than one app appears in the search results, make sure you select the one that says Centsible Power. Tap the button to install the app.

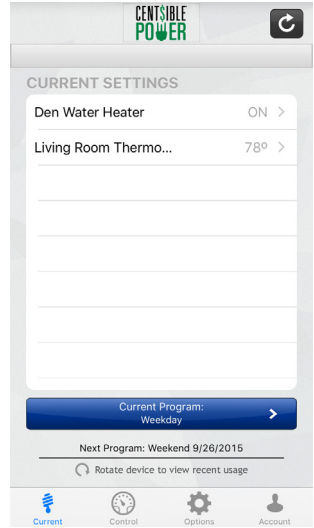
After downloading and installing the app, select Baldwin EMC, enter the username and password for your online account, and then touch **SUBMIT**. (You must create an account on a computer. See page 4.)



The Home Screen

Once you have logged in you will see the home screen, which will show your current heating and cooling settings and the status of your water heater as well as the current program. Across the bottom of the screen you will see tabs labeled as follows:

- Current - which shows the current settings
- Control - which allows you to change device settings
- Options – which allows you to change temperature units between Fahrenheit and Celsius
- Account – which allows you to select between different accounts or addresses

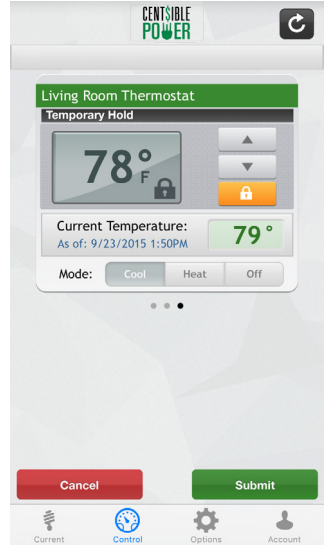


Making Temporary Changes to Thermostat

Select your thermostat. The screen will then change to the control screen for that device. It will show the temperature the thermostat is set on. To make a temporary change to a thermostat tap the up or down arrows to raise or lower the temperature setting. Below that is the actual temperature in the house as well as buttons that show the current mode. Tap the button for **Cool**, **Heat** or **Off** to change the mode. When finished, tap on the green **Submit** button. A confirmation pop-up will appear that says temporary program override success. Tap **OK**. The thermostat will remain on these settings until your next transition point.

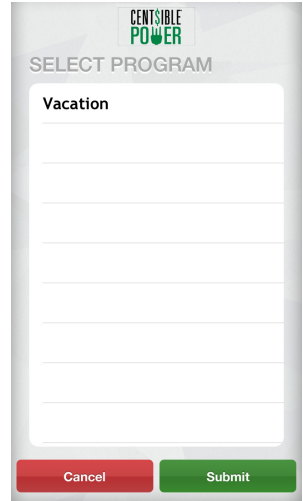
Making Temporary Changes to Water Heater

You can turn the water heater on and off using the button on the app.



Making Program Changes

On the **Current Settings** tab there is a blue bar near the bottom that shows which program is currently running. To change that program, tap the blue bar. You will see a list of programs you have created. Tap the program you want and tap the green **Submit** button. Next, select a duration you would like to run that program for (1-10 days) and tap the green **Submit** button. A pop-up box will appear saying Success. Tap **OK**. Your program has been changed.



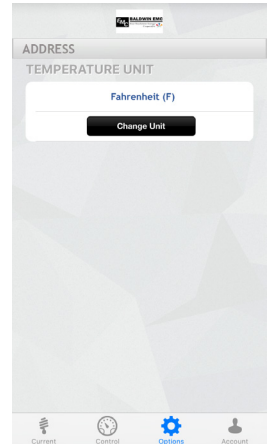
Anytime you want to change from your current program back to your normal weekday and weekend settings just go to the **Current Settings** tab and click the blue bar showing the current program. The very last option listed under programs will be to end whatever program is currently running.

For example, it will say End Vacation if you are currently running a program called Vacation. Select that end program option and click the green **Submit** button. A pop-up box will appear saying Success. Tap **OK**. You have now returned to all your normal program settings.

