FOR ALL THE PLACES WE CALL HOME
FOR ALL THE PLACES WE CALL HOME

360° program support

ecobee

Design Insights

Technology

Service and Support

Engagement
Set-up for Success
Build support and belief in the mission.

1 LEARN ABOUT THE COMMUNITY
- What factors affect comfort?
- What hardware is required?
- What do residents prefer?

2 INVOLVE STAKEHOLDERS
- Understand priorities and build a shared vision

3 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.

1. INSTALL AND CUSTOM SET-UP
2. REVIEW FACTORS AFFECTING THEIR COMFORT
3. LET THE RESIDENT ENGAGE WITH THE PRODUCT
Installation Experience

Como usar su ecobee3 termostato

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 deslice hacia arriba o hacia abajo para aumentar o disminuir la temperatura.

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.

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@tfa.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.

1. **Routine Follow-Ups**
   - Leverage data and analytics

2. **Community Involvement**
   - Create ambassadors

3. **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.”