

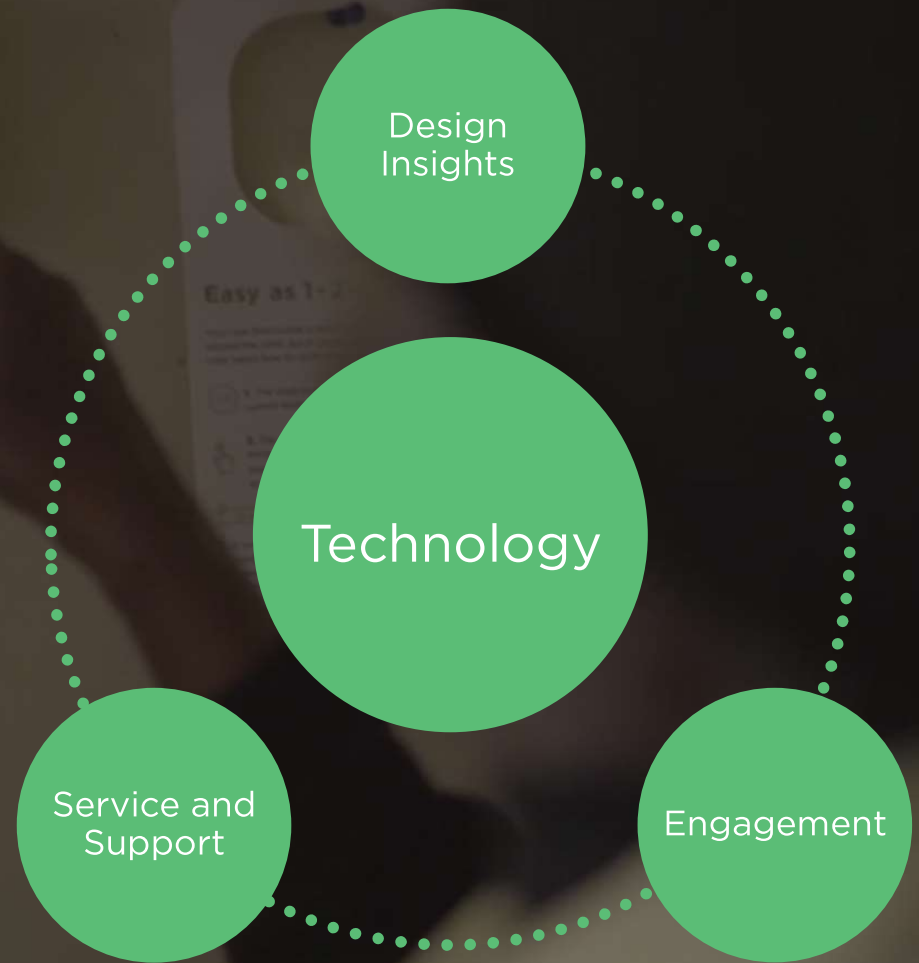


**FOR ALL THE PLACES  
WE CALL HOME**



FOR ALL THE PLACES  
WE CALL HOME

360° program support





# IMPLEMENTATION



# Set-up for Success

Build support and belief in the mission.

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## LEARN ABOUT THE COMMUNITY

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



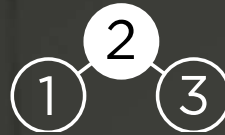
## INVOLVE STAKEHOLDERS

- 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.

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**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 desléclo 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

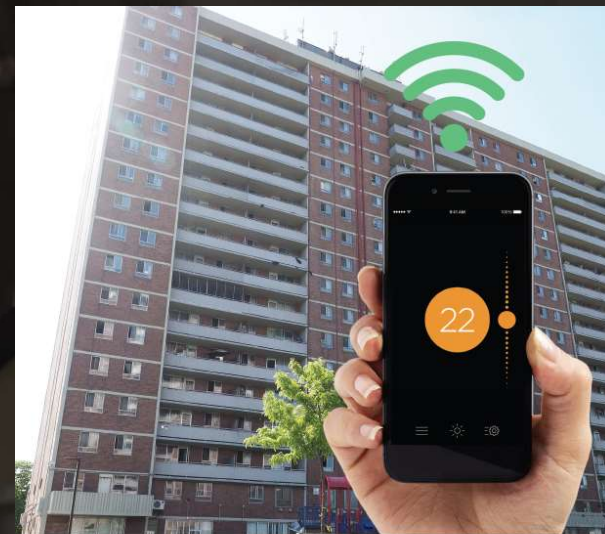
Your new thermostat is here to help you stay comfortable around the clock, but if you're feeling a little too hot or too cold, here's how to control your heat:

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](mailto: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.

