



Take Control of Your Energy Usage with SmartView

Dear SmartView participant,

Thank you for being a part of the SmartView test program. Your participation is helping Entergy New Orleans determine if smart meter technology is something that would benefit New Orleans residents. As a part of the **SmartView A/C Load Management test program**, you will begin to see your air conditioning unit cycle off for 20 minutes at a time during the last week in **July**. That's the smart meter working to reduce your electric use and help lower your bill.

Here are some important reminders:

- When we cycle your air conditioner off, the background color of your thermostat will turn red and your air conditioning unit will go off for 20 minutes each hour for 3 consecutive hours.
- Please note that this will **only** occur weekdays between the hours of **12 noon – 8 p.m.**

Assuming that no other changes occur in the amount of electricity you use in your home, cycling off the air conditioning unit means that you will use less electricity during the day, which can help lower your bill.

Additional ways to reduce your energy usage during an event:

- Don't use dishwasher, washing machine or clothes dryer.
- Don't use electric stovetop or oven.
- Keep unneeded lights turned off.

If you wish to override an event, press **HOLD** and select **OVERRIDE**.

- To change the hold setting, press **HOLD**. The HOLD Setting Page is displayed.
- Turn the **Scroll Wheel** to scroll through the list of **hold** settings.
- **Press** the Scroll Wheel or the **Select button** to select the highlighted setting.
- When override is selected, you are prompted with a warning message. Read the warning and then press **confirm** if you want to proceed.
- To **return to normal cycling** after you have selected override, press **HOLD** and select **your preferred status**. Choose **"OFF," "ON" or "VACATION."** The thermostat will automatically begin its normal cycling.
- If you decide to override more than **twice** in a billing month, you will lose your \$12.00 credit for that month.

As always, if you have any questions or concerns about the SmartView program, don't hesitate to call us toll-free at 1-855-33-SMART (1-855-337-6278) between the hours of 8 a.m. and 7 p.m., Monday through Friday. Thank you again for your participation in the SmartView program.

Sincerely,

Melonie Hall
Director of Customer Service
Entergy New Orleans