

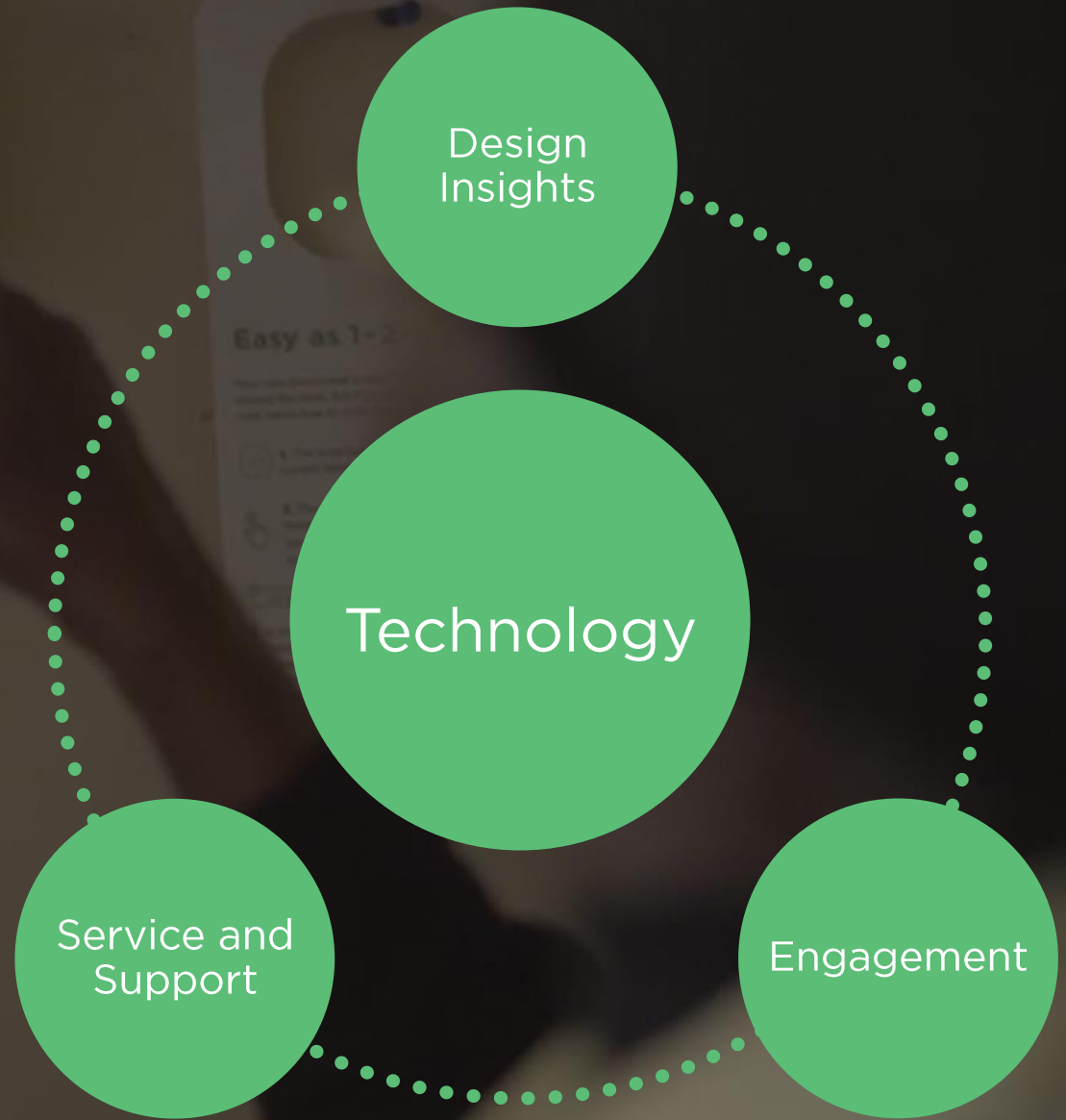


**FOR ALL THE PLACES
WE CALL HOME**



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WE CALL HOME**

360° program support





IMPLEMENTATION



Set-up for Success

Build support and belief in the mission.



LEARN ABOUT THE COMMUNITY

- What factors affect comfort?
- What hardware is required?
- What do residents prefer?



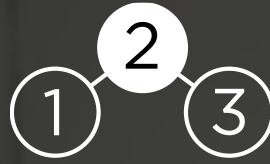
INVOLVE STAKEHOLDERS

- Understand priorities and build a shared vision



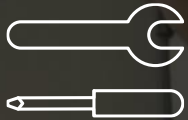
ENGAGE RESIDENTS

- Early and frequently
- Support program partners with people-first training



Create an Installation Experience

Use install moment as an opportunity to educate and engage.



**INSTALL AND
CUSTOM SET-UP**



**REVIEW FACTORS
AFFECTING THEIR
COMFORT**





**LET THE RESIDENT
ENGAGE WITH THE
PRODUCT**

Installation Experience

Como usar su ecobee3 termostato

Su nuevo termostato está aquí para ayudarlo a permanecer cómodo en todo momento. Si siente demasiado calor o demasiado frío, aquí encontrará las instrucciones para saber cómo controlar la calefacción:

-  1. El número grande en el medio es la temperatura actual de su casa.
-  2. El número pequeño de la derecha es el ajuste de la temperatura. Toque este número con su dedo y deslícelo hacia arriba para aumentar o hacia abajo para disminuir la temperatura.

 22 and holding



3. Aparecerá una caja pequeña con la temperatura que ha seleccionado junto con la palabra "holding". Esto quiere decir que su termostato se ajustará a la calefacción de su casa y usted se sentirá más cómodo rápidamente.

Esperamos que esto le ayude. Si tiene alguna pregunta, solo comuníquese con su superintendente.



Easy as 1-2-ecobee3

Your new thermostat is here to help you stay comfortable around the clock, but if you're feeling a little too hot or too cold, here's how to control your heat:

-  1. The large number in the middle is your home's current temperature.
-  2. The small number on the right is what the temperature is set to. Touch that number with your finger and slide it up to increase or down to decrease the temperature.

 22 and holding

3. A small box will appear with the temperature you've selected and the word "holding". This means your thermostat will adjust the heat of your home and you'll be more comfortable in no time.

We hope this helps. If you have any questions just ask your superintendent.



Have Wi-Fi?

Connect your ecobee3 Smart Thermostat!
Control it from anywhere using your phone.

Register by **Sept 30th** and we'll help you connect and set-up.

Email: towerwise@taf.ca with your full name and suite #
or go to the front office to sign up at 720 Trethewey





Ensure Service and Support

Long-term thermostat use by the resident will ultimately make the impact.



ROUTINE FOLLOW-UPS

Leverage data and analytics



COMMUNITY INVOLVEMENT

Create ambassadors




STAKEHOLDER SUPPORT

Maintain dialogue with program implementation partners



TECHNICAL SUPPORT

Specially trained staff familiar with your program

A woman in a white lab coat and black cap is adjusting a device on a wall. A man is standing next to her, looking at the device. The scene is indoors, possibly a home or a community center, with a window and curtains in the background.

“ It’s not just exciting to have this
new technology in their apartment,
but what it means for them personally.
People’s eyes light up.”

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