reliant℠
an NRG company

Reliant *e-Sense*™ Home Energy Monitor User's Guide

Online Version

For help setting up your Reliant *e-Sense*™ Home Energy Monitor, please refer to the **Quick Start Guide** included with your equipment.

100020-001

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Chapter 1: Introduction

CONGRATULATIONS!

You're among the first to experience an exciting new technology that provides useful insights around your electricity usage. You can finally understand how much electricity you use as you use it.

Your Reliant *e-Sense*™ Home Energy Monitor will help you modify and rethink the ways you use electricity every day, with positive results for the environment, your bank account, and your lifestyle.

ATTENTION: IMPORTANT SAFETY INSTRUCTIONS

The improper use or installation of electrical equipment can cause serious injury. To reduce the risk of electrical shock, read all of the instructions carefully before installation and follow the safety warnings. The system is intended for indoor use only. Inspect the premises carefully and do not use if improper equipment grounding cannot be verified. Install away from heat-emitting appliances such as a radiator or heat register. Do not install where excessive moisture is present. Never install electrical, telephone, DSS or CATV wiring during a lightning storm.

CAUTION:

To avoid risk of serious injury, never attempt to open, disconnect, or adjust your Smart Meter. Your new digital Smart Meter will be installed by a qualified representative. If you believe you are having a problem with your new Smart Meter, contact Reliant Energy immediately.

Overview

Smart Meter – a digital electric meter installed outside your home by a qualified representative. This new meter technology communicates information back to your *e-Sense* Home Energy Monitor in near real-time.

e-Sense *Home Energy Monitor* – allows you to view and interact with energy usage information, providing current electricity usage and various alert features that remind you when your usage or cost reaches a certain amount. The *e-Sense* Home Energy Monitor communicates with your Smart Meter every ten seconds to provide near real-time electricity usage information.

Contact Us

If at any time you have questions or comments regarding your *e-Sense* Home Energy Monitor, please contact us.

- For Reliant Energy billing questions, call 713-207-7777 or toll-free 1-866-222-7100
- For Reliant Energy Technical Support, call 1-866-872-6644 or support@reliant.com

Care Instructions

Please review the following safety and care precautions when using your *e-Sense* Home Energy Monitor.

- Keep it away from extreme heat sources (direct sunlight, stoves, heaters, or other heat-generating sources)
- Do not use near water or areas with high moisture
- Excessive shock or impact may damage the electronics

Safety Notice

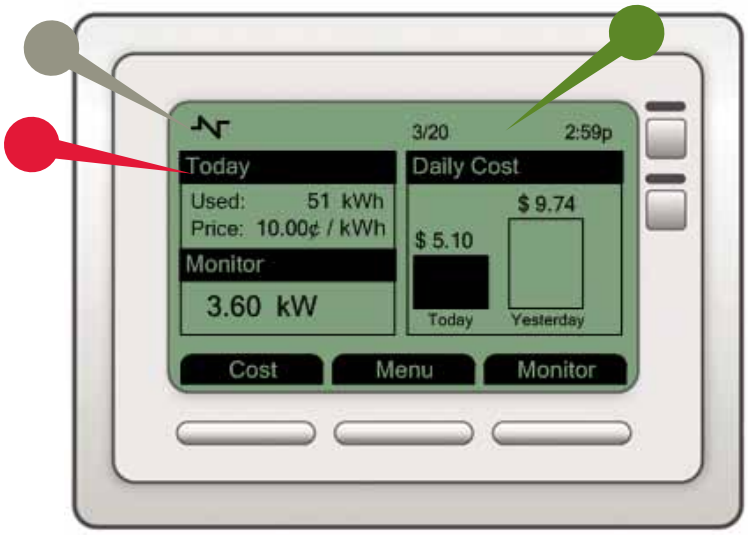
The *e-Sense* Home Energy Monitor is pre-configured and designed to work right out of the box. To avoid risk of serious injury, do not attempt to open the hardware component or access the internal electric components.

Chapter 2: Using Your *e-Sense* Home Energy Monitor

The *e-Sense* Home Energy Monitor gives you the power to proactively manage your home energy costs by monitoring and adjusting your energy usage habits. With a quick glance you can view your current usage (kW) and the associated cost per hour, and set up alerts to notify you if your usage or cost exceeds a certain level. You can also view your month-to-date usage and cost. In addition, your system can receive announcements, such as a new service offering or system status.

Viewing Electricity Information

When you turn on your *e-Sense* Home Energy Monitor, it will automatically bring you to the "Home" screen. From there, you can quickly reference your current household usage rate by cost and kilowatt-hours.



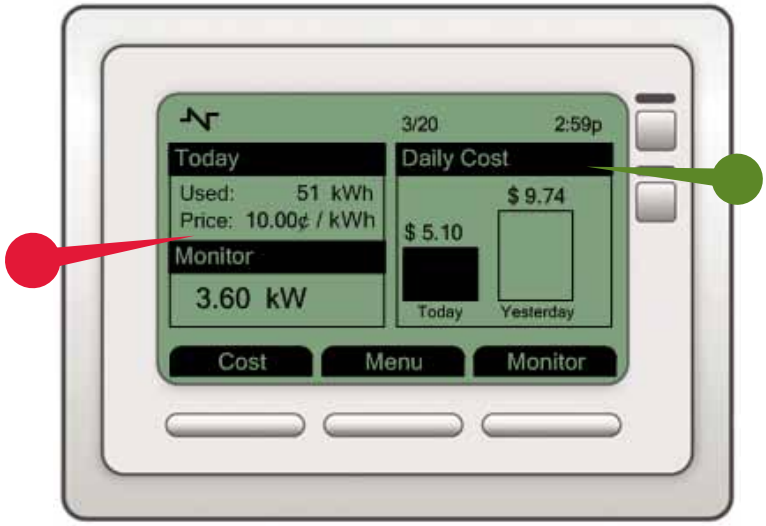
The information presented on the "Home" screen consists of:

- This symbol indicates that the *e-Sense* Home Energy Monitor is connected to the meter and related products necessary for optimal operation
- **Today's Date & Time:** The date and time are automatically loaded on your Home screen.
- **Today:** This section tracks the data for the current day.
  - **Used:** This figure indicates how much electricity you have used since midnight of the previous day. It is measured in kilowatt-hours (kWh) and is updated with every meter read every 15 minutes.
  - **Price:** The energy charge per kWh.

