

# ENERGY PLANNER<sup>SM</sup>

## CUSTOMER GUIDE



**TECO**  
TAMPA ELECTRIC  
AN EMERA COMPANY

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# Programmable Thermostat

## CUSTOMER GUIDE



# Energy Planner Thermostat Guide

## Introduction

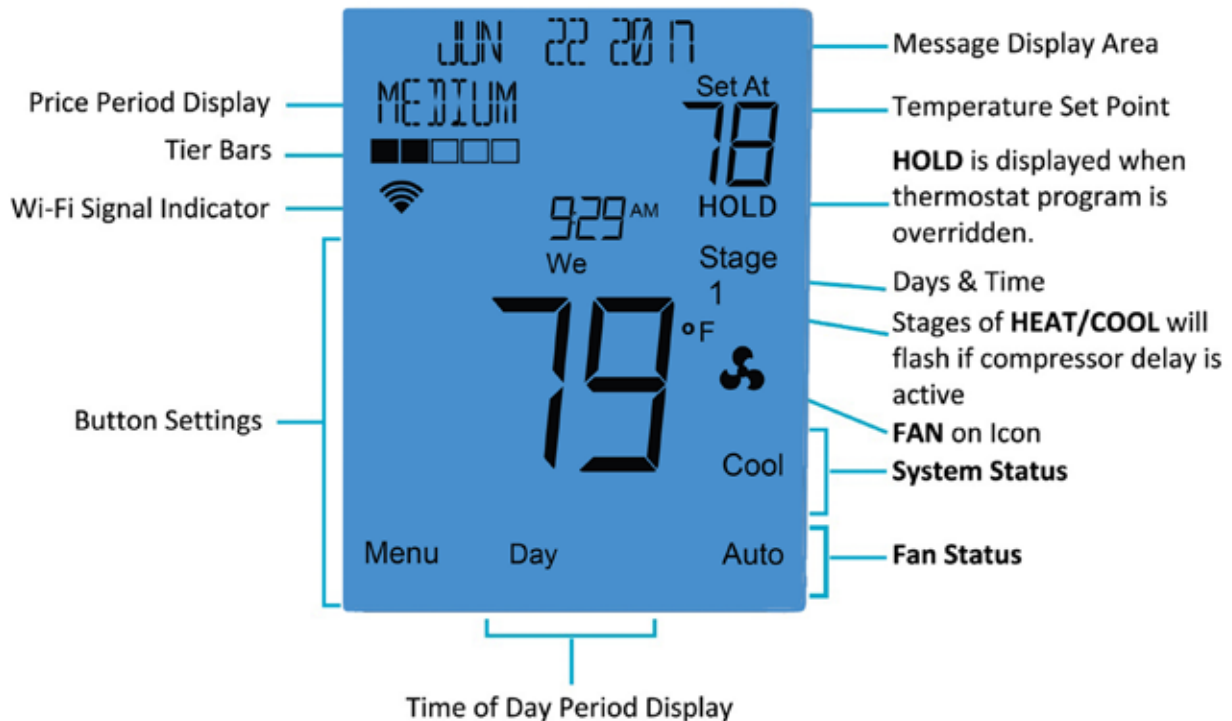
This guide is designed to assist you in operating the Wi-Fi Energy Planner thermostat and offers many flexible, user-friendly features to help manage your home's comfort and energy efficiency. By connecting to the Internet via your secure home Wi-Fi network, the thermostat can be programmed and controlled anytime, anywhere by using the Online Web Portal on any smartphone, computer, or tablet. Although you'll likely choose to program your thermostat using the web portal, overriding that schedule can be manually initiated from the thermostat.

# Thermostat Buttons & Features



1	Programming Buttons
2	Nightlight
3	Wi-Fi Module
4	LCD Display
5	Critical Event LED (Flashing Then Solid Red)
6	Temperature Set Point Buttons
7	System Button (Heat, Cool, Off)
8	Fan Button (Auto, On)

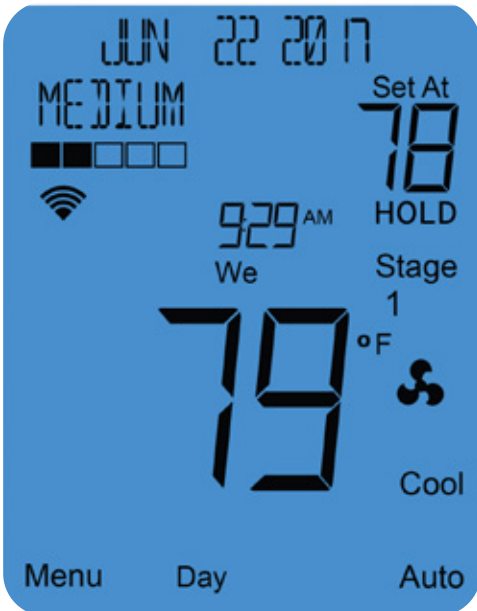
## Thermostat Display



# Thermostat Buttons & Features

## Normal Thermostat Display

The normal thermostat display is what appears on your thermostat during normal operation. The following display elements appear in the normal display:



- Time Period - Bottom Center. Day in this example.
- Day of the Week - Middle. We (Wednesday) in this example.
- Current Time - Middle. 9:29 AM in this example.
- System Mode - Lower Right. Cool in this example.
- Current Room Temperature - Center. 79F in this example.
- Current Temperature Setpoint - Upper Right. 78F in this example.
- Current Price Tier - Upper Left. MEDIUM in this example.

## Thermostat Critical Pricing Period LED

The thermostat is equipped with three LED lights located above the display. The Energy Planner program will only utilize the third LED on the right; the other two will not be used. This LED will become active during a Critical Pricing Period.



# Thermostat Buttons & Features

## Selecting Cooling & Heating (Non-Heat Pumps)

Press the **SYSTEM** button to select the desired thermostat system mode.

The possible system modes (excluding Heat Pumps) include:

- Cooling - Displays on the thermostat as **Cool**.
- Heating - Displays on the thermostat as **Heat**.
- Off - Displays on the thermostat as **Off**.

When cooling or heating is called, either **Stage 1** or **Stage 1&2** will display (depending on how many stages of cooling/heating your system has configured).

## Selecting Cooling & Heating (Heat Pumps)

Follow this procedure to select the system mode for Heat Pumps.

Press the **SYSTEM** button one or more times to select the desired thermostat system mode.

