

Community Energy Savings & Time of Use

Enrollment guide

What is CES?

CES, or Community Energy Savings is an eco+ feature that works with your ecobee Smart Thermostat and your utility company to automatically strengthen the electricity grid during peak times.

What is TOU?

Time of Use is an eco+ smart feature that can help you save money on your electricity bill by intelligently adjusting your home's temperature based on the time of day when electricity is cheaper.

Before enrolling

1. Download the ecobee app. You will be prompted to create your ecobee account and sign in.
2. Create your home by providing your home address and details.
3. Enter the code displayed on your ecobee to complete registration.
4. Proceed to the CES enrollment flow.



Scan the code to get the app for easy setup instructions.

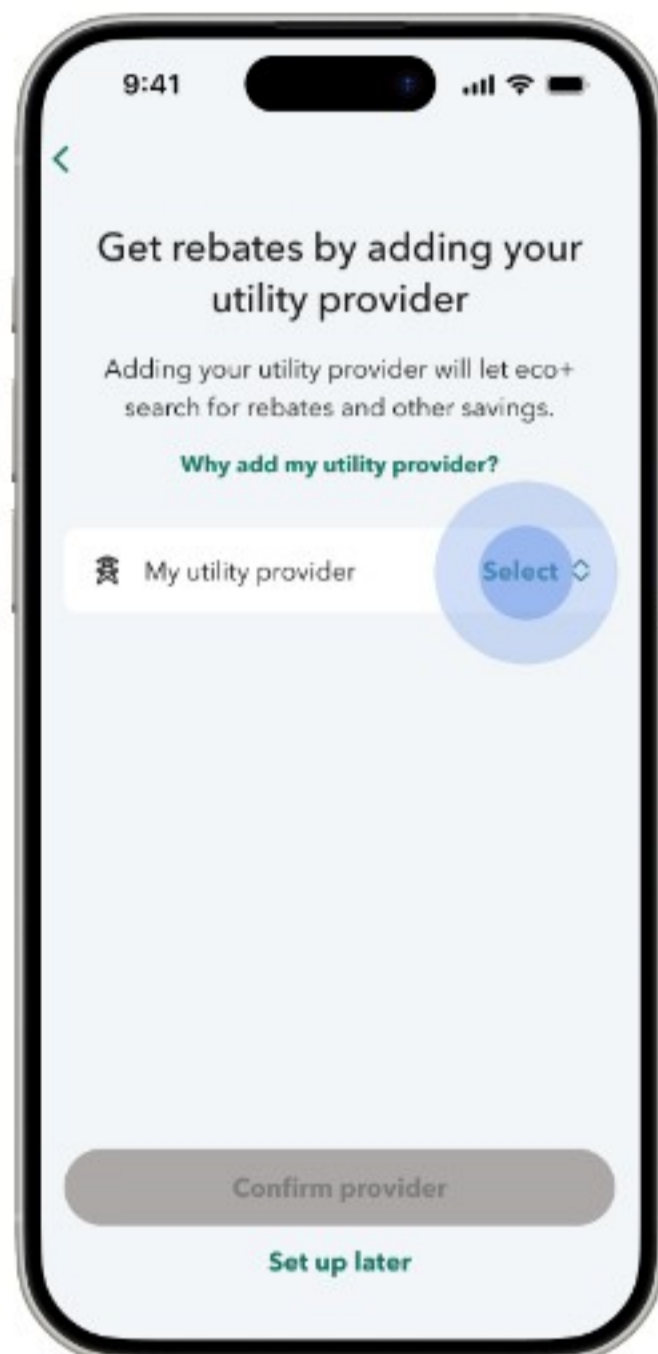


Note: Android users may see slightly different steps and enrollment flows.