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## 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

# What does Inefficiency Look Like?

Results from Toronto Community Housing

**56%**

of residents reported that they would open their windows and balcony doors in the dead of winter

**22%**

of residents reported overheating in the winter



# Comfort Where it Counts

Results from Toronto Community Housing

**69%**

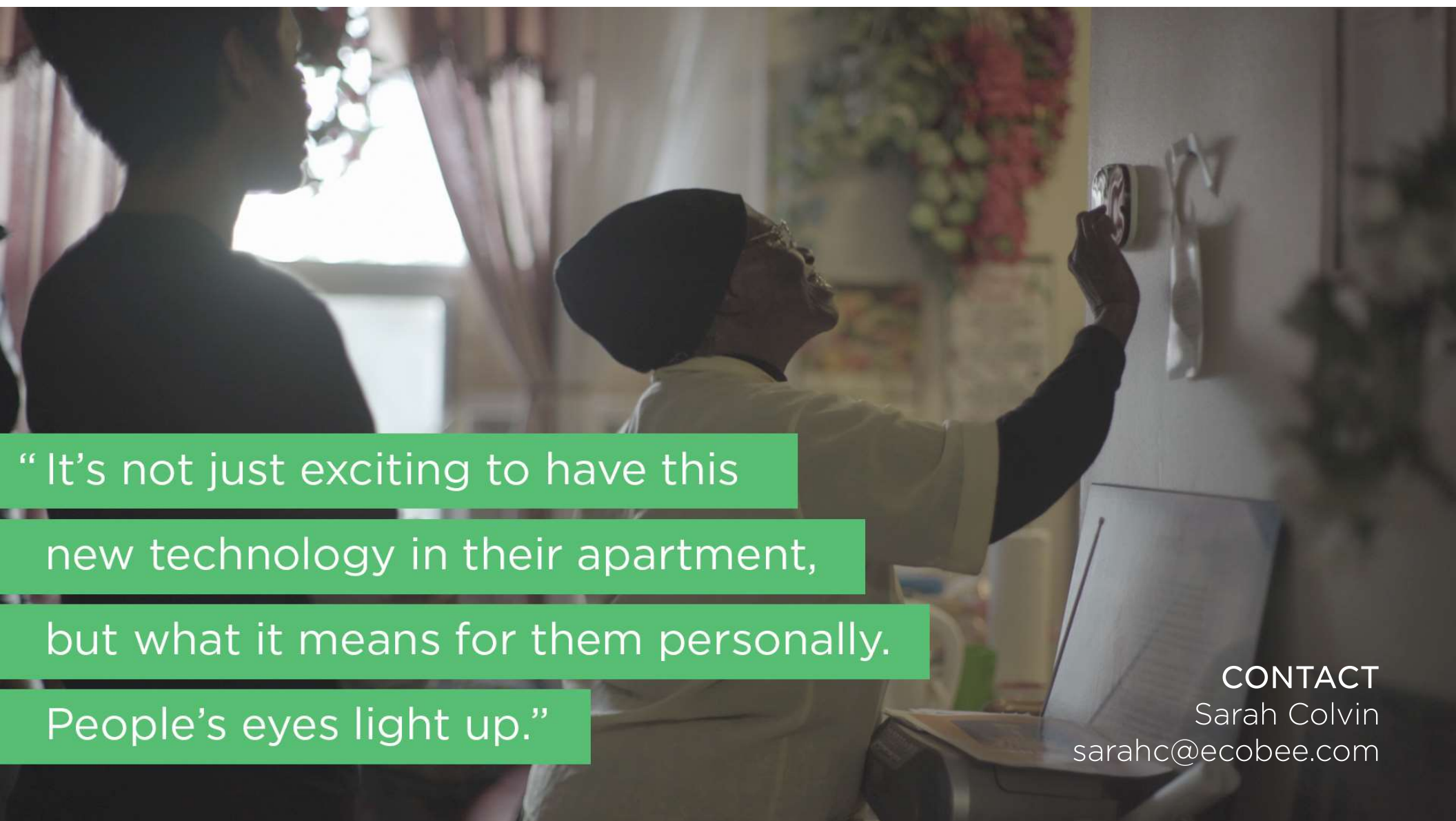
decrease in portable  
heater usage

**54%**

of residents felt a  
decrease in overheating

**57%** up to

decrease in reported  
symptoms of feeling unwell  
(headache, fatigue, cough)  
and a reduction in health-  
related absences from  
school or work



“ 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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