The possible system modes for Heat Pumps include:

- Cooling - Displays on the thermostat as **Cool**.
- Heating - Displays on the thermostat as **Heat**.
- Auxiliary Heat (Heat Pumps only) - Displays on the thermostat as **Aux Heat**.
- Off - Displays on the thermostat as **Off**.

When cooling or heating is called, (compressor turned on) **Stage 1** or **Stage 1&2** will display on the thermostat (depending on how many stages of cooling/heating your system is configured).

## Special Modes for Heat Pumps Only

### Auxiliary Heat (Heat Pumps only)

**Aux Heat** (backup heat) as displayed on the thermostat screen, turns off the heat pump compressor and turns on the backup heating system. This will normally be electric strip or resistance heat. To activate auxiliary heat, press **SYSTEM** until **Aux Heat** is displayed on the screen. **Stage 1** will be displayed if the temperature setpoint is increased 1 degree above the room temperature. If the temperature set point is increased 2 degrees or more above room temperature, **Stage 1&2** will be displayed. Typically, auxiliary heat is activated when the heat pump's outdoor compressor unit is not working properly.

# Thermostat Buttons & Features

Auxiliary Heat is also automatically activated when the heat pump is operating under extreme conditions. The Aux Heat will activate automatically if the outdoor temperature is very cold (usually below freezing) and the compressor cannot maintain the thermostat's setpoint. Normally, Aux Heat will not automatically be operated from a temperature increase coming out of a programmed set-back period (Night to Morning, or Day to Evening). Instead, the thermostat will attempt to raise the temperature using the more economical heat pump compressor alone. If the difference between the home temperature and the new set point is so large that after a certain time frame the thermostat determines the heat pump compressor cannot raise the temperature within that time frame, Aux Heat will activate to assist the heat pump compressor.

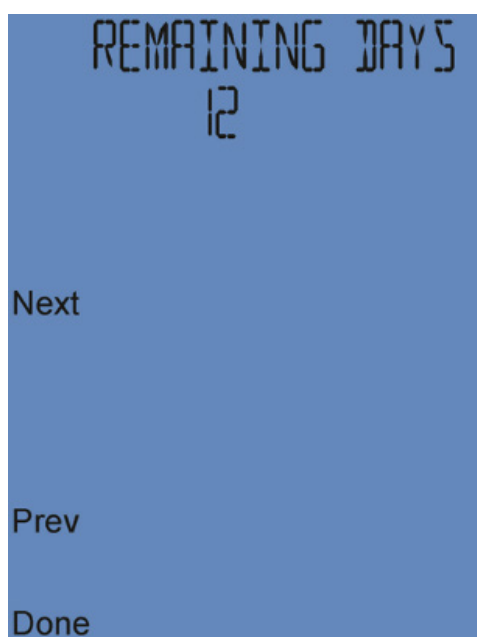
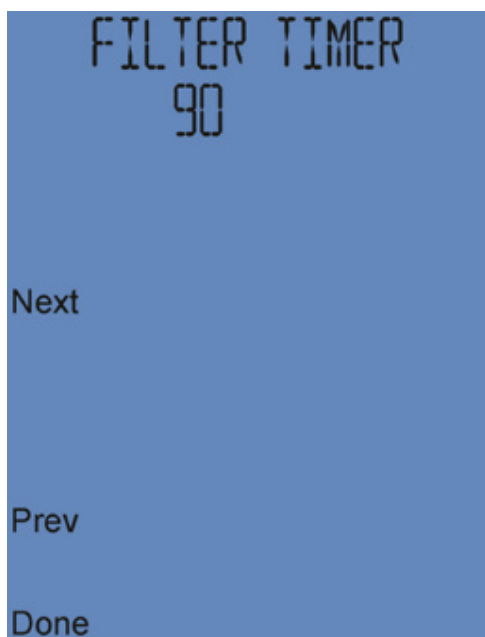
## Resetting the CHECK FILTER Display

If **CHECK FILTER** appears in the message display area of your thermostat, this is a reminder that you need to change or clean the filter in your HVAC system. After you change or clean the filter, you can reset the display so that the **CHECK FILTER** message no longer appears.

To reset the **CHECK FILTER** message, follow the button sequence below:

Press **MENU > OTHER > NEXT > NEXT > DONE**.

**Note:** If you would like to adjust the number of days before the next **CHECK FILTER** reminder message appears, simply use the **+** or **-** buttons while in the **FILTER TIMER** menu and then press **DONE**. The number of days can be adjusted from a minimum of 5 days up to 180 days. To see how many days are left on the current **CHECK FILTER** message, press **NEXT** while in the **FILTER TIMER** menu. In this example, the Check Filter Timer is set for 90 days and there are 12 days remaining.





# Thermostat Buttons & Features

## Setting Holds

### Temporary Holds

A Temporary hold is a hold that will only be in effect until the next programmed time period begins (Morning, Day, Evening, or Night) or the next Low, Medium, High, or Critical tier change. You do not have to manually clear a temporary hold. When your next programmed time period begins or a price tier changes, the temporary hold ends and the setting for the next time period or tier is in effect. The thermostat display indicates that a hold is in effect by displaying HOLD below the set temperature. The type of hold that is in place will show in the message area display at the top; TEMPORARY HOLD in this example. A hold can be cleared at any time by pressing the **Run** button.

To initiate a Temporary hold from the thermostat, press the  or  buttons to adjust your temperature setpoint. To clear the temporary hold, press the **Run** button.





# Thermostat Buttons & Features

## Permanent Holds

A Permanent Hold is the same as the “Away” feature on the On-Line Programming Portal. It will remain at the selected set point until released.

A Permanent hold is when you override a programmed setting for an indefinite period of time. A Permanent hold lasts until you manually clear it. The thermostat display indicates a permanent hold by displaying the HOLD icon below the set temperature and the PERMANENT HOLD message at the top of the display. If desired, however, you can manually clear the hold at any time by pressing the **Run** button.

To initiate a Permanent hold from the thermostat, press the  or  buttons to reach the desired setpoint then press the **Perm** button.



**Note:** If a Critical Peak Pricing event is activated, the thermostat will not respond to the desired Critical Peak Pricing set point if the thermostat is in a 'Permanent Hold' status. This could result in higher energy usage at the Critical Peak Pricing rate.

# Thermostat Buttons & Features

## DEFINITIONS

**TEMPORARY HOLD** - TEMPORARY HOLD will be displayed if the user initiates a temporary hold from the thermostat *or online customer portal*.

**PERMANENT HOLD** - PERMANENT HOLD will be displayed if the user initiates a permanent hold from the thermostat *or online customer portal*.