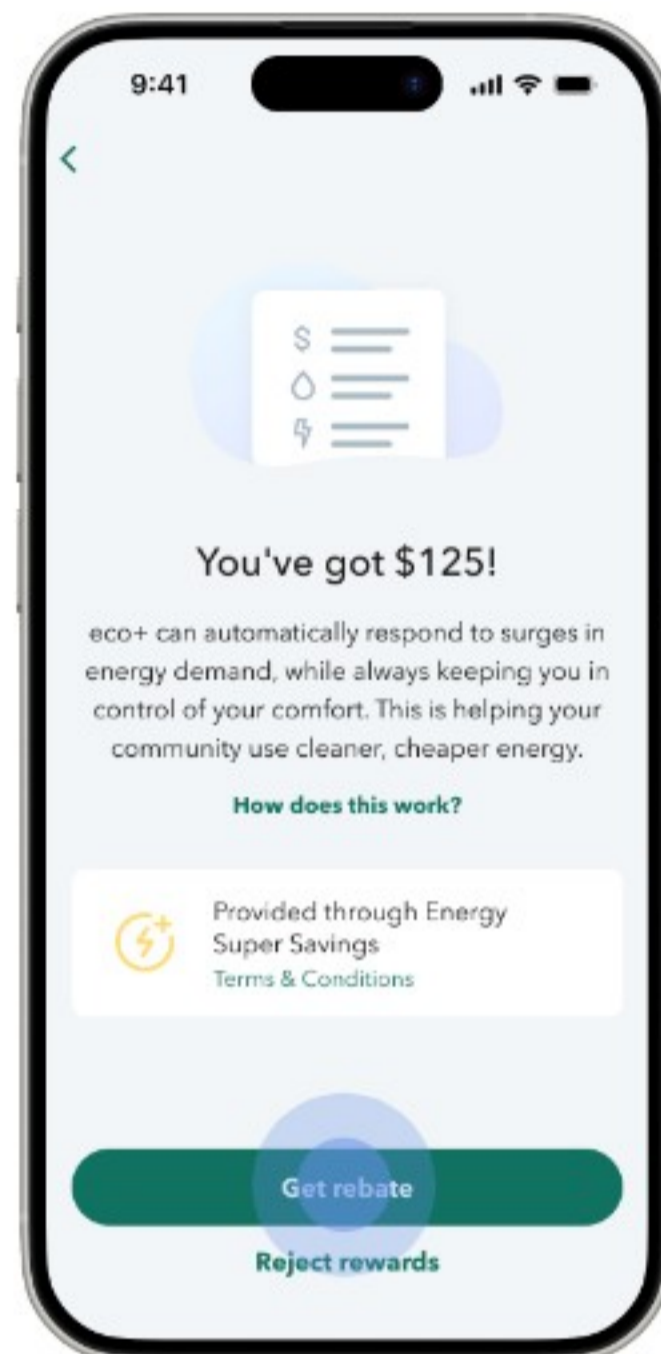


Enabling Community Energy Savings

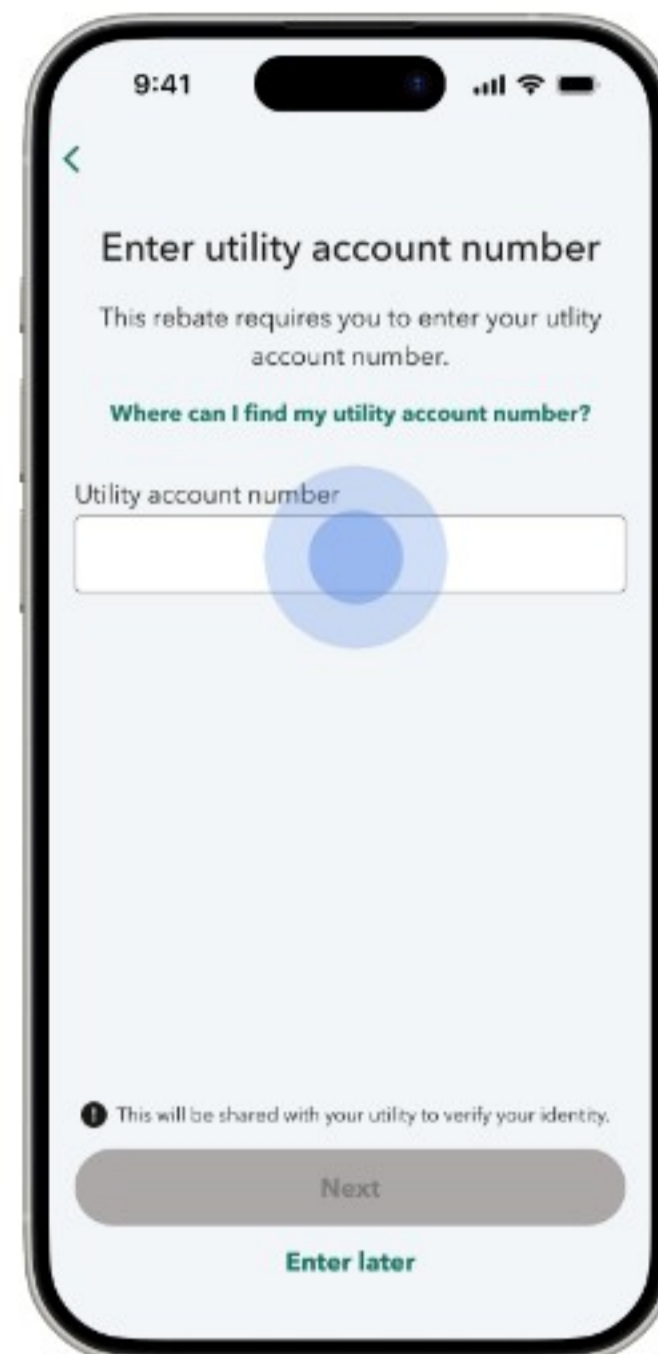
1. Select your **utility** based on your home address.
2. Select **Get rebate** when presented with your utility's program offer and incentive.
3. You may be asked for your utility's account number to complete enrollment.