-

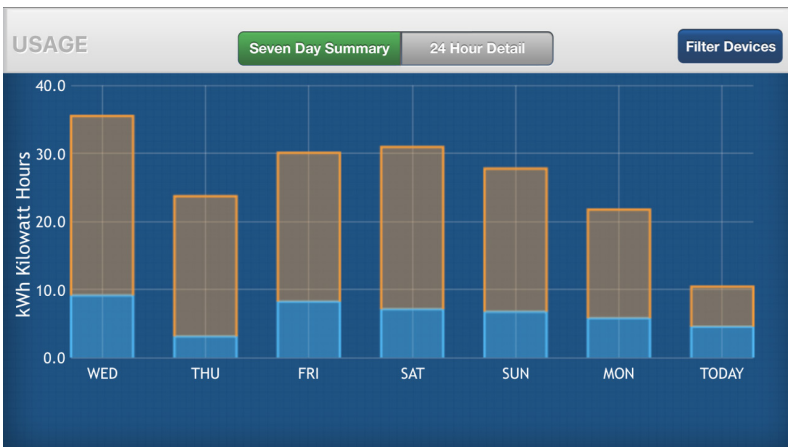
Changing the Temperature Unit

To change between Fahrenheit and Celsius tap the **Options** tab at the bottom of the screen. The Temperature Unit screen will show which unit is currently being used to display temperature. Under that will be a black button that says **Change Unit**. Tap that button to toggle between Fahrenheit and Celsius. Tap on the **Control** or current **Usage** tab and you will see the temperature represented in whatever unit you selected.



Monitoring Use

To monitor energy use, go to the **Current Settings** tab then rotate your device 90 degrees to the right or landscape perspective. The screen will change to the Use Screen. You can toggle between views of a seven-day summary and 24-hour detail with the buttons on the top of the screen.

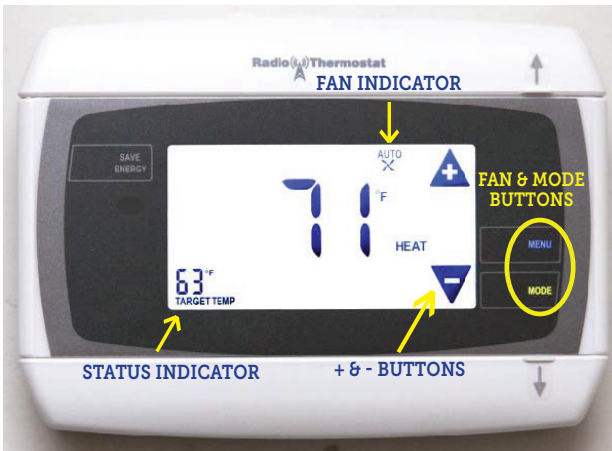


*The energy use displayed on this chart is estimated based on information collected from your water heater and/or air conditioning and heating equipment at the time of installation. This does not reflect your actual energy use.

Introducing Your New Thermostat

The new thermostat that we installed is a communicating thermostat. In addition to controlling your heating, ventilating and air conditioning (HVAC) system, it communicates with Baldwin EMC for conservation events. This enables the thermostat to receive instructions from your online programs.

You should always use your online programs to control the thermostat, which in turn controls your HVAC system. However, there may be occasional situations when you wish to make a short-term temperature adjustment. You can make these adjustments with your online program (preferred) or at your thermostat.



When not in a conservation event, you can make adjustments. If you need to make such an adjustment at your thermostat, you can use the **Plus (+)** and **Minus (-)** buttons to adjust the target temperature.

Temperature changes made at the thermostat are temporary. The online program will change them at the time of its next transition point.

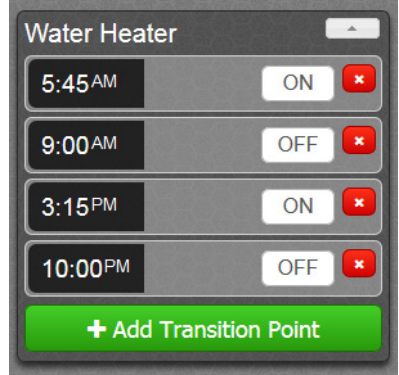
Additional things to know about your new thermostat are:

- Do use your online account as the primary means of controlling your heating and cooling temperatures.
- Do not use the thermostat as the primary means of controlling your heating and cooling temperatures.
- The **COOL** or **HEAT** that is displayed on the thermostat screen indicates the thermostat's current mode of operation, not whether your HVAC is actually running.
- Your online program will automatically switch between the heating and cooling modes of operation as needed. You do not need to use the thermostat's mode switch to change from heat to cool or cool to heat.
- The **COOL** or **HEAT** mode icon flashes when the HVAC is actually cooling or heating.
- If you power off your HVAC equipment, be aware that at the next scheduled transition point, the thermostat will turn the unit back on unless you make changes through the web portal or turn the unit off at the breaker.

Refer to your new thermostat on the **Knowledge Center** tab of your personal account dashboard for additional information about your thermostat.

