



ENERGY EFFICIENCY PROGRAM

Smart Thermostat Frequently Asked Questions

1. I'm thinking about getting a smart thermostat. What should I do first?

You will first need to check compatibility to ensure the thermostats you are interested in will work with your current heating and cooling system. If you need assistance to determine if the thermostat works with your current system, you can contact the manufacturer of the thermostat or call a heating and cooling company.

2. Do I need to have a Wi-Fi connection in my home for a smart thermostat?

Yes, you will need Wi-Fi capabilities in your home to be able to use your smart thermostat. For additional information on internet access or ways to get reduced Wi-Fi services in your home, please visit: <https://www.lifelinesupport.org>

3. How do I install my smart thermostat?

Each smart thermostat can vary in its installation. You can consult the information that comes with the smart thermostat regarding installation procedures, contact a local heating and cooling company/contractor or visit: AmerenIllinoisSavings.com/AllySearch

4. How do I pair my smart thermostat?

Each smart thermostat can vary on its specific pairing needs, with many of them requiring you to download an app to complete pairing. The app allows you to control the temperature in your home, from anywhere and any time.

5. How can I set up my smart thermostat?

Smart thermostat set-up occurs in the app and will most likely require you to connect it to the app.

6. I have some questions about my smart thermostat. Where can I find resources?

Based on the type of smart thermostat you have, there are resources available online:

[Google Nest](#)

[ecobee](#)

[Sensi](#)

[Honeywell Home](#)

[Amazon Smart Thermostat](#)

[Ameren Illinois Energy Efficiency Program Market Development Initiative Smart Thermostat Video Series](#)