Step 1



Step 2



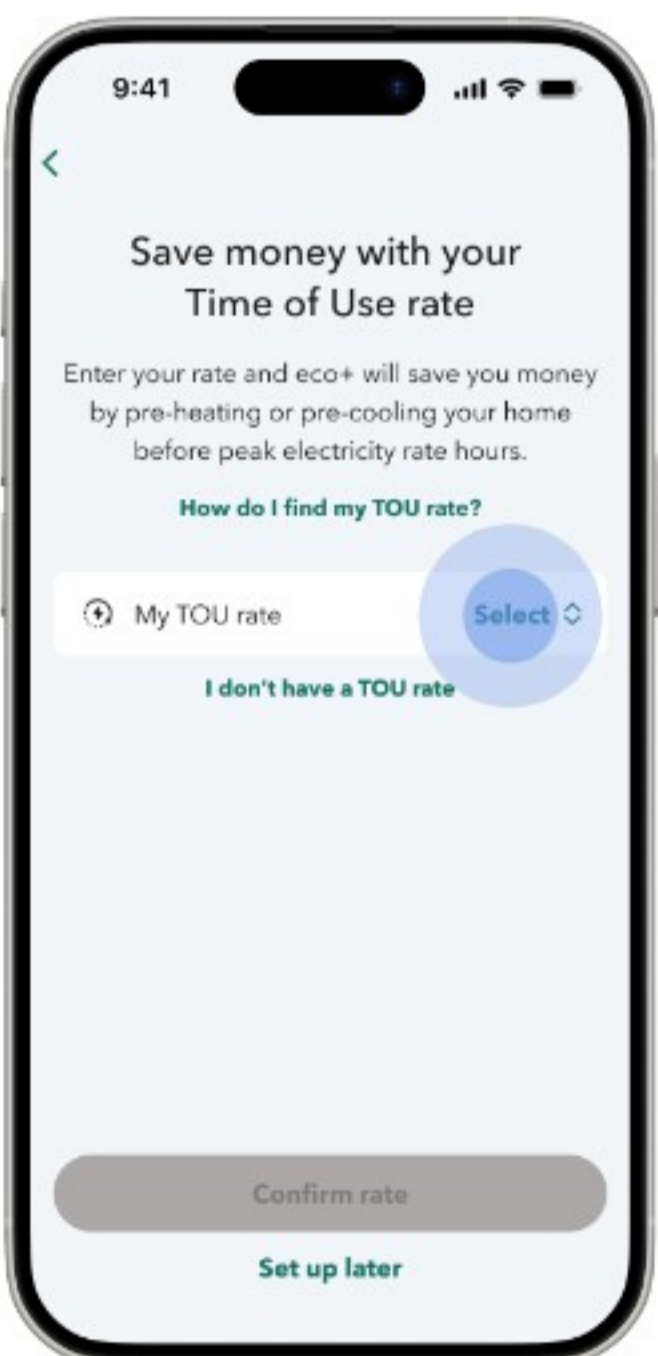
Step 3



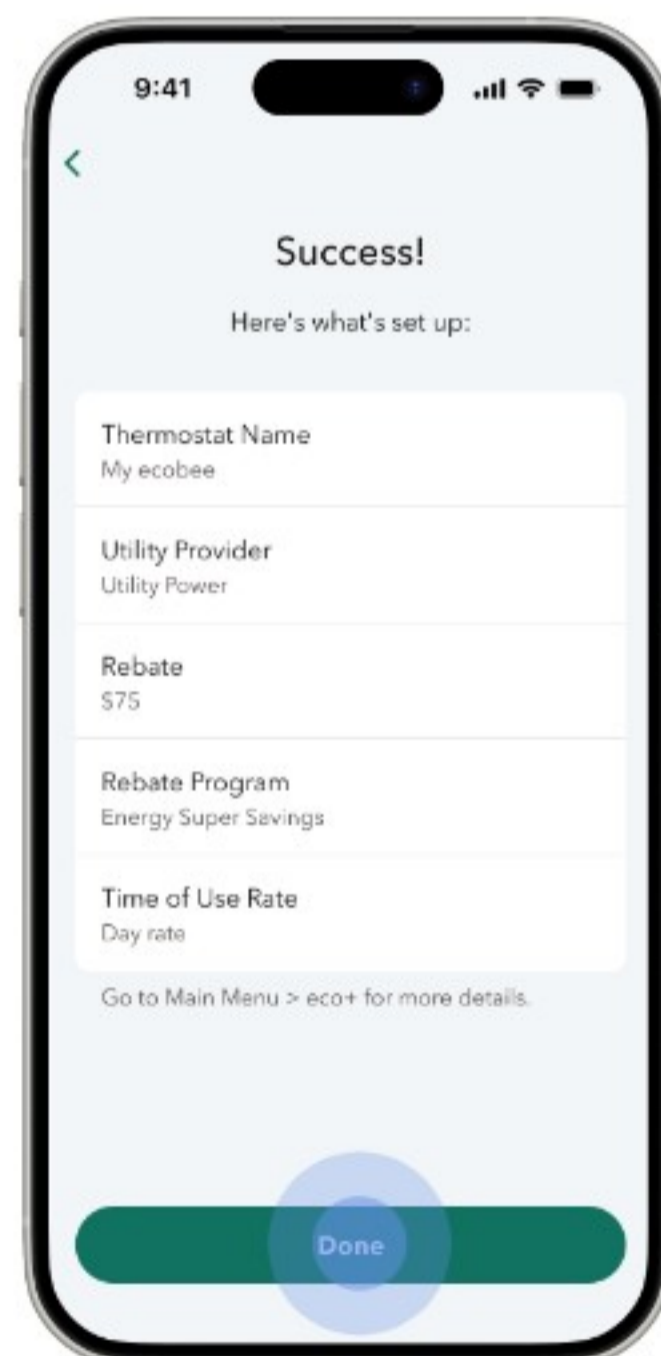
Scan QR code for video:
How to get a rebate on your energy bill with
Community Energy Savings.

Enabling Time of Use

4. Following CES enrollment, select your TOU rate, or "I don't have a TOU rate".
5. Confirm to be successfully enrolled and see a summary of your selections.



Step 4



Step 5

Set up later

If you choose 'Set-up Later' during the enrolment flow, you will be prompted in the app to complete eco+ set up.

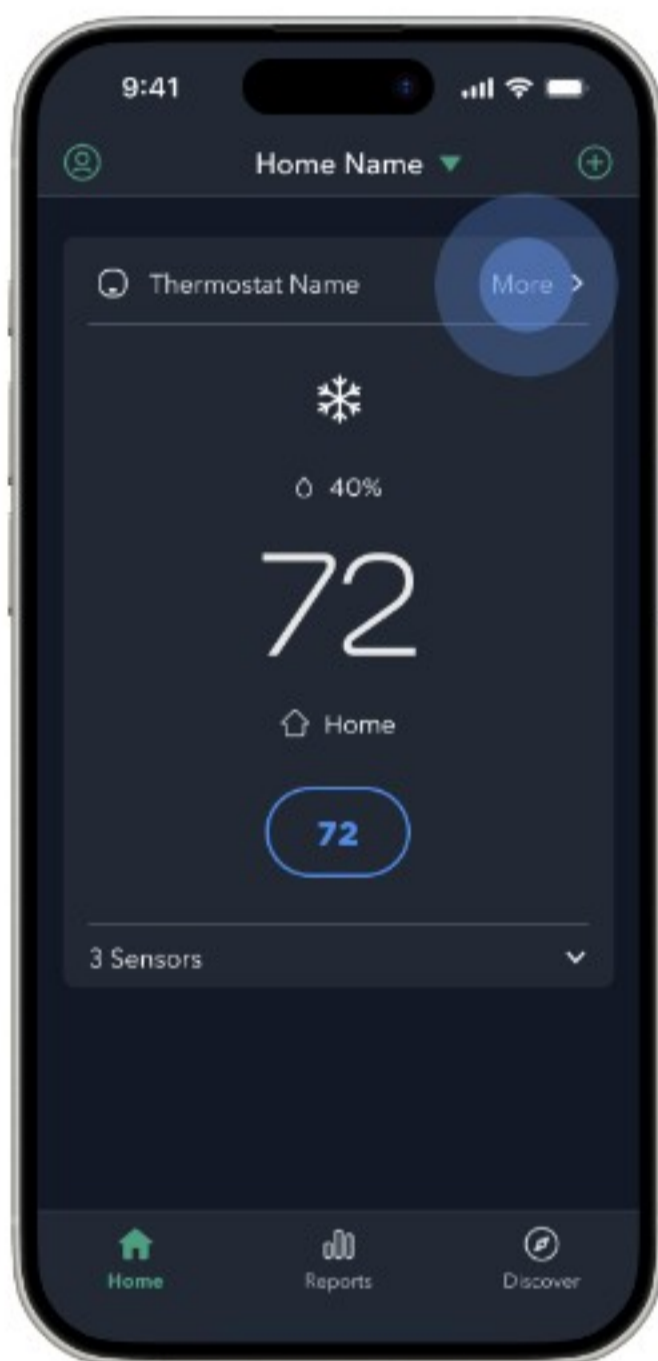
Additionally, you can enroll via the Alternative Enrollment flow in the eco+ menu.

