



Weatherization Guidance No. 12

Effective Date: December 21, 2010

Updated: August 30, 2019

Thermostat Installation

The purpose of this guidance is to instruct agencies on how best to select and provide installation of thermostats that will be functional in a client's home, by taking into account lifestyle and history with technology and specific devices

If there are further questions, please contact your field representative.

Thermostat Selection and Installation

The Weatherization Assistance Program serves a variety of clients, from young children to senior citizens. Care must be taken to ensure that clients receive an energy efficient thermostat that also complies with their lifestyle and understanding of technology. While, in most cases, programmable thermostats are recommended, there are cases when they would not be energy-efficient or welcome in a client's home.

It is the agency's responsibility to provide installation and education thorough training on appropriate use of programmable thermostats to their clients. Training is critical to receive a cost-benefit from the device and to ensure proper use, especially in homes with clients who have never used a programmable device. User error may result in situations where the home is accidentally programmed to be at a higher than desired temperature, which would render the measure inefficient.

However, even after education about the device has taken place, some clients, especially those with limited interaction with technology, may still require a thermostat that is both easier to see and operate. Agencies should use their discretion, after a discussion with the client has taken place, as to whether it is more beneficial to either not install a new thermostat or to install one that is not programmable. Care must be taken to ensure that this is done in a limited number of cases and after a thorough review of the best outcome for the client based on their comfort level with a programmable device and ability to work with technology.

Agencies are also reminded that in the case of heating system replacement, thermostat selection and installation is the responsibility of the contractor that is replacing the heating system. In these cases, the agency must ensure that the same training and product selection standards are met, so as to not create an additional expense. In no case should thermostats be billed separately from the heating system on units where a heating system is replaced.

Installation Details and Limitations

Replacement Thermostats must only be installed by Licensed HVAC contractors that can provide client education specific to the manufacturer's recommended operating instructions and test the device in operation.

- 1) When appropriate, programmable devices will be utilized when energy conservation can be attained.
- 2) When programmable devices are not appropriate, standard operation devices will be installed.
- 3) When necessary devices that can provide improved user experience via visibility or ease of use will be utilized.
- 4) In cases where non-typical Thermostat replacement is required, such as Electric heated homes, or multi-function devices are present, the local agency must provide a Licensed HVAC recommendation for case-by-case review by CT WAP Technical.