



City of Austin

Austin Energy

4815 Mueller Blvd. • Austin, Texas 78723 - 3573

Austin Energy Power PartnerSM Thermostat Program Ecobee Enrollment Instructions

Austin Energy wants to reward you for conserving energy. You can get a bill credit for each eligible ecobee smart thermostat you enroll in the Power Partner program.

Seasonal Offer! Through January 31, Power Partner applicants can get a **\$75 bill credit** for each eligible thermostat plus **\$25 annually** for each thermostat that remains enrolled. Customers will receive their annual incentives near their enrollment anniversary date.

[READ ELIGIBILITY REQUIREMENTS](#)

[AUSTIN ENERGY TERMS AND CONDITIONS](#)

With [eco+](#) installed on your device*, applications to the Austin Energy Power Partner program are submitted through your ecobee mobile app (Android or iOS). The application process is not available online or through your device interface. Follow these steps to begin the registration process:

- 1) Ensure your ecobee device is connected to your Wi-Fi network.
- 2) Open the ecobee app.

This will open the app's homepage

- 3) Within the homepage, click on your thermostat's name.
 - ⇒ Possible thermostat names include "My ecobee" or "Main Floor".

This opens the thermostat's home screen.

- 4) Next, select the gear icon.
 - ⇒ The gear icon is found in the upper right-hand corner of the screen.

This opens your thermostat's main menu.

- 5) Within the main menu, navigate to banner labelled "eco+".
 - ⇒ This banner is typically at the top of the screen, below "Main Menu".
- 6) Select the eco+ banner

This opens eco+ settings.

- 7) From there, navigate to the "Community Energy Savings" banner.
 - ⇒ Community Energy Savings is ecobee's DR enrollment platform.

⇒ This banner is typically at the bottom of the screen. Scrolling might be necessary to locate the banner.

- 8) Select the “Community Energy Saving” Banner.

This will open the Community Energy Savings screen.

- 9) Locate the banner that says “Rebates available through Community Energy Savings”

⇒ This banner is located at the top of the screen.

- 10) Within the banner, select “Set up Community Energy Savings”.

This will begin the Community Energy Savings Enrollment Flow. You will be taken to the utility selection screen.

- 11) Under “My utility provider”, select “Austin Energy”.

- 12) Click “Confirm provider”.

This will take you to the incentive screen, where the Austin Energy logo and incentive amount will be displayed.

- 13) Select “Get Rebate”

This will take you to the account number screen.

- 14) Type your utility account number into the indicated box.

- 15) Select “Confirm”.

Your application will then be sent to Austin Energy for enrollment.

NOTE: If you are attempting to enroll **more than one device**, you will need to enter your account number for each one under the eco+ menu. The app will not necessarily confirm that the account number was submitted successfully.

For confirmation of successful application submission or any other enrollment assistance, email AEPowerPartner@austinenergy.com.

Within 1-2 billing cycles after your application has been approved (pending eligibility screening), you will receive an initial **\$75** bill credit for each approved device. The \$75 bill credit is a seasonal offer that ends January 31, 2024 and returns to a \$50 bill credit thereafter.

**eco+ is a suite of new smart software features that helps save on energy by improving your home's energy efficiency.*