See Alternative Enrollment **on the next page.**

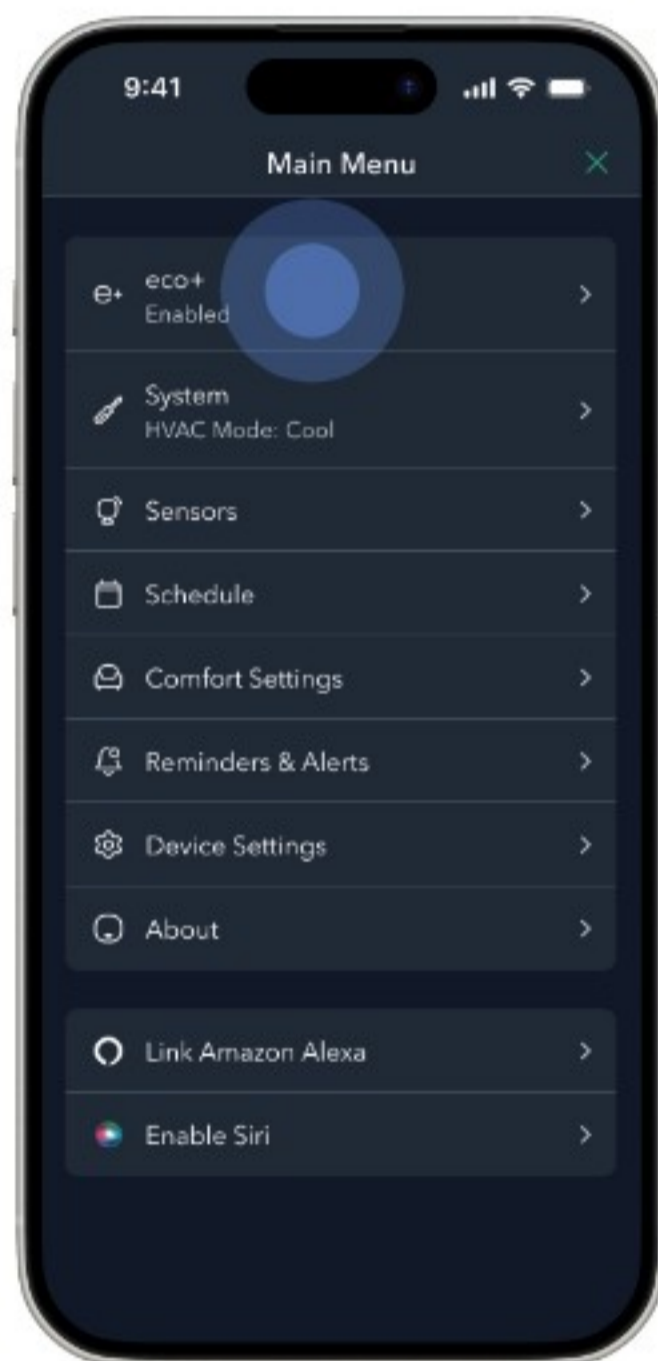
If you chose 'Remind me later' or 'Set up eco+ Later' you can restart the eco+ enrollment flow.

Through eco+ settings

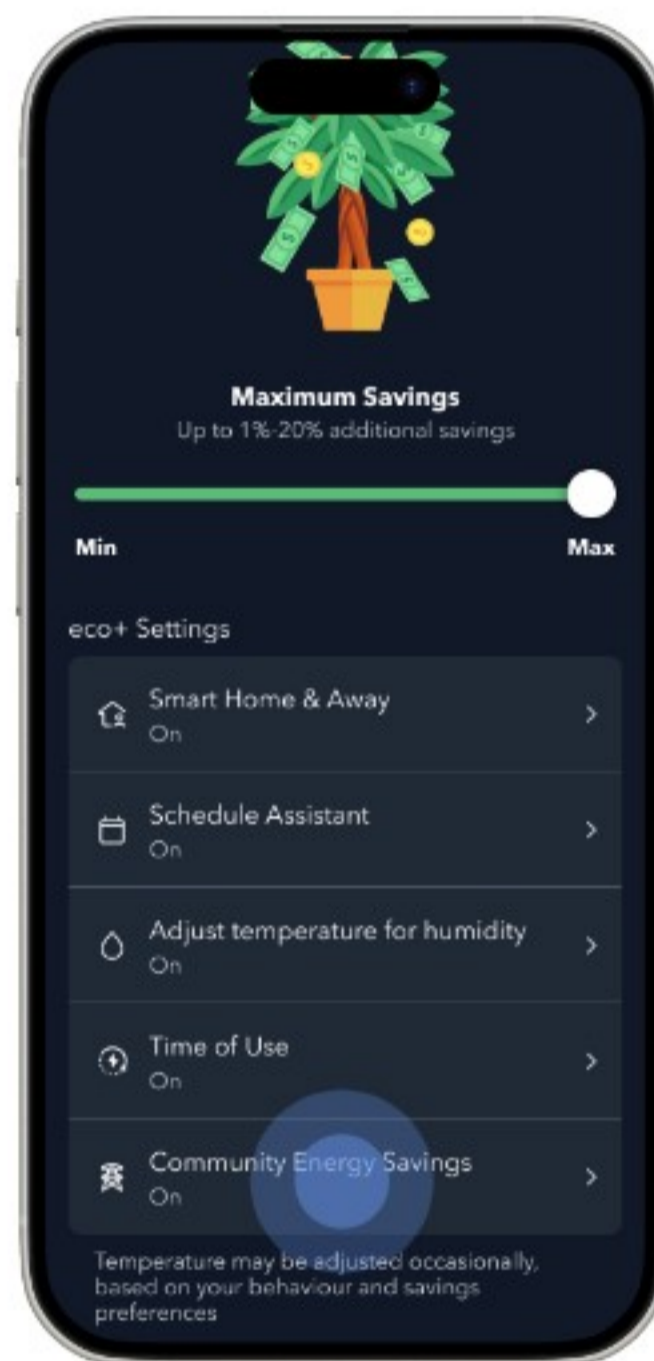
1. Click your **thermostat name** - typically 'My ecobee'.
2. Click the **gear icon** in the upper right corner. Then select the eco+ banner.
3. Select **CES** or **TOU**.
4. Click the **Set up** banner to proceed to CES/TOU enrollment.