**SCHEDULED HOLD** - A scheduled hold can only be activated using the online customer programming portal. It will display on the thermostat as PERMANENT HOLD.

**RED LIGHT** - The red light is a visual indicator of a Critical price warning or Critical price period. A flashing Red light indicates a Critical price warning and a steady Red light indicates a Critical price period.

**CHECK FILTER** - This is a reminder that you need to check or clean the filter in your HVAC system. The filter reminder can be reset by accessing the MENU and then selecting OTHER. Next scroll to Reset Filter and then press the + or - button to reset the timer. Press Done to exit the Menu.

Morning, Day, Evening, or Night (Time Period)- The time period appears on the normal display only when the Base temperature set point is in effect. If the Medium, High, or Critical tier is in effect and if you have specified a different temperature set point from the Base temperature set point for that tier, the time period does not display.

### Stage 1&2

**COOLING** - If you have a multi-stage air conditioner or heat pump, and if the temperature set point is decreased 2 degrees or more below room temperature or if high speed is required, Stage 1&2 will be displayed; otherwise Stage 1 will be displayed.

**HEATING** - When heating with a furnace, electric heat, or single-stage heat pump, Stage 1 will be displayed if the temperature is increased 1 degree above room temperature or the unit operates normally because of a room temperature decrease. When heating with a multi-stage heat pump or furnace, and high speed is required, Stage 1&2 will be displayed on the screen. In a heat pump system, if the auxiliary heat is needed or if the temperature set point is increased 2 degrees or more above room temperature, Aux Heat will be displayed and Stage 1&2 will be displayed.

**AUX HEAT** - (Heat Pumps Only) Indicates the auxiliary heat strip is turned on.

**WiFi ICON** - Indicates the thermostat is connected to a secure home WiFi network.

**CONNECTING TO AP** - Indicates the thermostat is attempting to connect to the home WiFi network.

# Thermostat Buttons & Features

## DEFINITIONS

**QUERY PORTAL** - Displayed when the thermostat is trying to communicate with the Energy Planner online programming portal after connecting to the home WiFi network.

**WiFi AP ERROR** - This message will be displayed if the thermostat cannot connect to the home WiFi network.

**WiFi DHCP ERROR** - If the thermostat is unable to obtain an IP address from the home WiFi router when trying to establish a connection.

**WiFi DNS ERROR** - If the thermostat is unable to perform a DNS lookup on the WiFi router then WiFi DNS ERROR will be displayed.

**SSL ERROR** - Will be displayed when the thermostat is unable to establish a secure connection with the online programming portal.

**XMPP ERROR** - This message will be displayed if the thermostat cannot establish an XMPP connection.

**SERVER ERROR** - This message will be displayed if the thermostat does not receive messages from the Energy Planner Online Programming Portal.

**HARDWARE ERROR** - This message will be displayed if there is an issue with the thermostat communication module.

**COMM ERROR** - This message will be displayed if the thermostat cannot communicate with the WiFi communication module.

### DISPLAY IS FLASHING

- If COMM ERROR is displayed- Please contact Tampa Electric's Technical Support Team at **(813) 275-3050**.
- If Stage 1 or Stage 1&2 is flashing- Normal operation - 5 minute time delay.
- If Stage 1&2 is solid - Normal operation.
  - With a heat pump Stage 1&2 indicates the resistance strip heat (Aux) is operating in conjunction with the heat pump compressor for the Heat mode.
  - For a multi-stage compressor, indicates the compressor is operating in the high speed.
- If HOLD is displayed- Normal operation. Indicates a Temporary, Timed, or Permanent hold is in place. Press RUN to reset.

**BATTERIES** - Batteries are not needed. The thermostat draws its power from your air conditioning system. The program schedule is kept in permanent memory within the thermostat.

**BLANK SCREEN** - In the event of a power failure, the screen will go blank. The correct time will be sent from an Internet time service and will be displayed on the thermostat soon after power is restored. If the screen is blank, check that power is on to your air conditioning system at the breaker, and that there are no drain line clogs causing the float switch on your air handler to operate.

# Connecting to Wi-Fi Network



# Connecting to Wi-Fi Network

## Introduction

We're here to help you stay connected - it's the only way to take full advantage of all that Energy Planner has to offer. This section of the guide provides tips on how to connect your thermostat, water heater or pool pump to your Wi-Fi network, should you lose connection. We also provide tips on how to get connected to a new Wi-Fi network should you change your internet service provider or get a new router.

# How to connect your Energy Planner devices to new or existing Wi-Fi networks

Sometimes you may need to change your Energy Planner devices to a different Wi-Fi network, or simply reconnect to the current Wi-Fi network if it loses the connection. This will be required if you install a new Wi-Fi router, change your current Wi-Fi network name, or change your Wi-Fi network password.

Please follow the steps below to connect each device to your Wi-Fi.

If you have a TECO Wi-Fi extender, please contact **813-275-3050** to schedule an appointment.

## Release the thermostat from the previous Wi-Fi network

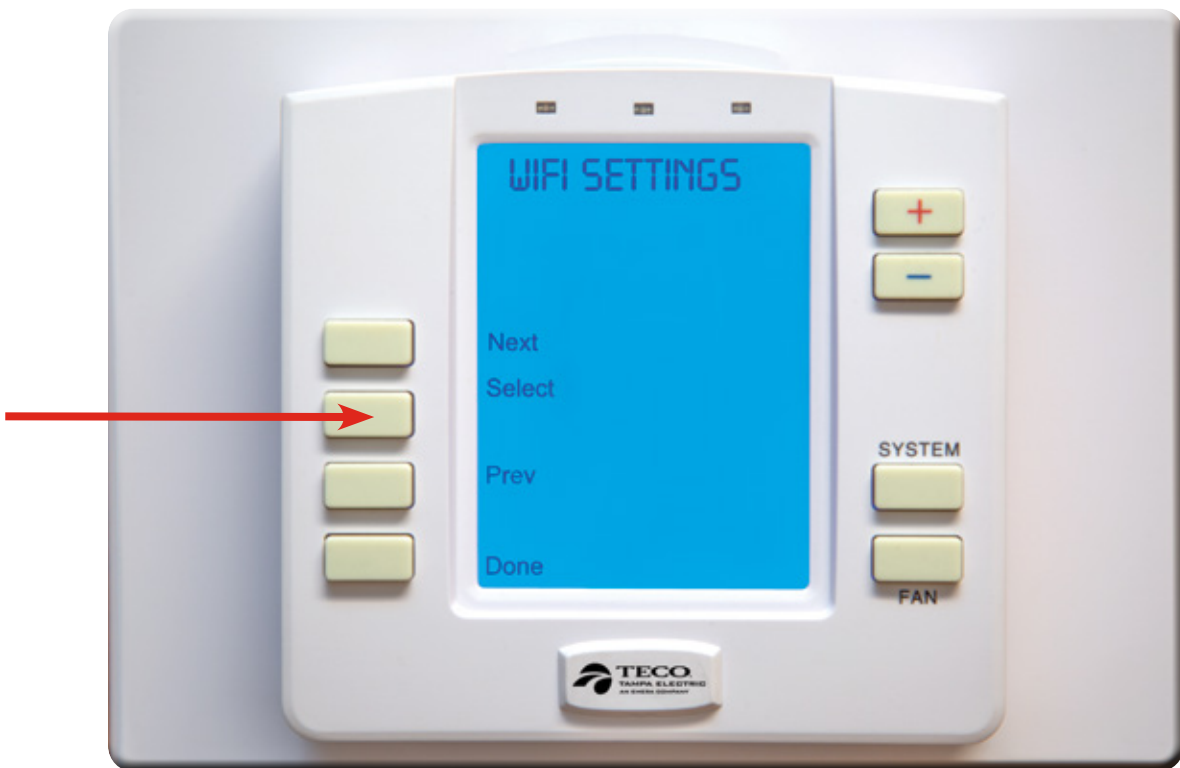
1. On the thermostat display screen, press the **MENU** button and then press the **OTHER** button.