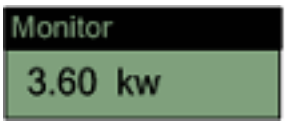
Kilowatt (kW) vs. Kilowatt-hours (kWh)

Your *e-Sense* Home Energy Monitor displays your instantaneous demand (kilowatts) on the Monitor screen and the amount of energy you used over a period of time (kilowatt-hours) on the Home screen.

A kilowatt (kW) is a unit of measure for the amount of power used at a given instant. A kilowatt-hour (kWh) is the unit of measure for the amount energy used over a period of time. When you use 1 kilowatt for 1 hour, you've used a kilowatt-hour. An electric heater with one heating element might use 1 kilowatt, and used for an hour, would use 1-kilowatt hour. When you buy electricity you are charged by the kilowatt hour (kWh).



- **Monitor / Current Rate:** This part of the "Home" screen shows the Monitor section, or toggles between the "Monitor" section and the "Current Rate" section, depending on the type of pricing plan created for your account.



  - **Monitor:** This section highlights your household energy demand in kilowatts (kW). This figure is updated with every meter read every 10 seconds.
  - **Current Rate:** The *e-Sense* Home Energy Monitor will only display the "Current Rate" section if your energy charge is configured via the Smart Meter and not via manual entry within the menu.
- **Daily Cost:** This section helps you track your current energy cost as it accumulates for the day, and compare it to your total energy cost from the previous day.
  - **Today:** This section is updated every 15 minutes and displays the amount of electricity used since midnight the previous evening.
  - **Yesterday:** This figure reflects the dollar amount spent for the prior day between the hours of 12:00 AM and 11:59 PM. You will only see this display if the *e-Sense* Home Energy Monitor has been operating for at least two days.

NOTE: If your *e-Sense* Home Energy Monitor was powered off for an extended period of time, once turned back on, a large Cost and Usage value may appear after the first meter read. This can happen because your *e-Sense* Home Energy Monitor adds the new meter read values to the previously known accumulated daily value. The amounts are often larger than you were expecting for today's data. Your device is operating normally. To avoid displaying unexpected amounts, if possible, keep your device powered on.

Checking the Status

In addition to your electricity usage information, the Home screen provides information about the status of your home area network. The upper left corner of the monitor displays symbols that indicate whether your *e-Sense* Home Energy Monitor is connected to the Smart Meter.

These symbols appear only on the "Home" and "Monitor" screens. When your product is not connected, the light on the upper right of the display flashes, signaling a communication problem. Refer to the following diagrams and charts to determine and resolve any communication issues that are indicated.

Symbol	***Status***	***Indicator Light (Upper Right)***
	e-Sense Home Energy Monitor is connected to your Smart Meter.	Off
	e-Sense Home Energy Monitor cannot communicate with your Smart Meter.	Blinks red on and off every .05 seconds. • Has the device been moved recently? • Try the original location of the device or move it to a new location closer in proximity to the Smart Meter.
	The *e-Sense* Home Energy Monitor is receiving reads from the Smart Meter, however the data appears to be invalid at this time.	This may be a temporary condition. If the half-circle icon continues to occur for more than 24 hours, please contact Technical Support.

Discover Your Usage and Price

From the "Home" screen, you can access the "Monitor" screen by pressing the "Monitor" button. The "Monitor" screen provides additional information about your actual electricity usage in kW.

- A line of dashes appears to the left of your present household usage. As your *e-Sense* Home Energy Monitor prepares to process usage information from your Smart Meter, the number of dots decreases until the screen is refreshed with current information.

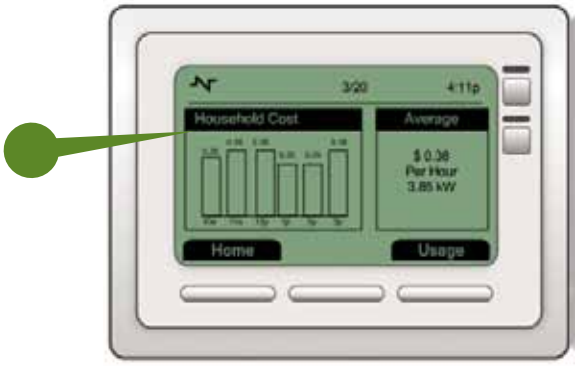
  This line of dashes also appears upon initial power up of your *e-Sense* Home Energy Monitor with no related data. After it receives a full read from the Smart Meter, the related data is displayed here.

  NOTE: A full meter read could take in excess of 15 minutes depending upon when your *e-Sense* Home Energy Monitor was initially turned on. There may be a time delay between when it was initially turned on and when the information is displayed.

Using the Explore Feature

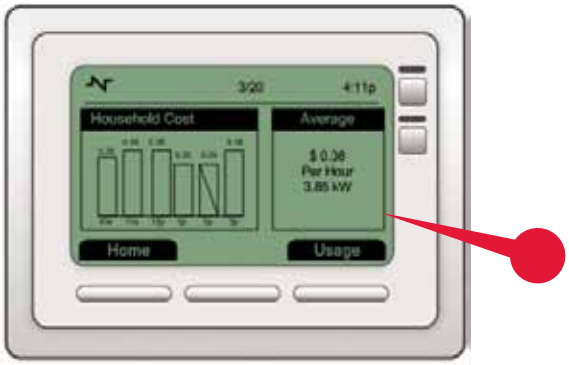
From the "Monitor" screen, you can press "**Explore**" to learn more about your energy usage and cost.