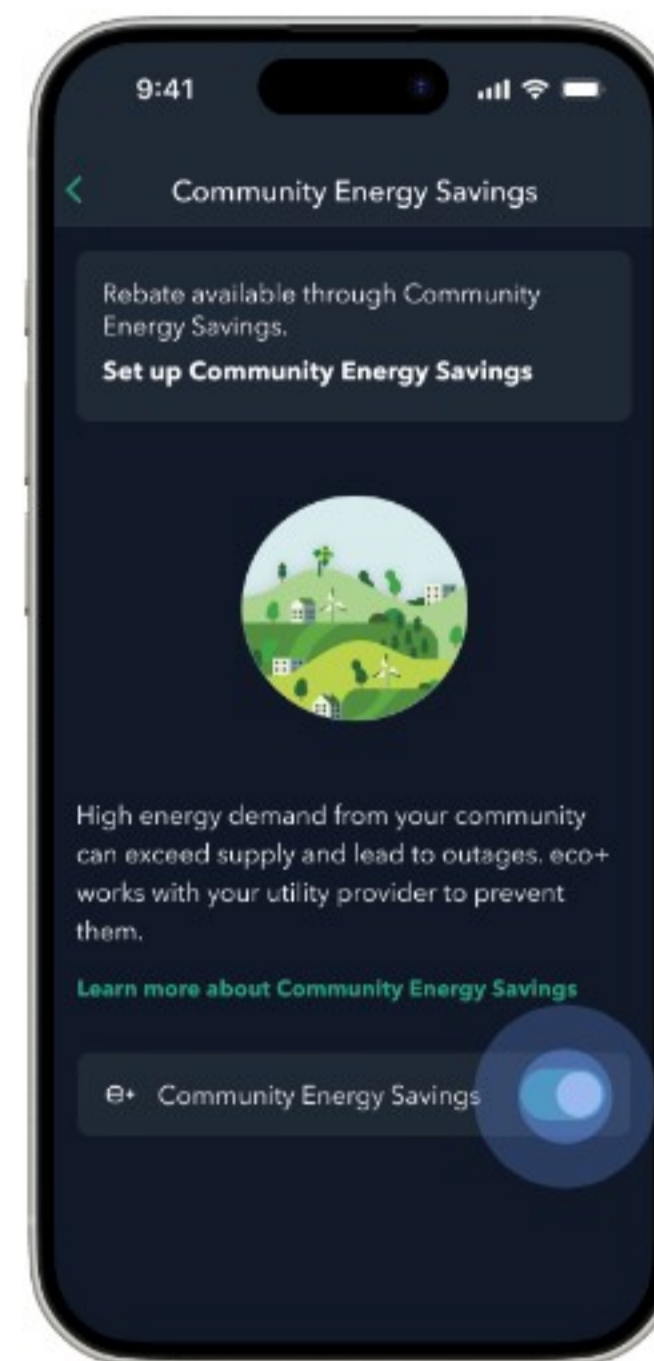
Step 1



Step 2



Step 3



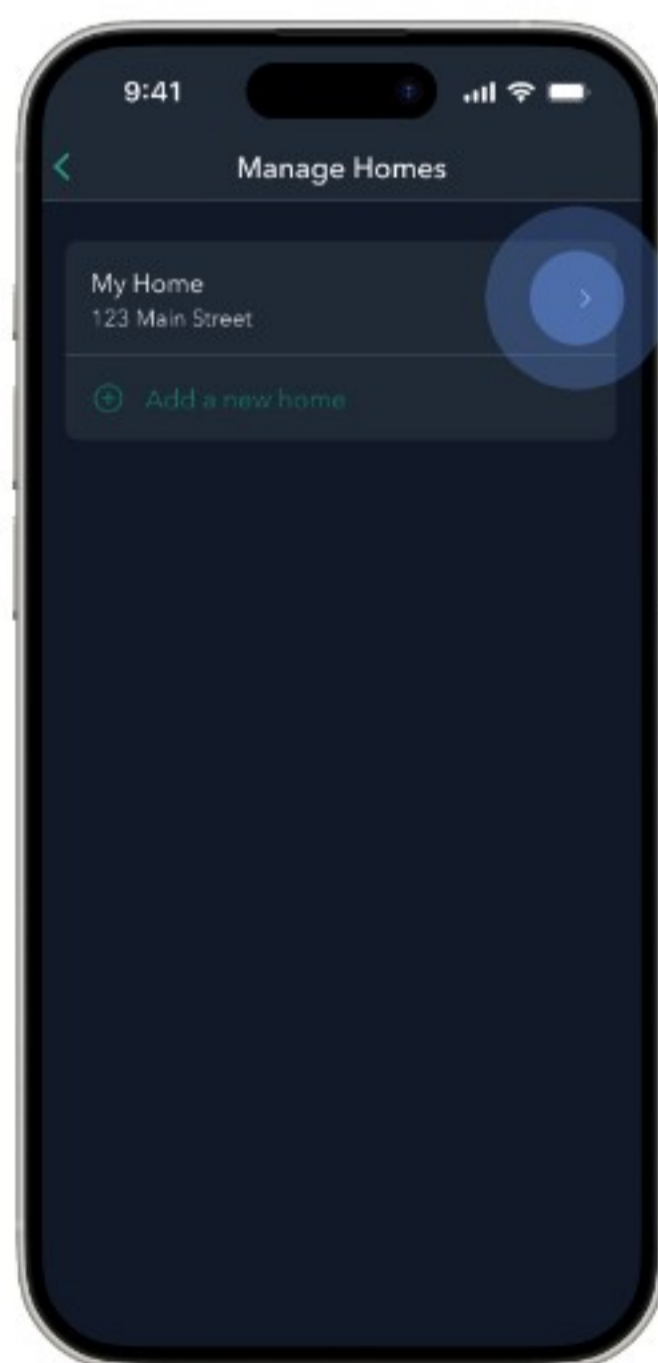
Step 4

Through account settings

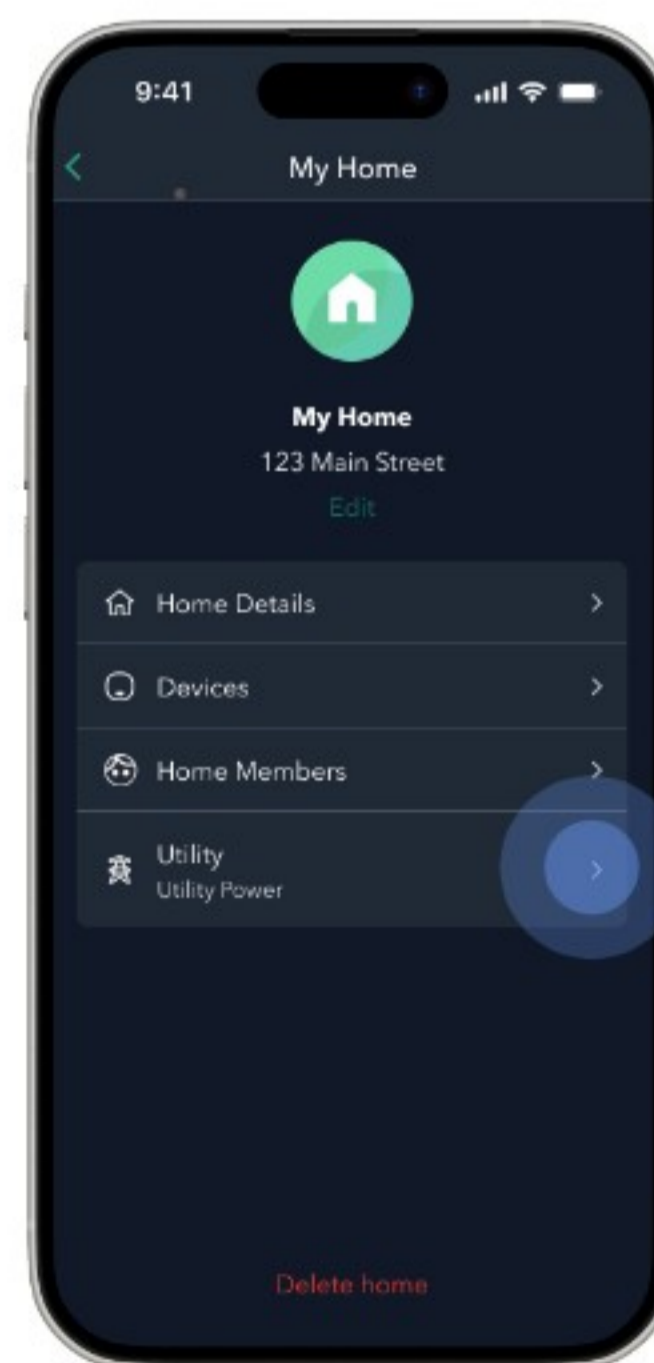
1. Click your **Home Name** at the top of the screen to open Manage Homes.
2. Select your **Home Name**.
3. Select the **Utility** tab to return to the enrollment flow, starting with a program offer.