# Resetting Wi-Fi Network

2. The thermostat will display **WIFI SETTINGS** at the top of the display. Press the **SELECT** button to enter the **WIFI SETTINGS** menu. The top line should display the current Wi-Fi network.

(If the top line displays Thermostat####, press the **DONE** button and refer to “Connecting the thermostat to Wi-Fi” on page 19.)





# Resetting Wi-Fi Network

3. Press the **NEXT** button. You should see “CLIENT” flashing on the top of the display.



Note: In this example, the network name is SPACELY'S SPROCK. Your previous network name should appear on your display.



# Resetting Wi-Fi Network

4. Press the + button on the right side of the thermostat. You will see "CLIENT" change to "RESET WIFI." Press the **SELECT** button. This releases the thermostat from its previous Wi-Fi network and reverts back to the main display screen meaning it is now ready to join a new network.



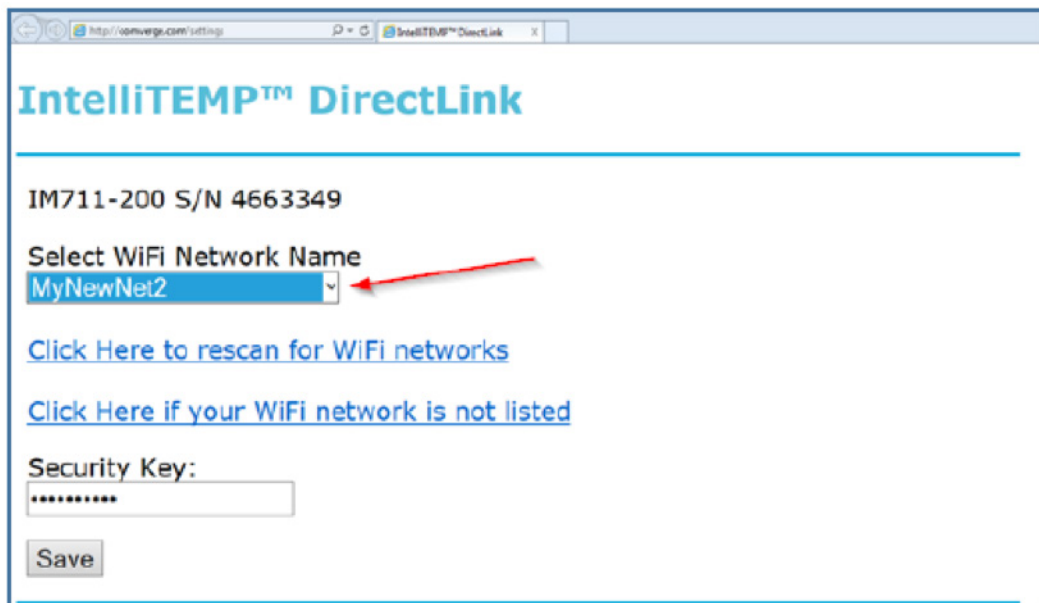
Button sequence summary:  
**Press Menu → Other → Select → Next → + → Select**

# Connecting the Thermostat to Wi-Fi

1. Using your tablet or smartphone, open the **Settings** menu (**not in the Energy Planner Portal**) and select your **Wi-Fi** connections.
2. Select the **"THERMOSTAT####"** network once all of the networks around you populate (get close enough to the device to pick up the signal). If prompted with a dialog box indicating that you are connecting to a non-secure network, select the **OK** or **CONTINUE** option.



3. Once the **"THERMOSTAT####"** network is ready to connect to your Wi-Fi, an 'IntelliTemp DirectLink' page will populate. Tap on the **'Select Wifi Network Name'** box to select your network. If you do not see your network appear, close the box and tap on the blue link **'Click Here to rescan for WiFi networks'** and restart step 2. (*Do not select 'Click Here if your WiFi network is not listed'*).



4. After you have selected your Wi-Fi network, enter your Wi-Fi network password in the box labeled **"Security Key."** This is the password that you use to connect devices to your home Wi-Fi network.
5. After entering the network name and password information, click on the **SAVE** button. The webpage will now present an overview of the information that you just entered. Verify that it is correct and click on **APPLY**.

## Connecting the Thermostat to Wi-Fi

6. A page will appear showing, "**Configuration complete. Please close your browser page.**" You can close the browser on your device.
7. The thermostat should disappear from your Wi-Fi connections and show Wi-Fi bars on the left side of the thermostat display once it has joined to your Wi-Fi network. If "THERMOSTAT####" appears back in to your Wi-Fi connections, it has failed to connect to your Wi-Fi. Verify your Wi-Fi network name, Wi-Fi password and repeat steps 2 through 6.