Your *e-Sense* Home Energy Monitor then displays information that is similar to the following example.



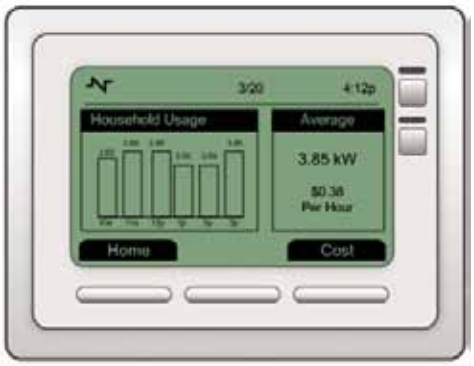
The graph above displays **the last six hours** of electricity cost for your home.

If you see a vertical line drawn through any of the bars in the chart, this icon simply indicates that the *e-Sense* Home Energy Monitor did not receive all of the Smart Meter reads during the specified hour. In the following example, a vertical line is shown for the 2:00-3:00 PM meter reads:



NOTE: A vertical line on the chart **does not** indicate a problem with your *e-Sense* Home Energy Monitor or your Smart Meter. When this happens, your usage is estimated based on the available data.

After viewing your Household Cost information, you can press "**Usage**" to see your electricity usage information for the past six hours. For example:



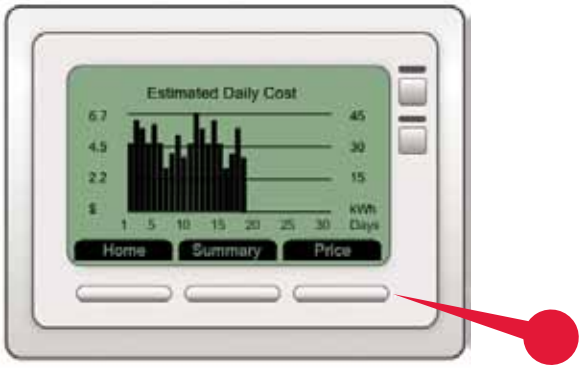
In this example, the current hour (4:00-5:00 PM) will not be displayed until all the Smart Meter reads have been completed for the current hour.

Look Ahead to Your Estimated Cost

Your *e-Sense* Home Energy Monitor gives you quick access to your estimated cost this month, including the current cost to-date and the number of days this month. Please note that this amount does not reflect your current electricity bill or billing cycle.

1 To access your estimated energy cost, press "**Cost**" on the Home screen. *e-Sense* Home Energy Monitor displays the "Estimated Cost to Date" screen.

2 Selecting "**Details**" provides additional information regarding your current electricity usage. *e-Sense* Home Energy Monitor displays the "Estimated Daily Cost" screen:



3 Press the "**Price**" button to display the "Price Schedule" screen.

See the next section about adjusting your electricity charge on *e-Sense* Home Energy Monitor.

Adjusting the Energy Price

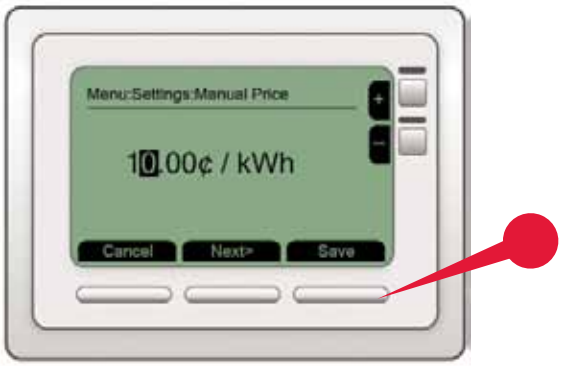
Your *e-Sense* Home Energy Monitor arrives preconfigured with a 10¢ (ten cents) electricity charge per kWh. Please review your electricity bill for this amount.

If your bill from Reliant Energy specifies an electricity charge that is different than the per kWh price shown, follow these steps so your actual electricity charge is reflected:

- From the "Home" screen, press the "**Menu**" button.
- On the "Menu" screen, press "**Select**" to choose the Settings option.
- On the Settings screen, press "Select" to choose the "**Manual Price**" option:

NOTE: Prices below 10¢ should be entered with a "zero" as the first digit (09.00¢ kWh).

On the “Manual Price” screen, use the + and - buttons on the upper right to adjust up or down the electricity charge value. If needed, press “Next >” to highlight the next digit in the display.



When the energy price matches your Reliant Energy bill’s energy charge amount, press “**Save**”.

Then if you are ready, press “Y” to confirm your change.

NOTE: For some customers, the price is set by your Retail Energy Provider and cannot be changed. In this case, *e-Sense* Home Energy Monitor displays the following screen.

If you see this message, it **does not** indicate a problem with your *e-Sense* Home Energy Monitor or Smart Meter. To return to the “Home” screen, press “Menu”, then “Menu” again, and then “Home”.

Viewing Messages

The *e-Sense* Home Energy Monitor can display messages from Reliant Energy. The last five messages are saved in a log for your review. To access your messages from the Home screen:

1 Press “**Menu**.”

2 Press the ↓ button to navigate to Message Log and press the "**Select**" button.

3 The Message Log is displayed.

Use the ← and → buttons to browse your stored messages.