Step 1



Step 2



Step 3

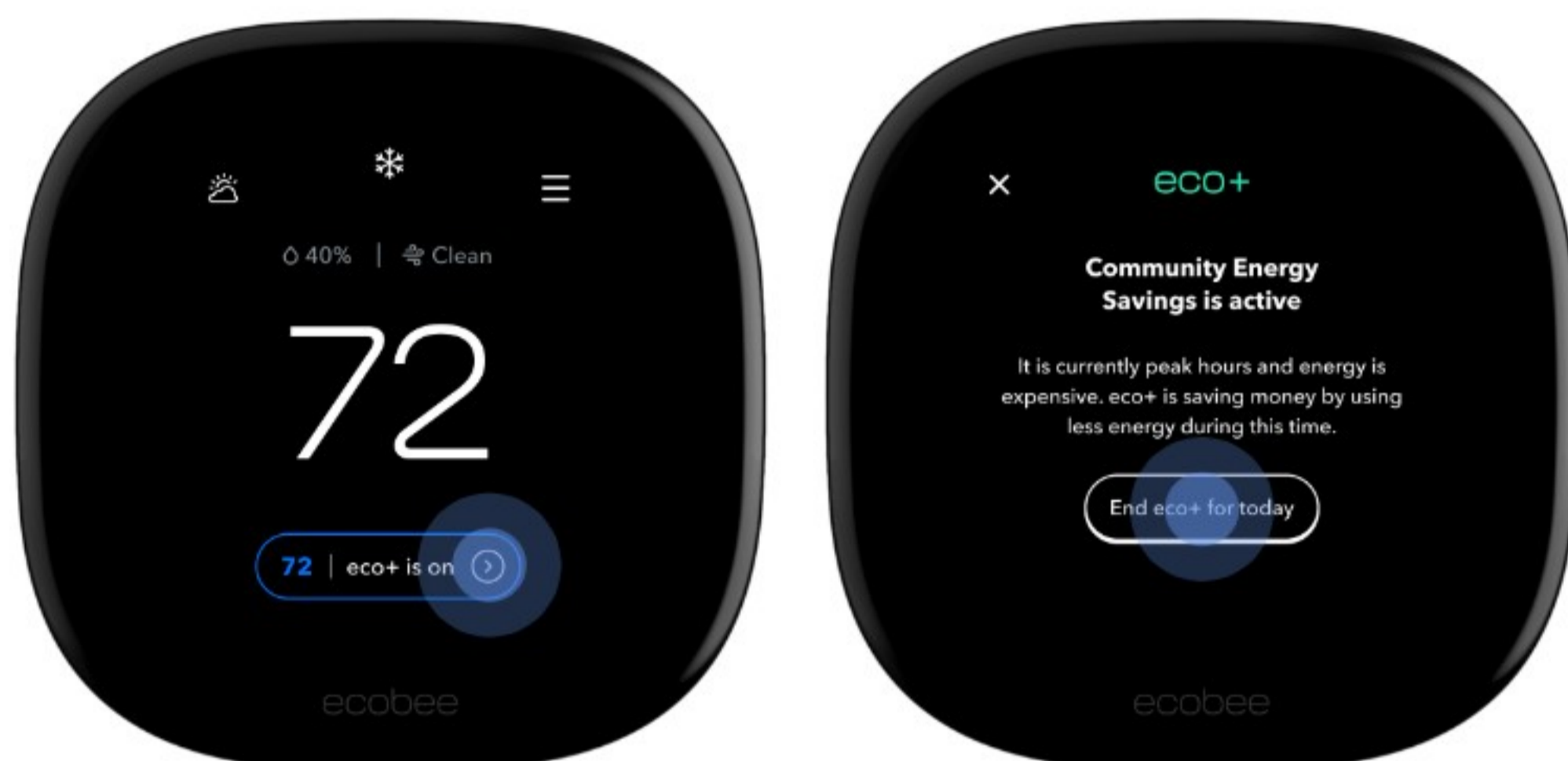
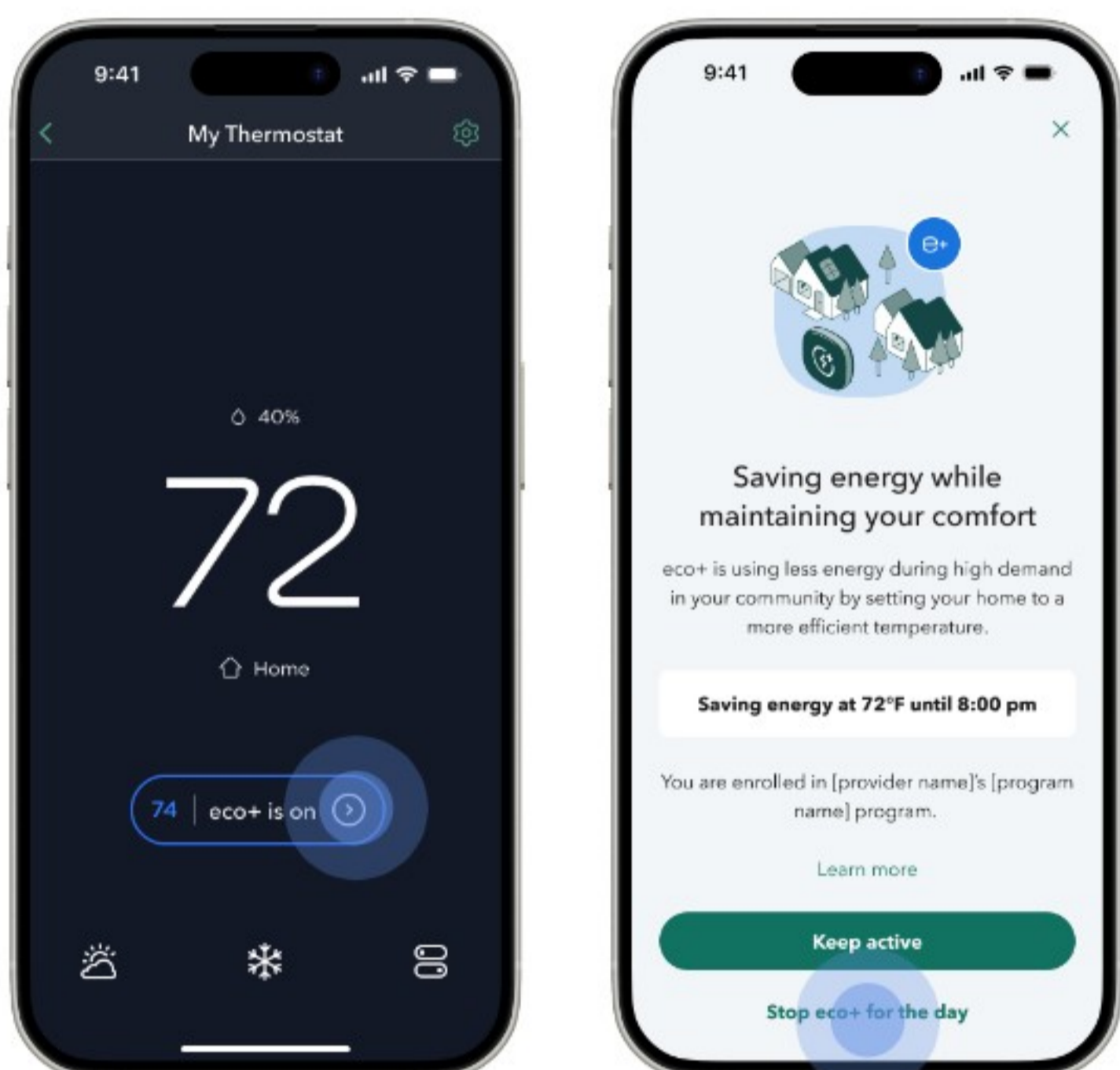
Opting out of CES events