## Connecting the Water Heater or Pool Pump to Wi-Fi

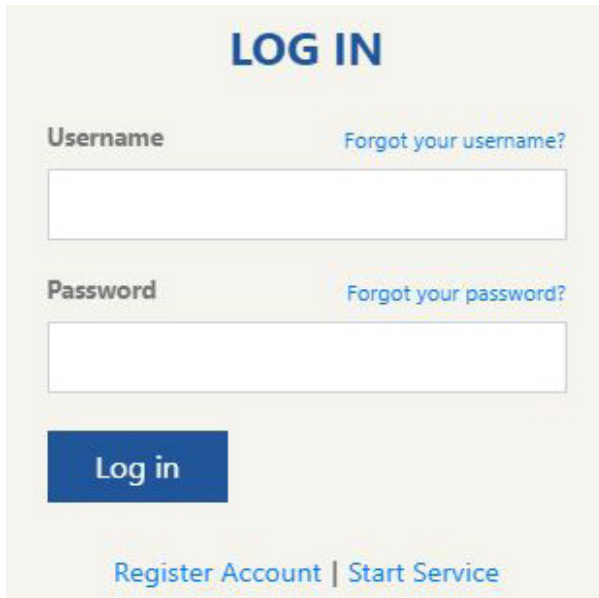
1. Using your tablet or smartphone, open the **Settings** menu (**not in the Energy Planner Portal**) and select your **Wi-Fi** connections.
2. Select the "**WIFI-SWITCH####**" network once all of the networks around you populate (get close enough to the device to pick up the signal). If prompted with a dialog box indicating that you are connecting to a non-secure network, select the **OK** or **CONTINUE** option. If you are within a few feet of the device and do not see "**WIFI-SWITCH####**" in your networks list, please call (813) 275-3050 to schedule an in-home appointment.
3. Once the "**WIFI-SWITCH####**" network is ready to connect to your Wi-Fi, an 'Intellitemp DirectLink' page will populate. Tap on the '**Select Wi-Fi Network Name**' box to select your network. If you do not see your network appear, close the box and tap on the blue link 'Click Here to rescan for WiFi networks' and restart step 2. (Do not select 'Click Here if your WiFi network is not listed').
4. After you have selected your Wi-Fi network you will need to enter your Wi-Fi network password in the box labeled "**Security Key.**" This is the password that you use to connect devices to your home Wi-Fi network.
5. After entering the network name and password information, click on the **SAVE** button. The webpage will now present an overview of the information that you just entered. Verify that it is correct and click on **APPLY**.
6. A page will appear showing, "**Configuration complete. Please close your browser page**" you can close the browser on your device.
7. The "**WIFI-SWITCH####**" should disappear from your Wi-Fi connections and start a light sequence on the device. If "**WIFI-SWITCH####**" appears back in to your Wi-Fi connections, it has failed to connect to your Wi-Fi. Verify your Wi-Fi network name, Wi-Fi password and repeat steps 2 through 6.

# Quick Tips



# Access Online Programming (Portal Log In)

1. Go to: [tecoaccount.com](http://tecoaccount.com)
2. Enter your **Username** and **Password**, then select **Log In**. Once you're logged in, click on **Energy Planner** to manage your devices.



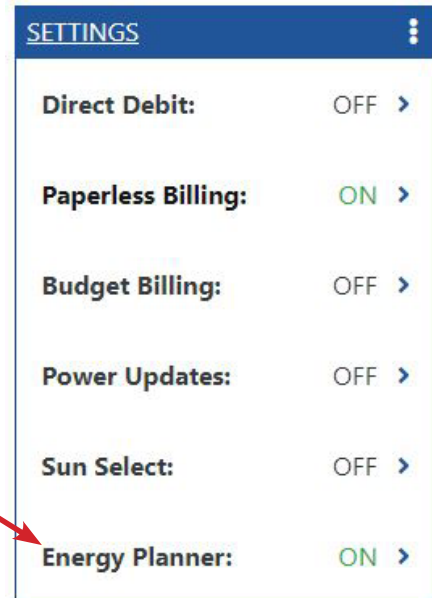
**LOG IN**

Username [Forgot your username?](#)

Password [Forgot your password?](#)

**Log in**

[Register Account](#) | [Start Service](#)



**SETTINGS**

**Direct Debit:** OFF >

**Paperless Billing:** ON >

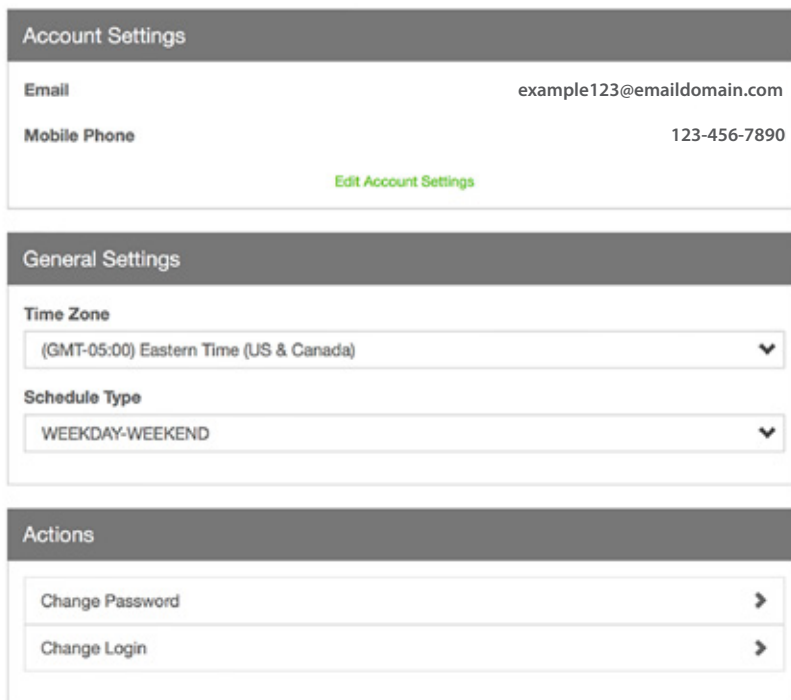
**Budget Billing:** OFF >

**Power Updates:** OFF >

**Sun Select:** OFF >

**Energy Planner:** ON >

3. Select **Settings** in the portal menu bar to update your **User Information**, choose your **Program Schedule Type**, or change your **Password**.