4 Press the "**Menu**" button followed by the "**Home**" button to return to the Home screen.

Chapter 3: Setting Custom Alerts and Notifications

You can configure your *e-Sense* Home Energy Monitor to notify you if your power usage exceeds a specified amount. Many consumers are more familiar with the amount due on their electricity bill than their actual usage amount, so you can configure your *e-Sense* Home Energy Monitor to alert you if your estimated monthly cost or usage exceeds an amount you specify, thus allowing you to reduce your usage and prevent an excessively high bill. You can configure this type of event as well as how the notification is communicated, such as an audible or non-audible on-screen alert.

NOTE: You always get the screen if alert is enabled. The option is the audio.

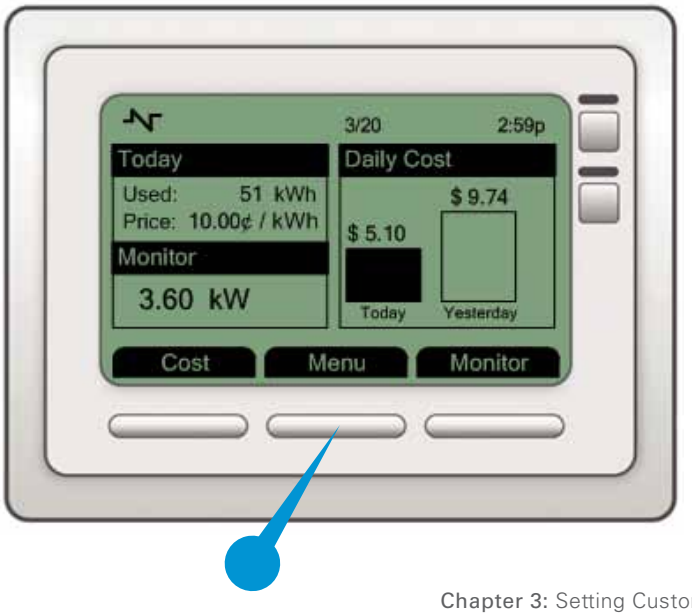
Enable an Alert

You can set an alert to notify you if your daily household usage exceeds a certain kilowatt amount. (For example, 10 kW. You can see your kW amount on the Monitor screen.) When the household usage exceeds your set amount, (10 kW) the alert is activated. A message displays and, depending on your alert configuration, an audible beep sounds until it is acknowledged. The following steps are used to set any of the four types of alerts available.

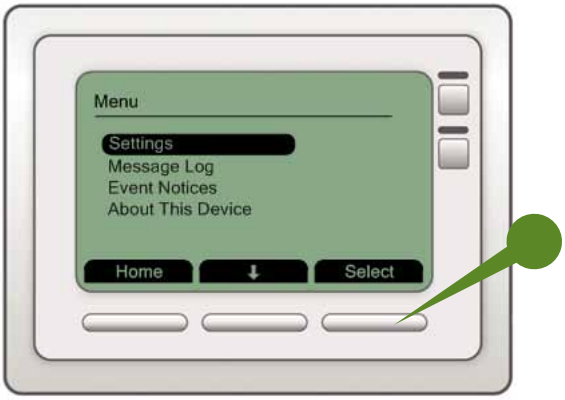
Alerts can be set for the following types of conditions:

- **Household Cost Per Hour**
- **Cost**
- **Household Usage**
- **Present Price**

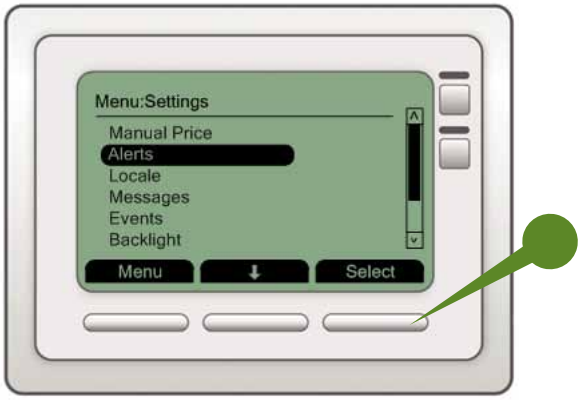
1 From the Home screen, select the "**Menu**" button.



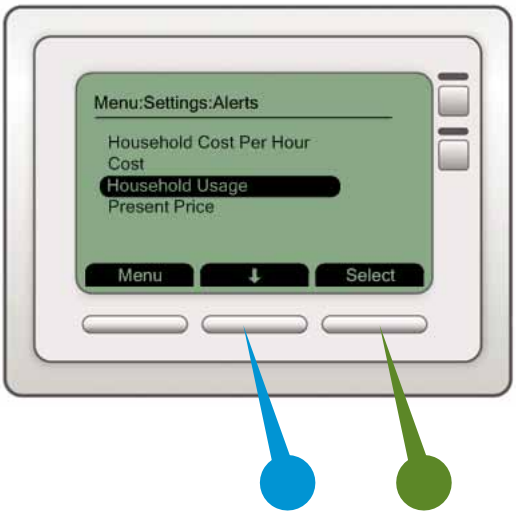
2 From "**Menu**" verify the Settings option is highlighted and press the "**Select**" button.



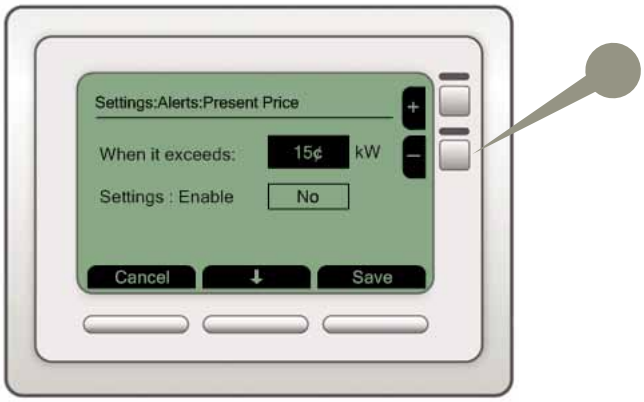
3 From the Menu: Settings screen, verify the "**Alerts**" option is highlighted and press the "**Select**" button.