Through the ecobee app

1. When eco+ is running, click the **eco+ bar** to open the CES information card.
2. Select **'Stop eco+ for the day'** to opt out of an event.

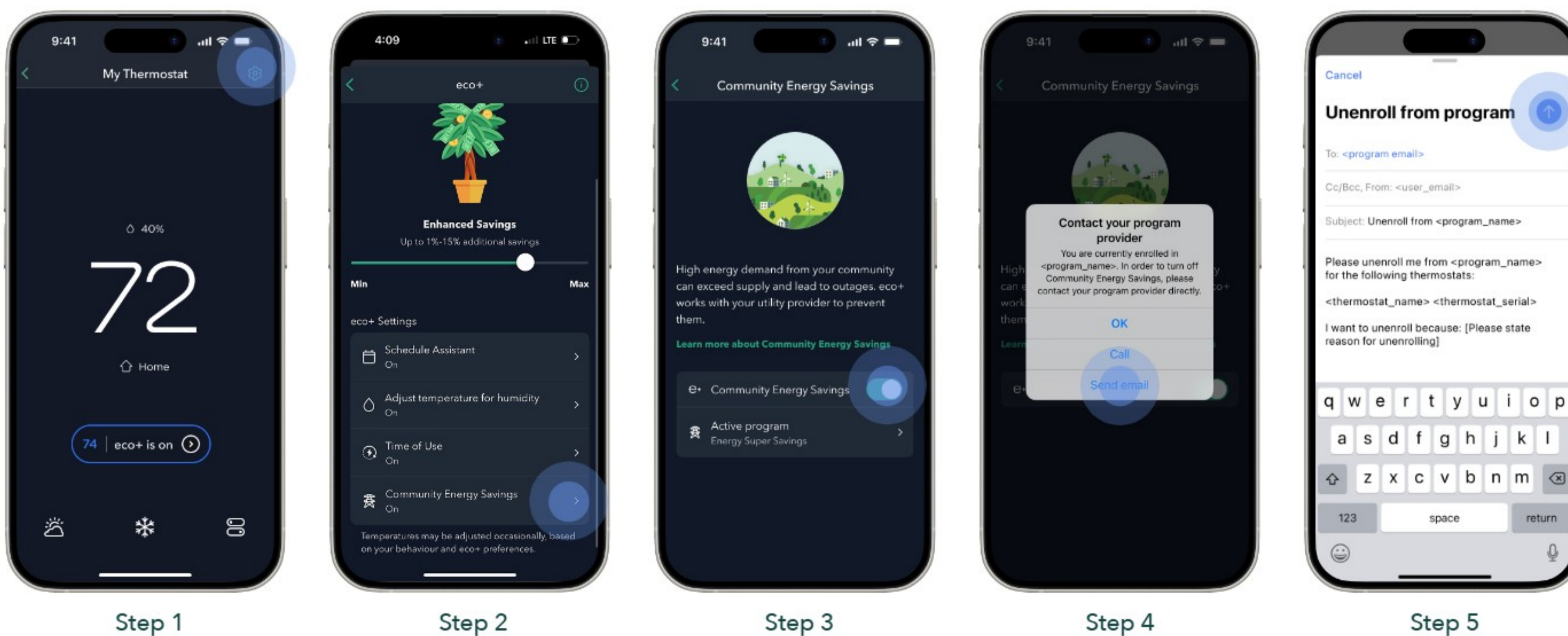
Through your ecobee Smart Thermostat

1. When eco+ is running, click the **eco+ bar** to open the CES information card.
2. Select **'End eco+ for today'** to opt out of an event.



Unenrolling from the CES program

1. Select your **ecobee device name** > gear icon.
2. Select CES. See 'Alternative enrollment' for more details.
3. Switch off the Community Energy Savings toggle. You will be prompted to contact your utility.
4. If you provided your utility information, you may select a contact button.
5. An auto-filled unenrollment email to your utility will open.



