

EasyCool Cycling Switch FAQs

ABOUT THE EASYCOOL CYCLING SWITCH

Energy Smart will install an A/C cycling or “smart” switch on your outdoor air conditioning unit or heat pump system. Since the work is performed on your outdoor unit, you don’t need to be home during installation. We provide the equipment and the installation is free.

During periods of high demand, we will call an “event,” which means we will cycle your air conditioner or heat pump compressor on and off for short periods. The fan will stay on circulating already-cooled air. This occurs during the summer season between June 1 and Sept. 30. Typically cycling will occur two to four hours per event between 12 p.m. and 8 p.m. and will occur on non-holiday weekdays.

- Participation is open to qualifying customers in Entergy New Orleans’ service territory.
- Qualifying homeowners will receive a one-time payment of \$25 for joining EasyCool and \$40 following each summer season they participate.

Q: How does the cycling switch work?

A: A member of the Energy Smart team installs a device, also known as an A/C cycling switch, on or near your air conditioner or heat pump system. Since it’s outside, you don’t need to be home during installation. During periods of high demand – usually the hottest days of summer – Entergy New Orleans may call an “event,” which means we will cycle your air conditioner or heat pump compressor on and off for defined intervals. The fan will stay on circulating already-cooled air.

Q: What is peak electric demand?

A: Demand is the amount of electricity needed at any given time. The level of electric demand across the Entergy New Orleans system fluctuates constantly depending on many factors like weather conditions and time of the day. When the level of electric demand is at its highest, it is called peak electric demand.

Q: How often will my air conditioning be cycled? When will it occur (days of the week, time of day, time of year)?

A: During periods of high demand – usually the hottest days of the summer – Entergy New Orleans may call an “event,” which means we will cycle your air conditioner or heat pump compressor on and off for defined intervals. The fan will stay on circulating already-cooled air. This occurs during the summer season between June 1 and Sept. 30. Typically cycling will occur two to four hours per event between 12 p.m. and 8 p.m. on non-holiday weekdays.

Q: How do I know when my system is being cycled?

A: Your switch has a window on the front of it. A light (either red or yellow) will show in the window when the compressor is being cycled. The light will be on during the time that electricity is being interrupted to the compressor. When the light goes out, electricity will be restored to the compressor and cooling will continue. A green light may be on, off or momentarily flash, indicating the switch is communicating, which is a normal operation. Please call us at 504-229-6868 and we can tell you if you are being cycled. You can also visit energysmartnola.com/easycool-switches for cycling announcements.

Q: How do I request that my system not be cycled?

A: If you would like to stop the cycling of your air conditioner or heat pump on a particular date, please call 504-229-6868 and someone will be able to answer your questions and opt you out of that particular cycling event.

Q: Do I have to adjust my thermostat or change any other settings?

A: No, cycling does not require any changes in how the thermostat is used.

Q: Will you have access to any other systems in my house? Will the switch affect the other appliances in my home?

A: No, once the switch is installed, we will be able to cycle your air conditioner or heat pump system during an event, but it will not affect other appliances in your home.

Q: Will I notice any changes in my home's comfort?

A: Each home is different. The temperature inside the home during an event is impacted by the home's characteristics, including the year it was built, the efficiency of the air conditioner or heat pump system, energy-efficient windows and the amount of insulation.

PARTICIPATION & REWARDS

Q: How do I enroll?

A: Customers meeting the eligibility requirements can enroll by calling 504-229-6868 or visiting <https://www.energysmartnola.com/easycool-switches>.

Q: What are the eligibility requirements?

A: Entergy New Orleans is offering EasyCool to customers across their New Orleans service territory. Homeowners with a central air conditioner or heat pump system in these areas are eligible. Your working air conditioner or heat pump system must be on or near the ground floor. Mobile homes, apartments and customers on dynamic or time of use rates are not eligible to participate. To find out if you are eligible, call us at 504-229-6868.

Q: What if I don't own the house, can I still enroll?

A: Yes, you will just need to have an authorization form signed by the owner of the house. Visit [energysmartnola.com/easycool-switches](https://www.energysmartnola.com/easycool-switches) to download the form.

Q: If I live in a townhome or condominium, am I eligible?

A: If you own your townhome or condominium and your unit has a separate central A/C or heat pump system that is accessible, you may be eligible for the EasyCool Offering.

Q: Are apartments eligible?

A: No, this offering is for single-family, townhome, and condominium residences only.

Q: I have a room/window air conditioner, can I participate in the smart cooling rewards offering?

A: No, the technology only works on central air conditioning or heat pump systems.

Q: What if I have more than one central air conditioner or heat pump unit?

A: All accessible air conditioning or heat pump systems at your home are eligible and will have a switch installed to cycle it during called events.

Q: Do I have to sign up again next year?

A: No, you are automatically enrolled every year. If you would like to make changes in your participation, please call us at 504-229-6868.

Q: Will it cost me anything to participate?

