

Congratulations on enrolling

Here's a reminder about how the Smart Direct Load Control Program works:

- When demand for electricity is highest, a signal will be sent to your thermostats to adjust the temperature by no more than four degrees.
- You will receive an alert when an energy-saving demand response (conservation) event begins.
- You'll learn the time that the event is scheduled to end.
- By participating, you qualify for an annual incentive. It's your reward for helping to reduce electricity demand during times of highest strain.



Important note: Everyone in your family should use the same Sensi account login for the Sensi app. If a different account is created other than the one created at the time of installation, the connection to the program will be broken.

Quick reference guide

For general thermostat or Wi-Fi connectivity questions

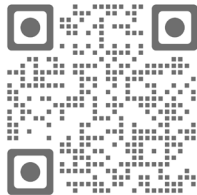
Sensi Thermostat Support
sensi.copeland.com/en-us/contact-us
888-605-7131
Monday–Friday, 7 a.m.–7 p.m. (CST)
Saturday–Sunday, 8 a.m.–5 p.m. (CST)

For HVAC and other general program questions

Entergy Solutions Smart Direct Load Control Program Support
833-807-7682
ThermostatEAL@icf.com
Monday–Friday, 8 a.m.–5 p.m. (CST)

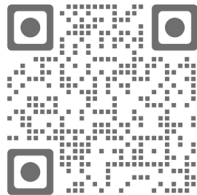
To access the Sensi Touch navigation guide

Scan the QR code with your smartphone or visit <https://qr1.be/OPNQ>.



To download the Sensi Touch operation manual

Scan the QR code with your smartphone or visit <https://qr1.be/PNO8>.



Sensi account and app

Setting up your account with the Sensi app connects your thermostat to the program. Do not delete this account or you will break your connection to the program. For troubleshooting help, visit sensi.copeland.com/en-us/contact-us or call 888-605-7131.

Welcome to the Smart Direct Load Control Program

You're on the way to automatic savings



Have questions? We have answers.

What are conservation events?

Conservation events occur when a signal is sent to enrolled thermostats to adjust their set temperature. The increase will be no more than four degrees. If the temperature in your home exceeds this set point, your A/C will turn on to keep you comfortable. When the event ends, your thermostat will return to your regularly scheduled temperature setting. You will usually be notified by email and on your thermostats the day before a scheduled event. Your thermostats must be online and connected to your home's Wi-Fi to participate and to get the annual incentive.

How often do conservation events happen?

It depends on the weather and peak demand needs. Each year is different, but for reference, there were four events in 2023 and four events in 2024.

What if I get new HVAC equipment?

If your A/C unit is replaced, your enrolled thermostat should not be removed from the wall. Re-installation is not covered by the program.



What if I move?

If you move, the participating thermostats stay with the home. Please notify us at **833-807-7682** if you are moving. For more details, visit our FAQs page at entergyarkansas.com/thermostat.

How do I opt out of conservation events?

Once a conservation event begins, you can opt out by decreasing the temperature directly on your thermostat or through the Sensi app. You can also call **833-807-7682** to opt out.

What do I do if I am not receiving event notifications?

Call **833-807-7682** or email ThermostatEAL@icf.com if you are not receiving event notifications. For emergency events, we are not able to provide notifications in advance.

How do I earn an incentive? When will I get it?

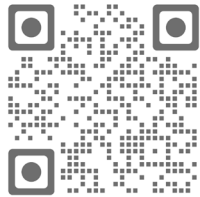
You automatically earn an incentive by participating in conservation events. Incentives are based on the number of opt-outs (if any) you take during the event season. Payments are usually made in November after the season ends.

	0 to 1 opt-outs	2 to 3 opt-outs	4 or more opt-outs
Residential	\$40	\$25	\$0
Nonresidential	\$100	\$50	\$0

If a thermostat is offline during a conservation event, it is considered an opt-out.

How do I operate my Sensi Touch thermostat?

To download the Sensi Touch operation manual, scan the QR code with your smartphone or visit <https://qr1.be/UTFX>.



What do I do if my A/C or heat is not working?

Please call **833-807-7682** if your A/C or heat is not working. In emergencies, contact a local HVAC company for help. HVAC repair is not covered by the program.

What happens if my thermostat disconnects from Wi-Fi or I change routers?

For instructions on how to reconnect your thermostat to Wi-Fi, scan the QR code with your smartphone or visit <https://qr1.be/3EUH>. You may also call Sensi at **888-605-7131**. Make sure your thermostat stays connected to Wi-Fi in order to get the most from the program.



Can I participate in this program and other Energy Solutions programs?

Absolutely. Entergy Arkansas offers a variety of residential and commercial energy-saving programs. Visit entergysolutionsar.com for details.



For more FAQs, visit entergyarkansas.com/thermostat.