**Account Settings**

Email example123@emaildomain.com

Mobile Phone 123-456-7890

[Edit Account Settings](#)

**General Settings**

**Time Zone**  
(GMT-05:00) Eastern Time (US & Canada) ▼

**Schedule Type**  
WEEKDAY-WEEKEND ▼

**Actions**

Change Password >

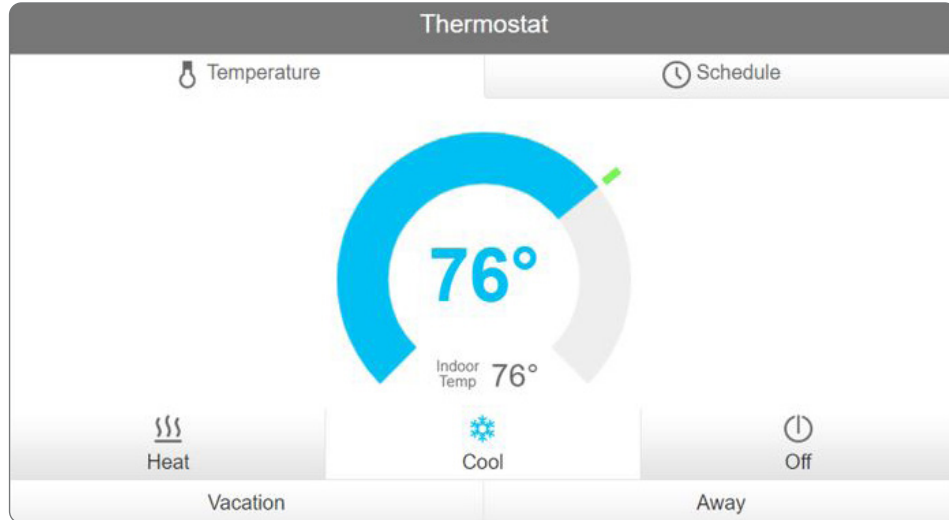
Change Login >

**Important:**  
Devices must be connected to the Internet via your secure home Wi-Fi network in order to communicate and receive programming.

# Online Programming (Cooling & Heating)

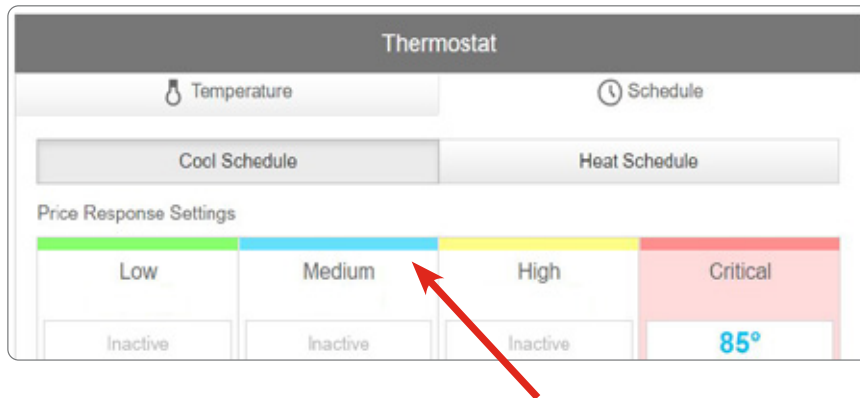
## Configure Programming Schedule

1. From the Home Screen, select the desired mode, **Heat** or **Cool**, and then Select **Schedule**.



2. You can configure your schedule based on **Price Response**, **Time of Day** or a combination of both.

2a. To program by the **Price Response** settings, select each **Pricing Tier** box that you would like to activate.



The state of a tier will be indicated by the toggle button in the upper right corner of the window (**Inactive** in this image). To change the state, simply select the toggle button. Next, set the desired temperature and select **Apply**. The thermostat will now follow the schedule for that pricing tier. Repeat the process for all tiers that you wish to activate.

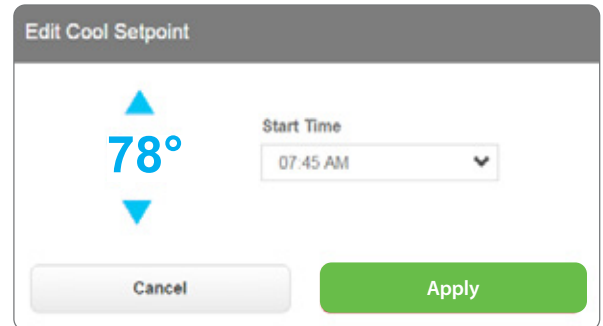
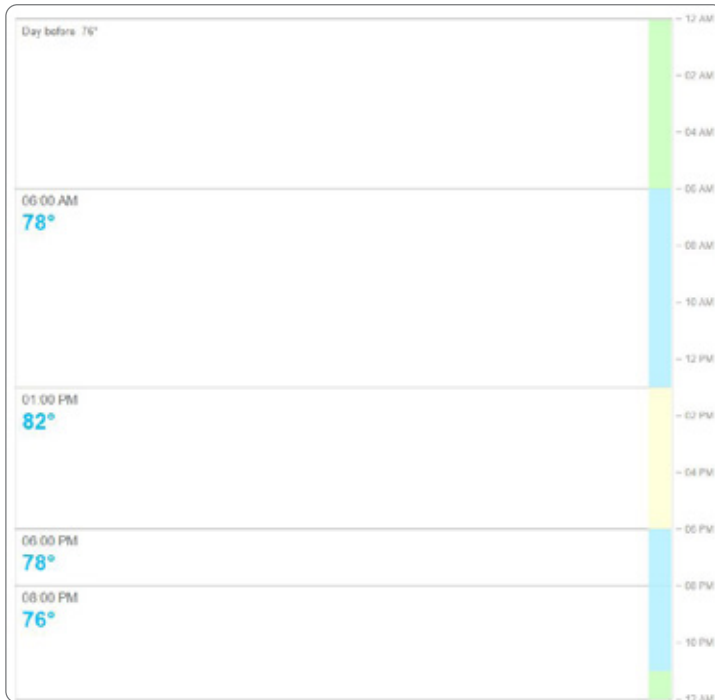


\* Image shown represents the Medium Price Tier



# Online Programming (Cooling & Heating)

2b. To configure the **Time of Day** settings, select one of the temperature settings on the Timeline.



