

Smart Thermostat Installation and COVID-19 Safety

At PGE, we care deeply about our customers, communities, and employees. Months ago, we halted in-person installations. We are now resuming installations with new health protocols in place. We ask that customers always wear a face mask when in the same room with our technicians and keep at least ten feet away.

What is PGE doing to protect my health and the health of installation technicians?

Our installation technicians are practicing required safety protocols in line with the Oregon Health Authority, Oregon OSHA, and CDC guidelines. These include:

- Conducting a daily health screening.
- Verbally confirming the customer is not experiencing symptoms of or has not been exposed to COVID-19.
- Wearing required personal protective equipment (PPE), including face coverings and gloves.
- Maintaining a distance of at least 10 feet from any person present during the time of installation and while onsite.
- Practicing good hygiene and disinfecting any surface touched while in your home.

You also have the option of requesting a virtual installation – a no contact thermostat delivery with live-video installation assistance.

What if I have second thoughts before the appointment?

If you or a member of your household answers yes to any of the questions below or doesn't feel comfortable with the installation, call us at **800-235-0578** to reschedule or request a virtual installation (see above).

- ☐ Have you experienced or been in contact with someone experiencing flu-like or COVID-19 related symptoms in the past 14 days?
- ☐ Are you in quarantine or been exposed to anyone in quarantine due to exposure to COVID-19?

How do I prepare for the installation as well as adjust for COVID-19 safety?

- You'll receive a confirmation email and a reminder email with instructions on how to prepare for your installation.
- We'll call you before the appointment and when we arrive onsite. Upon arrival, we'll wait 30 seconds before entering to allow you time to maintain 10 feet of distance.
- An adult resident of the home must be present during installation.
- If you have a pet, please make sure it's secured while the technician is in your home.
- Clear the area around your thermostat, heating system and your home's electrical panel.
- You must have a password-protected and working home Wi-Fi network (**cellular hotspots are not eligible**).

Please have your network name and password handy during your appointment.