4 Use the ↓ button to scroll to the type of setting you want to configure. (Household Usage for the example.) Press the "**Select**" button.

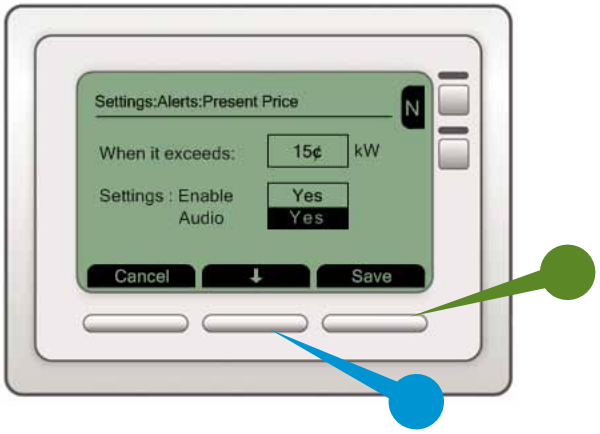


5 Use the buttons on the upper right side of the display to set a value, in this case 10 kW. The "**+**" button increases the value, while the "**–**" button decreases the value amount.



6 After selecting a value, use the ↓ button to move to the Settings: Enable field. With the Enable field highlighted, press the "**Y**" button on the right side of the display. This changes the Settings: Enable field to "**Yes**".

7 The Audio alert field displays. Use this option to sound an audible alarm when the alert value is met. Press the ↓ button to highlight the audio alert setting. Press the "**Y**" button on right side of the display to change the setting to "**Yes**".



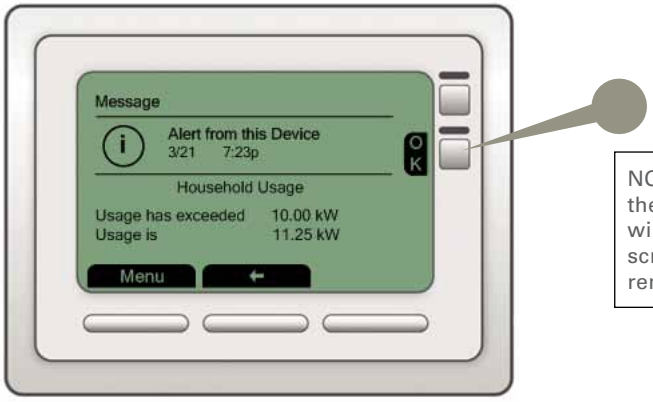
8 Press the "**Save**" button to commit your changes. The *e-Sense* Home Energy Monitor prompts you to confirm your change. Using the buttons on the upper right hand side, press the "**Y**" button to accept, or the "**N**" button to cancel your changes.

Acknowledging Alerts

After you have set an alert with enabled audio, the *e-Sense* Home Energy Monitor displays a message and emits an audible beep until you acknowledge the alert. The message details which alert type has been exceeded and shows:

- The alert amount that was indicated
- The current usage amount that has activated the alert

Press the "**OK**" button on the right side to acknowledge the alert.

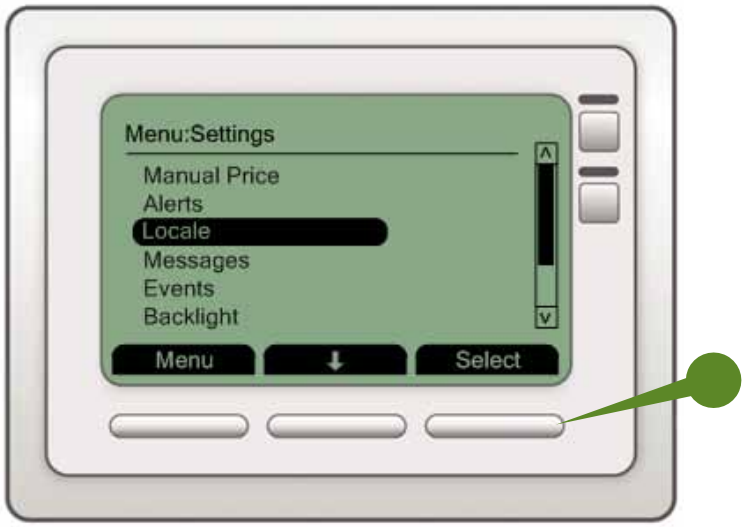


NOTE: If you did not enable the audio alert, the message will still appear on your screen and require input to remove it from the display.

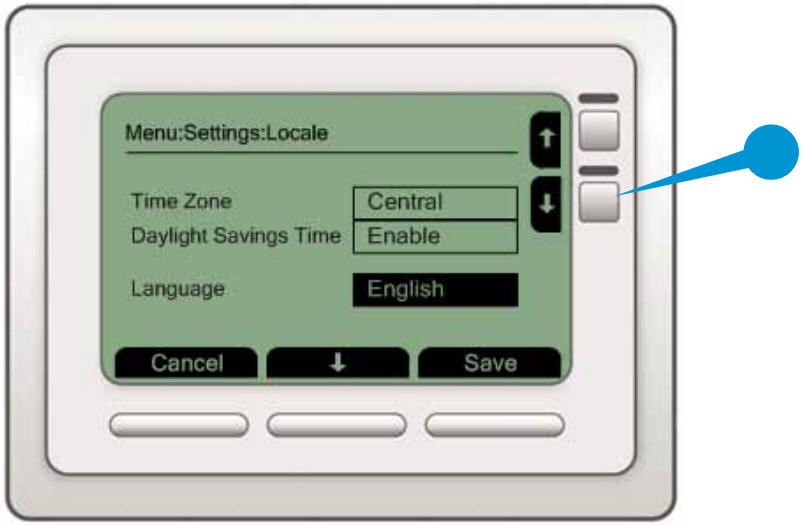
Configuring *e-Sense* Home Energy Monitor Language Preference