Understanding Your Water Heater

- Use your online web portal account as the primary means of controlling your water heater.
- If you plan on turning your water heater off for an extended period of time, please use vacation mode in your web portal or app instead of your breaker.
- Utilize transition points in the web portal, to take the place of your water heater timer.



Understanding Thermostat Conservation Events

Baldwin EMC will periodically use conservation events to help curtail overall power demand. These events will typically occur in two seasons. In the cooling season, the events will most likely occur from May through October. The heating season will most likely occur from November to April.

Events will last up to four hours during the peak energy demand time frame, typically from 3 p.m. to 7 p.m. in the cooling season and 5 a.m. to 8 a.m. in the heating season. Air conditioning and heating units will be turned off for 9 minutes at a time, approximately 30 minutes apart.

You will know an event is in progress by the light that appears on the thermostat screen under **Save Energy**.

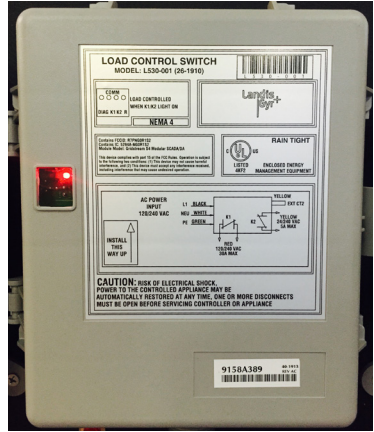


Understanding Water Heater Conservation Events

Baldwin EMC will periodically use conservation events to help curtail overall power demand. These events will typically occur in two seasons. In the summer months, the events will most likely occur from May through October. The winter months will most likely occur from November to April.

Events will last up to four hours during the peak energy demand time frame, typically from 3 p.m. to 7 p.m. in the cooling season and 5 a.m. to 8 a.m. in the heating season. Water heaters will be cycled off for a minimum of 30 minutes and a maximum of 4 hours and will remain off for the duration of the event.

You will know an event is in progress by the red light that appears on the front of the device that is mounted near your water heater as indicated in the picture above. There is an orange or amber light that blinks. It is an indicator of the communication with the network.



Basic Troubleshooting for the Online Web Portal

Errors in Program Set Up

After you select **Add Program** in **Program Management**, you must set up at least one transition point on the right hand side of the page.

Days of the Week Turned White

If you click the tab **Specific Days** on your weekday or weekend setting, the squares on the calendar will turn white. To fix, click the **Recurring** tab.

Changing Temperature Settings for Air Conditioning and Heating

After you create a program, the thermostat on the left will allow you to add transition points. The blue box is the air conditioning and the red box (if you have electric heat) is the heating.

Deleting a Program

Click on the program you want to delete. This will open the program up. Within the box there is a **Remove** button. Click and remove the program.

Temporary Changes

Temperature: to change set point temperature, simply touch the room temperature displayed in the center of your thermostat's screen, then use the displayed **Plus (+) and Minus (-)** icons to adjust the target temperature.

Mode: to change thermostat mode, press the **Mode** button found on the right side of the thermostat until the desired mode is indicated on the thermostat screen.

Fan: to set fan operation, press the **Fan** button on the side of the thermostat until desired fan mode is indicated on thermostat screen. (**On, Off or Auto**)

Using the Knowledge Center

The **Knowledge Center** contains information that will help you obtain the most benefit from Cent\$ible Power. Please check the **Knowledge Center** tab regularly, as new topics are added which you may find helpful.

Frequently Asked Questions

Can I manually program my thermostat?

You cannot manually program your thermostat. Your online programs will manage your thermostat settings for you and will override any manual programs that you create.

Can I use the *Save Energy* button?

You should only use the online application to manage your energy usage. While the thermostat does have a button called *Save Energy*, it is currently not integrated with Cent\$ible Power. Using the *Save Energy* button increases or decreases your target temperature by a number of degrees.

My thermostat shows *COOL/HEAT* when the HVAC isn't running?

COOL and *HEAT* indicate the HVAC mode of operation that the thermostat is currently set to, not whether your HVAC is actually running. Your online program will set the correct mode of operation as required to maintain your specified comfort level. When it does so, the correct mode is displayed on the thermostat.

What if my equipment unit isn't working right with the CENT\$IBLE POWER devices?

If the settings are correct, please give us a call at (251) 989-6247 and we will investigate the cause.

For more answers to Frequently Asked Questions, refer to the FAQ page in the *Knowledge Center* of your Cent\$ible Power Manager online account.

CENT\$IBLE POWER

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