Step 1

Step 2

Step 3

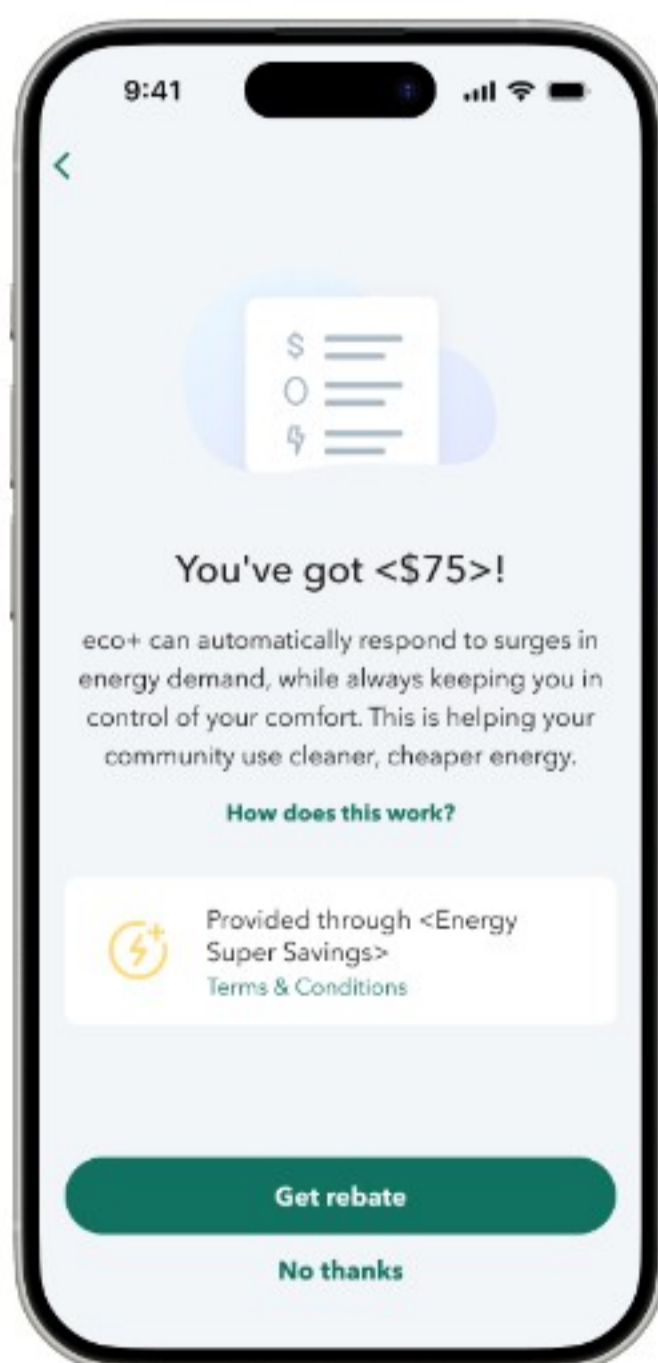
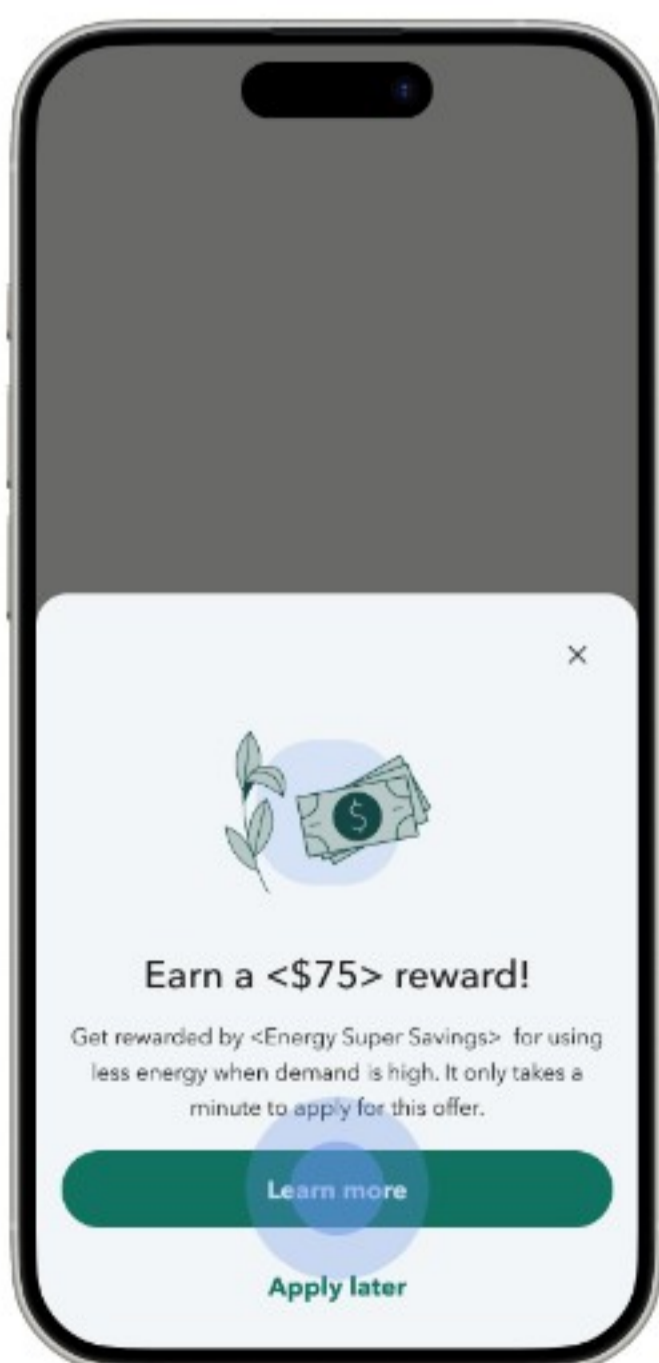
Step 4

Step 5



Boost Enrollments with Drawers

Drawers are dynamic, targeted pop-ups that appear when customers open the ecobee app. These in-app messages provide program-specific information, use custom headlines, and link directly to enrollment flows. By simplifying enrollment and meeting customers where they are, Drawers help utilities increase the number of participants available to reduce load during peak demand or grid stress events as well as build a more resilient grid.



e+ eco+ is a suite of smart features that help you save on energy.

It uses your routine, comfort preferences, local weather, and grid activity to improve your home's energy efficiency and keep you more comfortable.



Community Energy Savings

Makes slight temperature adjustments to your thermostat when electricity demand in your community peaks.

These adjustments will be minor and infrequent but can have big impacts on your community by helping reduce strain on the electricity grid.



Adjust for Humidity

Detects fluctuations in indoor humidity to ensure your home always feels like the temperature set on your thermostat.

Keeps your home comfortable even in periods of unusually high or low humidity.



Smart Home & Away

Saves money and energy by automatically adjusting the temperature when it detects you've left and quickly restoring your comfort settings when you return.

Keeps you comfortable when you're home and reduces energy waste when you're away.



Schedule Assistant

Monitors your thermostat schedule. When it isn't matching up with your actual routine, Schedule Assistant recommends a new schedule.

Makes your home and schedule more efficient.



Time of Use

Preheats or precools your home when energy is less expensive to reduce energy use during peak hours.

Shifts your energy consumption to when electricity is more affordable to save big on your bill.



Pause when Open*

Using SmartSensors, ecobee detects when a door or window is open for 5 minutes or more and automatically pauses heating/cooling.

Maximizes energy and cost savings for your home and reduces energy waste.

*Smart Security subscription required.