To set your language preference:

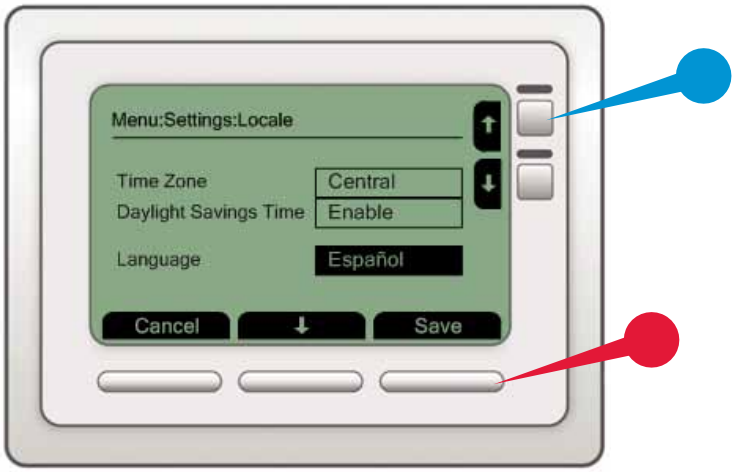
1. From Home, select Menu.
2. From Menu, select the highlighted Settings option by pressing "**Select**".
3. From the Menu:Settings screen, press ↓ to highlight the Locale option.



4. Click Select. The Menu:Settings:Locale screen displays with the Time Zone field highlighted.
5. Press the center ↓ arrow to move to and highlight the Language field value. (The default value English is shown.)



6 Use the ↑ or ↓ buttons on the upper right hand side to toggle the Language setting between English and Español.



7 Press **Save**. The *e-Sense* Home Energy Monitor prompts you to confirm your change. Using the buttons on the upper right hand side, press "**Y**" to confirm, or "**N**" to cancel your change.

8 Your language preference is saved and all displays are immediately updated to Español.

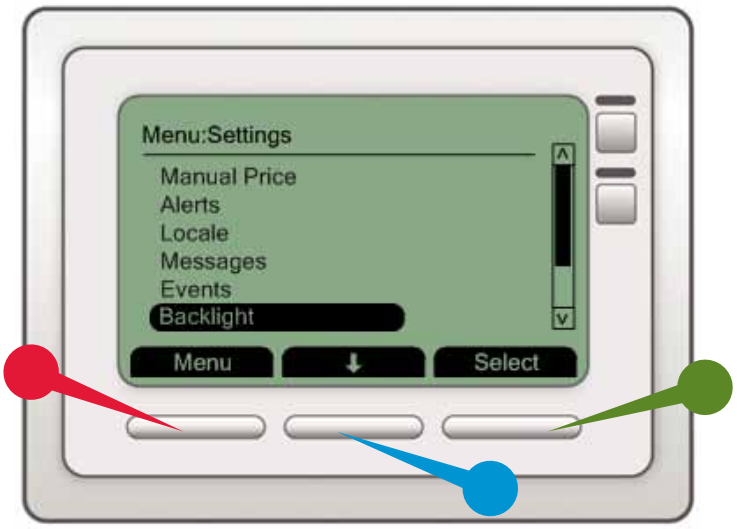
9 Use these same steps to return your display to English.

Configuring the Appearance

Depending on where you place your display, you may want to modify the contrast between the text that appears and the display itself. You can also specify how you want the backlighting that appears when you touch the display buttons to behave.

Controlling Backlighting

Backlighting increases the brightness. You can specify it to be always on, to be always off, or to come on when you touch a button.



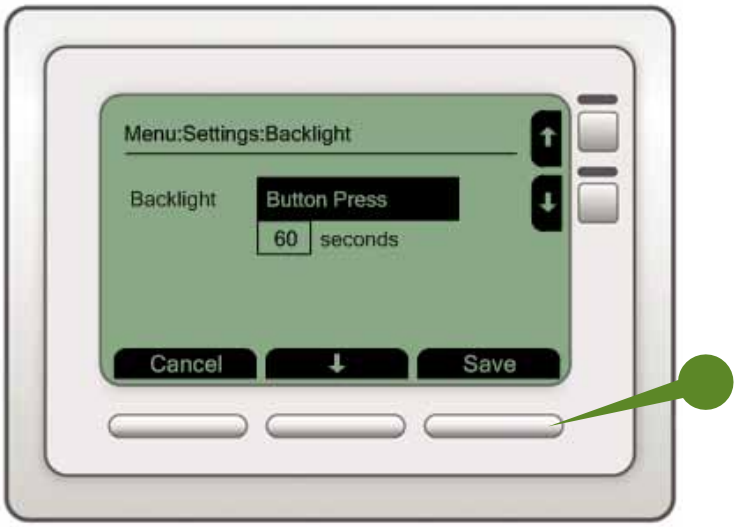
To configure your display's backlight:

1. From Home, press the "**Menu**".
2. Press the "**Select**" button to activate Settings.
3. Use the ↓ button to navigate to and highlight Backlight.
4. Press the "**Select**" button to display Backlight settings.
5. The Backlight Settings screen opens. Use the ↑ or ↓ buttons on the right of your display to navigate through the options.

Use the "**Down Arrow**" (middle button) to scroll through the options. You may only specify one option for the backlighting behavior:

- **Backlight Always On**—The backlight stays on until the setting is changed.
- **Backlight Always Off**—The backlight stays off, even if you press one of the display's buttons.
- **Backlight Button Press**—The display turns on the backlight when you press any of its buttons.

