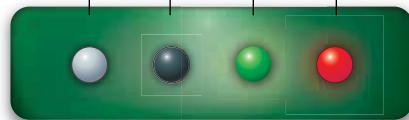




For PG&E installers & inspectors use only

Solid or flashing green is normal communication

Will only light if your unit is being activated by PG&E (or for 5 minutes at start-up)



Having air conditioning problems? Call us first at **1-866-908-4916**.

Is your SmartAC device activated? To find out, visit [www.pge.com/smartac](http://www.pge.com/smartac) and click on **Manage your SmartAC Device** to sign in or call **1-866-908-4916**.

### **My air conditioner isn't operating correctly. Is the SmartAC™ device causing this?**

It isn't likely that your SmartAC device is causing a problem, but we want to be certain. Call us first at **1-866-908-4916**, and we'll send out a technician who will troubleshoot to determine if the SmartAC device is the cause of your problem. When unused, SmartAC devices sit idle and don't interact with your system. When used, SmartAC devices slightly adjust the amount of cold air your air conditioner makes. If after our technicians work to diagnose the problem, the issue is not related to the SmartAC device, we will recommend you consult with your service company.

### **I'm going to replace my air conditioner, what should I do with my SmartAC device?**

Call us at **1-866-908-4916**. If you will be replacing your air conditioning unit, we will need to disconnect the SmartAC technology from your old air conditioner and re-connect it to the new air conditioner after your work is completed by your HVAC contractor.

### **My air conditioner service technician has questions, who can he call?**

They can call us at **1-866-908-4916**. Monday through Saturday 8:00 AM to 6:00 PM. We are always happy to talk to your service technician.

### **It's hot out. Is my air conditioner being controlled by PG&E?**

Hot weather doesn't necessarily mean PG&E will need to activate the SmartAC device(s) installed on your air conditioner. The SmartAC system is used to help avoid a critical energy supply emergency that can cause power interruptions due to either high demand or unexpected electric system issues, like fires or a lightning storm. To see if the SmartAC system is activated, please read below.

### **How do I know if my SmartAC device is activated?**

If you wish to find out whether SmartAC is activated you can visit [www.pgesmartac.com](http://www.pgesmartac.com) or call **1-866-908-4916**. If you have a thermostat, you can also check to see if the word "Savings" or "SmartAC Day" shows up on your display. If you have a device on your air conditioner outside, you can also check the lights to see if any are red. If they are red, you may be activated.

### **I heard a "Flex Alert" announcement. Does that mean my air conditioner is being controlled?**

Not necessarily. Flex Alerts are a signal for customers to turn off unnecessary lighting and appliances to help us reduce our peak demand. They do not automatically mean that PG&E will need to activate your SmartAC device—they can actually help us avoid that. The SmartAC system is activated only in anticipation of a local or state energy supply emergency.