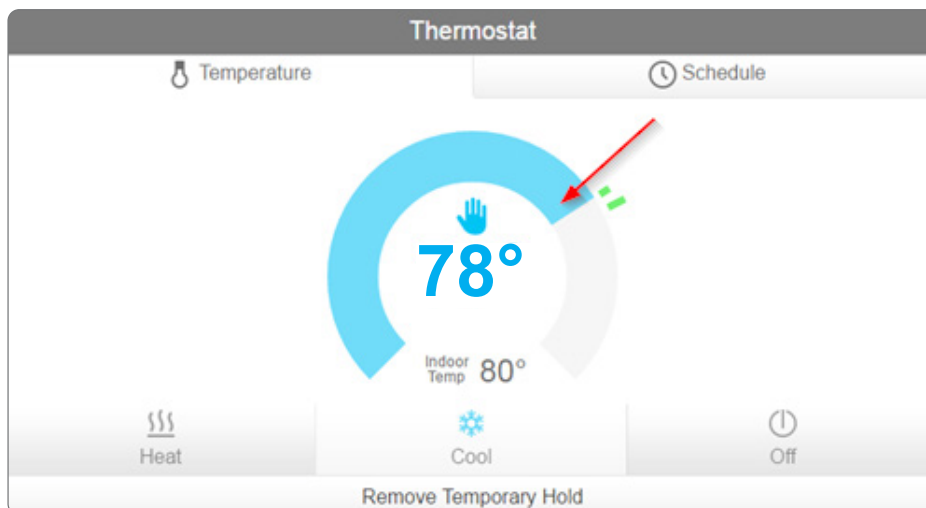
Select the desired **Start Time** from the pull down arrow, choose the temperature setting, and select **Apply**.

(Note: When a Price Response Tier is activated, it will always override the Time of Day settings for that time period.)

## Setting Holds (Temporary, Permanent and Scheduled)

**Temporary Hold** (A Temporary Hold will remain in effect until your next programmed time period ends or a price tier changes.)

1. To set a **Temporary Hold**, click and drag, or slide the indicator within the dial to the desired temperature. When a **Temporary Hold** is in place, it will be indicated on the dial by the hand icon and the **Remove Temporary Hold** button will display below the dial. To remove the hold, select the **Remove Temporary Hold** button.

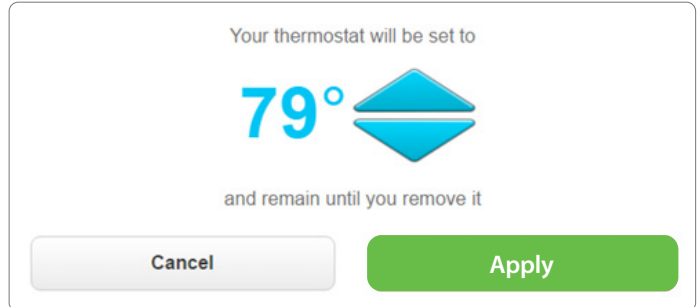




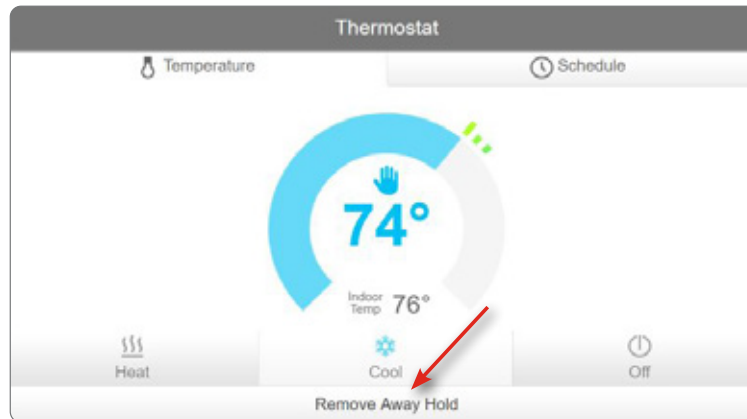
# Online Programming (Cooling & Heating)

**Permanent Hold** (A Permanent Hold will remain in effect until you manually remove it.)

1. To set a **Permanent Hold**, select the **Away** button, choose the desired temperature using the arrow keys and then **Apply**.



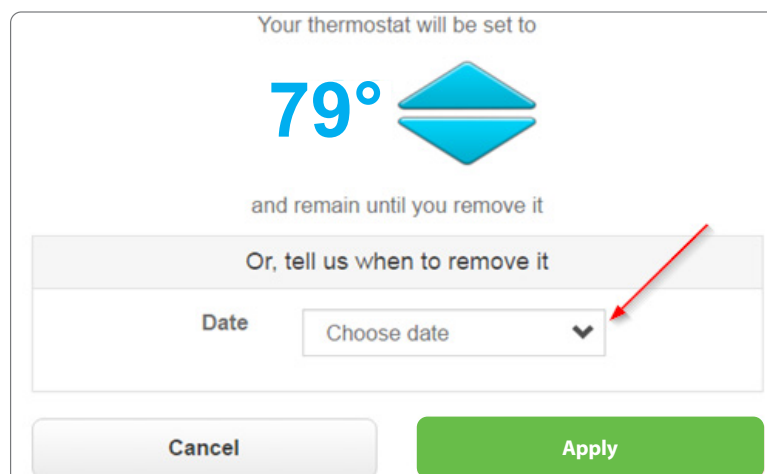
2. To remove the **Permanent Hold**, select **Remove Away Hold**.



**Scheduled Hold** (A Scheduled Hold will remain in effect until the date you selected for it to end.)

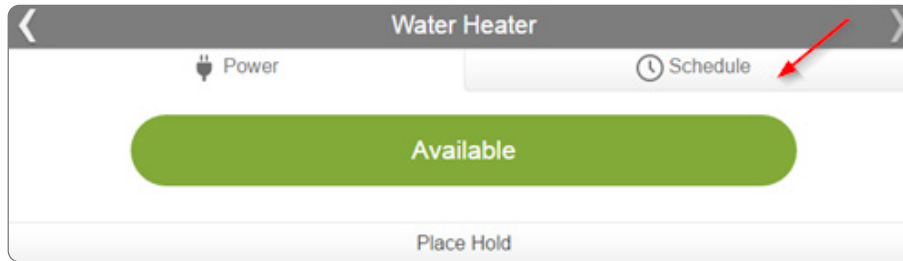
1. To set a **Scheduled Hold**, select **Scheduled Hold**. Use the up and down arrows to set the temperature and then select "**Or tell us when to remove it**". You will then be able to choose the desired date for the Hold to end.

(Note: If you do not select an end date, the hold will activate as a **Permanent Hold** and will not change until you remove it).