A: No, we provide the equipment and the installation is free.

Q: What do I get for participating?

A: You will receive a one-time sign up bonus of \$25 when you enroll in EasyCool and \$40 at the end of each year you participate.

Q: If I have two air conditioner or heat pump units do I receive two incentives?

A: No, the one-time payment of \$25 and \$40 at the end of each season is per residence, regardless of the number of air conditioner or heat pump systems. All of the air conditioner or heat pump systems at your home will be cycled during an event.

Q: When will I receive the \$40?

A: Every year on Sept. 30, we will verify that you are currently participating in the offering. We will mail a \$40 check at the end of each season.

Q: How much money could the EasyCool Offering potentially save me on my bill?

A: You may not see savings on your bill, but keep in mind your air conditioner or heat pump system is running less during the cycling event. Your ability to save money on your bill will be impacted by how much you run your air conditioner during other times of the day. The EasyCool Offering will help manage higher demand and reduce the need to run peak generators or import electricity into our electrical system.

Q: Do I have to participate in the EasyCool offering?

A: No, the offering is completely voluntary.

Q: If I am unhappy with the EasyCool offering, can I stop participating?

A: Yes, if you are not satisfied for any reason, please call 504-229-6868 to speak to a representative.

Q: Can I really make a difference by participating?

A: Yes, by participating, you will help Entergy New Orleans reduce the demand on the electrical system during peak usage periods. By doing your part, you are making a significant contribution to conserving electricity and improving our environment.

ADDITIONAL INFORMATION

Q: Do I have to be home when the device is installed?

A: In most cases, you do not have to be present for the device to be installed. During the enrollment process, we will capture information to ensure the technicians have the appropriate access for the installation. If there is a locked gate or animals, we will set up an appointment for the installation.

Q: Who will be installing the switch? What do they do when they come to my house and what are their credentials?

A: The installation will be done by qualified installers working on behalf of Entergy New Orleans. They will be wearing a uniform and have an Entergy New Orleans badge with their picture. Upon arriving at your home, they will knock on the door to ensure you are aware that they are at your home. If no one answers the door, the technician will leave a door hanger notice on your front door when the installation is complete. The technicians are well-trained and properly insured.

Q: Exactly how does my switch cut the power off to my air conditioner or heat pump compressor?

A: The switch is connected to the low voltage wiring (24 volts) that goes from your thermostat to your air conditioner or heat pump compressor. The switch turns off the compressor just as if you had manually adjusted your thermostat setting to a high enough temperature to turn your air conditioner or heat pump off for a period of time.

Q: Will the on and off caused by the cycling damage my air conditioner or heat pump system?

A: Your air conditioner naturally cycles on and off as needed to maintain a set temperature in your home as determined by the setting on your thermostat. When your air conditioner or heat pump compressor is cycled, the compressor may cycle off for longer periods of time, but it will continue to operate without harming the system.

Q: If my switch fails or is damaged, will it prevent my cooling or heating system from working?

A: The switch installed at your home is extremely reliable. The equipment has been used in similar programs across the country for over 20 years. It is designed to allow your cooling or heating system to continue working in the unlikely event of a failure. If you believe the switch on your home is operating improperly, please give us a call at 504-229-6868.

Q: Are there any problems associated with this switch and having a programmable thermostat?

A: The switch will not impact any operations you have with your settings on a programmable, smart or standard thermostat.

Q: If my air conditioner or heat pump is off during the event, will it be turned on so it can cycle?

A: No, the cycling only occurs on air conditioners or heat pumps that are on during the event.

Q: What do the lights indicate on the switch?

A: Your switch has a window on the front of it. A light (either red or yellow) will show in the window when the compressor is being cycled. The light will be on during the time that electricity is being interrupted to the compressor. When the light goes out, electricity will be restored to the compressor and cooling will continue. A green light may be on, off or momentarily flash, indicating that the switch is communicating, which is a normal operation.

Q: What if my heating and air conditioning company's service technician recommends that I have my switch disconnected or removed?

A: Please have your service technician call us at **504-229-6868** before they proceed with disconnection or removal. We have worked with equipment manufacturers. The switch will not harm your air conditioner or heat pump.

Q: What do I do when I need to replace my air conditioner or heat pump system?

A: Call us toll-free at **504-229-6868** to let us know. We will arrange to have your switch installed on your new air conditioner or heat pump at no additional cost.

Q: I'm moving, what do I do?

A: We will automatically deactivate your switch when you notify Entergy New Orleans of your move and discontinue your electric service at your home. We will offer the new owners the opportunity to participate in the Energy Smart EasyCool Offering. Once you move into your new home, please call us toll-free at 504-229-6868. We will verify your eligibility and arrange to enroll your new home in the offering.

Q: I'm going on vacation, is there anything special I should do?

A: No, however, we recommend you adjust your thermostat accordingly since no one will be home.

Q: What if I still have more questions?

A: Please call **504-229-6868** to speak to a representative.