Here's an example of the first option:



After selecting your option, press "**Save**" (bottom right button). The *e-Sense* Home Energy Monitor prompts you to confirm your change. Use the "**Y**" (top right) or "**N**" (bottom right) button to either save or discard your changes.

Setting the Screen Contrast

You may want to adjust the screen contrast to make it easier to read your screen. Contrast represents the degree of difference between the text and the background.

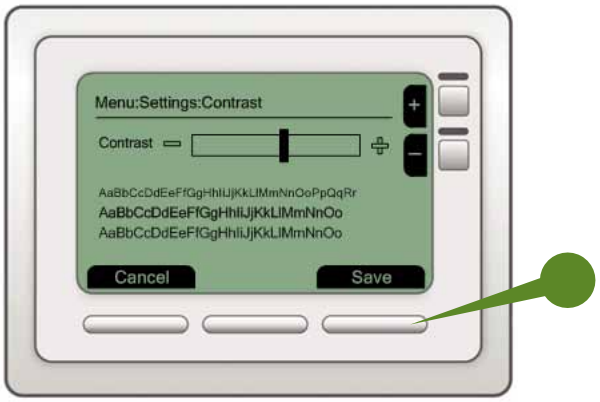
1 From the Home screen, press the "**Menu**" button.

2 Verify that "**Settings**" is highlighted. Press "**Select**".

3 Press the ↓ button to scroll through the list of settings options until "**Contrast**" is highlighted. Press the "**Select**" button.

4 Use the buttons on the right side to move the slider bar.

- Press the "**+**" button to darken the screen and text
- Press the "–" button to lighten the contrast.
- Press the "**Save**" button to save this setting.



Chapter 4: Helpful Tips to Get Started

Establish an Energy Baseline

By turning off and unplugging all of your electrical household devices (lights, AC, appliances, electronics, etc.), you can establish a baseline of electricity usage. Make note of the baseline energy rate shown on your *e-Sense* Home Energy Monitor. As you turn the electrical devices back on, you can view the incremental electricity each device uses. (NOTE: Turning off your computer will not affect your system.)

Minimize Unexpected High Bill Amounts

Refer to the "Estimated Cost to Date" screen regularly to stay on track of your electricity charge. From the Home screen, click the Cost button. If your electricity charge begins to rise unexpectedly, compare your current electricity usage with your energy baseline amount or last week's usage amount and determine if any unnecessary electricity is being used.

Review Before Leaving Home

Review the *e-Sense* Home Energy Monitor prior to leaving the house. If the electricity usage is higher than your energy baseline amount, you'll know there are additional items left on which use costly electricity.

Make Electricity Conservation a Family Activity

Include your family to help determine the lowest energy baseline amount and monitor how your usage changes throughout the day. You can teach the entire family how fun and important it is to conserve electricity.

Set Alerts as Reminders

By using the "Alerts" feature, you can stay engaged when your present usage or estimated cost reaches a certain amount you designate.

Chapter 5: Troubleshooting

Occasionally, your *e-Sense* Home Energy Monitor may lose connectivity with your meter. The information provided in this section describes the possible issues that may arise and how to resolve them.

You can determine when the *e-Sense* Home Energy Monitor is working properly by looking at the symbols shown in the upper left corner of the display.

Recommended Solutions

The following table provides recommended solutions to problems you may encounter. If these actions do not solve the problem, contact support by calling 1-866-872-6644 or e-mail us at support@reliant.com.

Status	***Action to take***
e-Sense Home Energy Monitor: plugged in, but no lights/ LEDs lit and there is no display.	• Check the power supply connection to the device. • Is power supply pushed all the way into the device? • Is power supply connected to a power outlet in the home? • Does a wall switch control the power outlet?
The Empty Circle or Half-Solid Circle icon is visible. ○ Or: ◑	• The *e-Sense* Home Energy Monitor is experiencing communication problems. • Empty Circle icon indicates that the *e-Sense* Home Energy Monitor cannot communicate with your meter. • Has the device been recently moved? Try the original location of the device or move it to a new location. • Half-Solid Circle indicates that the *e-Sense* Home Energy Monitor is receiving data from your meter, however the data is invalid.

Chapter 6: Frequently Asked Questions

Q. What should I do if I have questions regarding my *e-Sense* Home Energy Monitor?

A. Please contact our Technical Support team at 1-866-872-6644 Monday through Friday, 7:00 a.m. to 7:00 p.m. CST or send an email to support@reliant.com.

Q. Will the *e-Sense* Home Energy Monitor interfere with my telephone, microwave or other devices?

A. No – it communicates directly with your meter and does not interfere with other devices in your home.

Q. How much energy does the *e-Sense* Home Energy Monitor use?

A. Your *e-Sense* Home Energy Monitor (with backlight on) uses just 1.8 watts of electricity per hour. So if your average price were 10¢ per kWh, the cost of running the device would be 18¢ per month.

Reliant Energy Terms and Conditions, Limited Warranty – Reliant *e-Sense* Home Energy Monitor

TERMS AND CONDITIONS

The Reliant *e-Sense* Home Energy Monitor is a separate service associated with your Reliant Energy electric service plan. If for some reason, you are not satisfied with the *e-Sense* Home Energy Monitor, you may stop using the service without affecting the terms and service of your Reliant Energy electric service plan at any time. Please understand that the *e-Sense* Home Energy Monitor service may be modified or terminated by Reliant Energy at our discretion without prior notice.

This offer is only available for Reliant Energy customers with a provisioned smart meter who reside in a single family residence. Cost and usage information reflected on the *e-Sense* Home Energy Monitor is only an estimate. Monthly bills reflect official usage determined by your local utility and bill amounts due.

Additional information that includes the warranty, terms of use, quick start guide, and user's manual will be available with the *e-Sense* Home Energy Monitor or online at www.reliant.com.