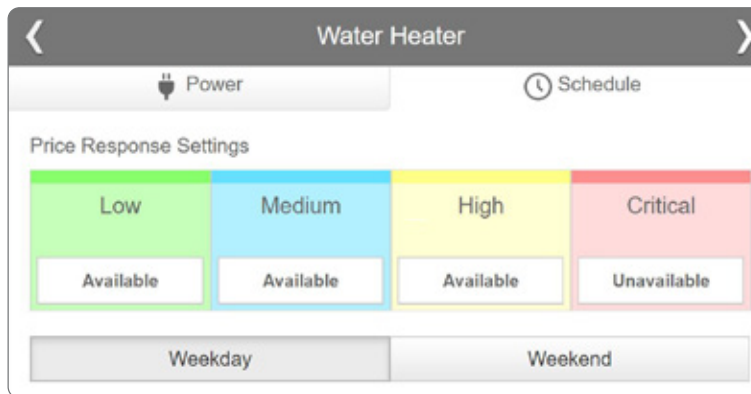


# Online Programming (Water Heaters & Pool Pumps)

1. From the Home Screen, select **Schedule** to access the programming schedule page.

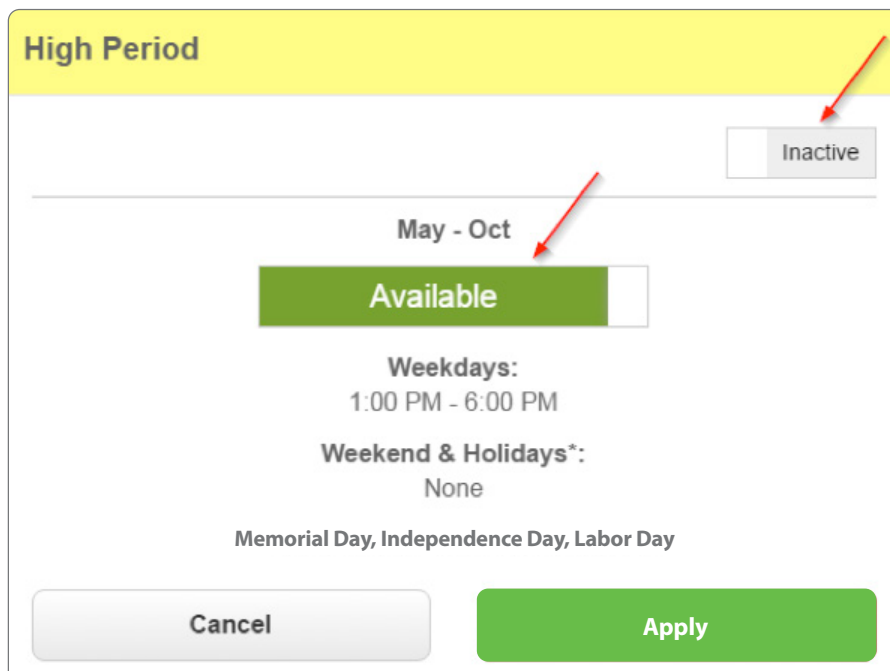


2. You can configure your schedule based on **Price Response**, **Time of Day** or a combination of both.  
2a. To program by the Price Response settings, select each **Pricing Tier box** that you would like to activate.



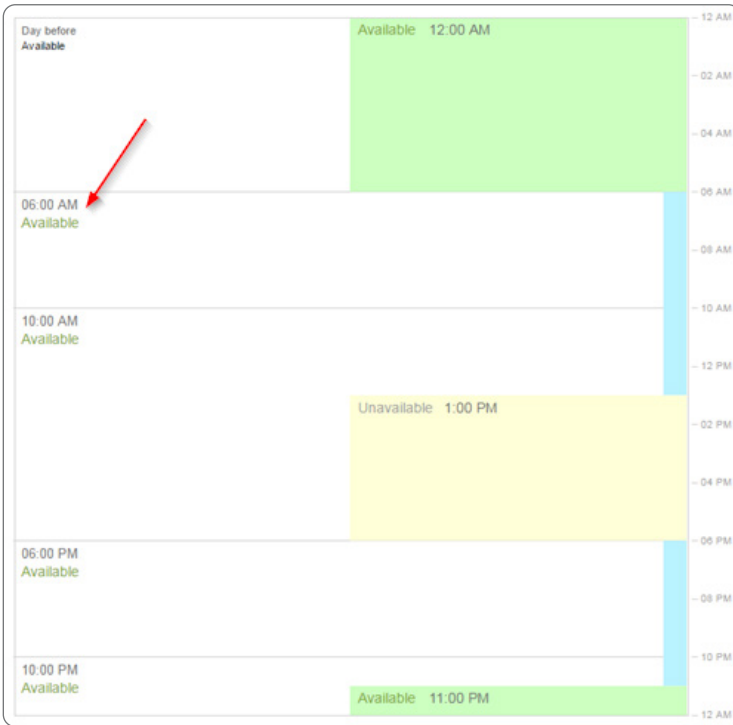
\* Low Tier is Always Set to Available

The example shown in this image is for the **High Pricing Tier**. If the tier is Inactive, **Activate** it by selecting the **Inactive** toggle button. Next, select whether or not you would like for power to be **Available** to the device and then **Apply**. Repeat the process for all tiers that you wish to activate.



# Online Programming (Water Heaters & Pool Pumps)

2b. To configure the **Time of Day** settings, click on one of the time periods shown on the **Timeline**.



**Edit Power Setting**

Unavailable

**Start Time**  
07:00 AM

Cancel Apply

Select a start time and then whether or not you would like for the device to have power Available during that **Time of Day** period.

**Note:** When a **Price Response Tier** is activated, it will always override the **Time of Day** settings for that time period.

# Setting Holds (Water Heaters & Pool Pumps)

To set a **Temporary**, **Permanent** or **Scheduled Hold**, select the **Place Hold** button.

**Water Heater**

Power Schedule

Unavailable

Place Hold

## Temporary & Permanent Hold

1. To set a **Temporary Hold**, select the **Until your schedule changes** radio button and then **Apply**.

# Online Programming (Water Heaters & Pool Pumps)

## Scheduled Hold

- To set a **Scheduled Hold**, select the **Until a specific date/time** radio button, choose an end date, and then **Apply**.

This direct control switch's power will be set to

Available

Until your schedule changes  
 Until you remove it  
 Until a specific date/time

Date: Wednesday 06/29/2016

Time: 5:00 PM

## Price Periods

Energy Planner



### Pricing Rate Periods

Summer May thru October		Winter November thru April	
Weekday		Weekday	
Low:	11PM - 6AM	Low:	11PM - 5AM
Medium:	6AM - 1PM 6PM - 11PM	Medium:	5AM - 6AM 10AM - 11PM
High:	1PM - 6PM	High:	6AM - 10AM
Weekends & Holidays		Weekends & Holidays	
Low:	11PM - 6AM	Low:	11PM - 6AM
Medium:	6AM - 11PM	Medium:	6AM - 11PM
High:	rate not used	High:	rate not used

Holidays include: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Energy Planner Customer Service: **813-275-3050**  
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