In order to measure the effectiveness of the *e-Sense* Home Energy Monitor, you have granted Reliant your permission to review any electricity survey feedback, usage and billing information. This information will be considered confidential.

LIMITED WARRANTY COVERAGE

Reliant Energy's obligations for the *e-Sense* Home Energy Monitor are limited to the terms set forth below:

Reliant Energy Retail Services, LLC, ("Reliant") warrants the *e-Sense* Home Energy Monitor against defects in materials and workmanship for a period of twelve (12) months from the date of acquisition (the "Warranty Period").

If a defect arises and a valid claim is received by Reliant within the Warranty Period, at its option Reliant will (1) repair the product at no charge, using new or refurbished replacement parts, or (2) replace the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product.

Reliant warrants replacement products or parts provided under this Limited Warranty against defects in materials and workmanship from the date of the replacement or repair for twelve (12) months or for the remaining portion of the original product's Warranty Period, whichever is longer.

Reliant does not warrant that the operation of any product will be uninterrupted or error-free. Reliant is not responsible for any damage that occurs as a result of your failure to follow the instructions that came with the product. This product is not specifically developed for and is not intended for use with any equipment in any nuclear, aviation, mass transit, or medical applications, or in any inherently dangerous applications.

EXCEPT AS EXPRESSLY PROVIDED IN THIS LIMITED WARRANTY, RELIANT MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. RELIANT EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW, TO THE EXTENT THAT THEY CANNOT BE LAWFULLY DISCLAIMED OR EXCLUDED UNDER APPLICABLE LAW, ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. SOME STATES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU.

These terms and conditions constitute the complete and exclusive warranty agreement between you and Reliant regarding the *e-Sense* Home Energy Monitor Components you have purchased. These terms and conditions supersede any prior agreements or representations – including representations made in Reliant sales literature or advice given to you by Reliant or an agent or employee of Reliant – that may have been made in connection with your purchase of the Reliant brand product.

EXCLUSIONS AND LIMITATIONS

This Limited Warranty applies only to the Reliant *e-Sense* Home Energy Monitor. This Limited Warranty does not apply to any non-Reliant hardware product or any software, even if it is used in conjunction with the *e-Sense* Home Energy Monitor. Non-Reliant manufacturers or suppliers may provide a separate warranty for their own products packaged with the *e-Sense* Home Energy Monitor.

Reliant is not liable for any damage or loss to any programs, data, or other information stored on or connected to any *e-Sense* Home Energy Monitor, or any non-Reliant product or part not covered by this Limited Warranty.

This Limited Warranty does not apply: (a) to damage caused by accident, abuse, misuse, misapplication, or non-Reliant

e-Sense Home Energy Monitor Components products; (b) to damage caused by service performed by anyone other than Reliant; (c) to a product or part that has been modified without the written permission of Reliant; or (d) if any Reliant serial number has been removed or defaced.

IF YOUR RELIANT E_SENSE HOME ENERGY MONITOR FAILS TO WORK AS WARRANTED ABOVE, YOUR SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT. RELIANT'S MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE COST OF REPAIR OR REPLACEMENT OF ANY HARDWARE COMPONENTS THAT MALFUNCTION UNDER CONDITIONS OF NORMAL USE.

RELIANT IS NOT RESPONSIBLE FOR ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS OR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, OR ANY OTHER LEGAL THEORY INCLUDING ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON OR TRANSMITTED BY THE PRODUCT. RELIANT IS NOT RESPONSIBLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY.

THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT OR A CLAIM IS MADE UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM, OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED RELIANT OR AN AUTHORIZED REPRESENTATIVE OF RELIANT OF THE POSSIBILITY OF ANY SUCH DAMAGES. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PERSONAL INJURY.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE. YOU ARE ADVISED TO CONSULT APPLICABLE STATE LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

RETURN POLICY

Please contact Reliant Energy Technical Support at 1-866-872-6644 to request authorization for a return or replacement. Once you have completed the return authorization process, a replacement unit and/or return box with prepaid shipping will be sent to you within seven (7) business days.

IMPORTANT CONSUMER INFORMATION

The *e-Sense* Home Energy Monitor is UL Listed to UL standard 60950.

To comply with national safety standard building codes:

- Do not attach this unit directly to any part of building structure or frame.
- This unit may be attached to drywall or wallboard or non-permanent parts of the structure.
- This unit should be mounted such that it is easily removable with a screwdriver or nut driver.
- This unit should be installed near an existing electrical outlet. If no outlet is provided near the installation location of the unit, a licensed electrician should be retained to install an outlet according to NEC requirements.

The *e-Sense* Home Energy Monitor:

- Must be used with the power supply that came with the unit.
- Is not for use around water or wet environments.
- Is intended for indoor use only.
- Has no user serviceable parts. Refer service to qualified service persons.
- Is intended to work over a temperature operating range of 10 degrees C to 40 degrees C.
- Must be used as directed in this document.

The power supply cord should not be attached to the building surface and may not be run through walls, ceilings, floors, or similar openings in the building structure.

- The power cord from the outlet to the unit should be secured to reduce exposure to physical damage.
- The power adapter shipped with the unit is the only one recommended for the safe use of this product. If a replacement is needed the supplier of the equipment must be contacted to get an authorized power adapter.

This product contains a Federal Communication Commission (FCC) and Industry Canada (IC) licensed radio emitter. The license numbers are:

- FCC: TFB-APEXLT
- IC: 5969A-APEXLT

This device also complies with:

- Part 15 of the Federal Communication Commission (FCC) for unintentional emissions
- Section 4.0 of RSP-100 of the Industry Canada Statement. (NOTE: The term "IC:" before the certification / registration number only signifies that the Industry Canada technical specifications were met.

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