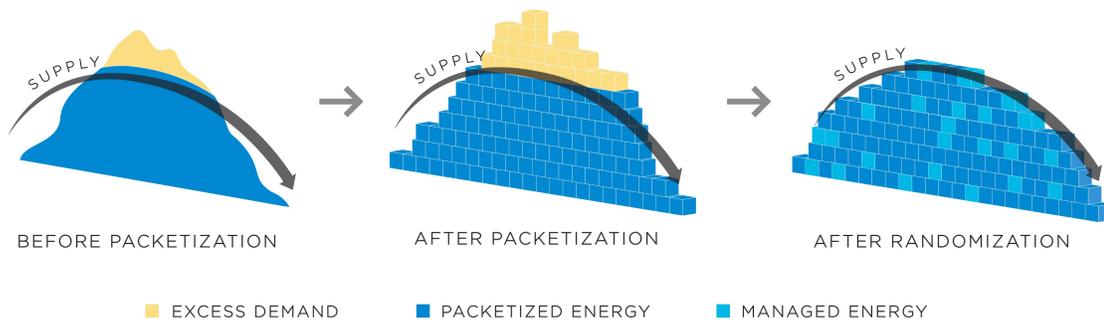


The Mello® smart thermostat for water heaters transforms regular electric water heaters into smart water heaters that use energy when it's cheapest and cleanest. Unlike your TV or lighting, electric water heaters do not need to turn on or off at any specific time, or run for long durations. Your water heater can be smart and flexible in its energy use, heating your water when electricity is cheapest and cleanest while still providing all the hot water you desire.

The Mello times your water heater's energy usage into short bursts or "energy packets" (see below, center). Connected to information on the electricity grid via your WiFi, your water heater requests these bursts of energy at the times when there is available supply. Sometimes this means your water heater will pre-heat when there's excess electricity supply on the grid, and sometimes it means that it might wait a few minutes before heating. Either way, your hot water will be ready when you need it.



With the Nimble® app by Packetized Energy, the Mello will give you more control over your water heater. You'll be able to set it to stay a bit cooler while you're away on vacation, or make sure there's a bit extra hot water when you have a home full of guests. By making your water heating flexible in time, the Mello helps your electric utility avoid costly peak demand charges, using energy when it's cheapest and cleanest. This makes the grid run better and saves everyone money.

## FREQUENTLY ASKED QUESTIONS

### 1. Will the Mello smart thermostat affect the warranty on my electric hot water heater?

No. Major hot water heater manufacturers confirm that it does not compromise the water heater's heating elements or affect warranties. All switching on and off is done by a relay in the device itself.

### 2. Will the Mello smart thermostat reduce my energy usage?

It does not impact total energy usage which depends on how much hot water is used in your home. If your hot water use doesn't change, your total monthly electricity use should not change. However, if you set your water heater to run less while you're away, that will reduce your energy usage.

### 3. Will I notice a change in the temperature of my hot water?

No. If the tank's water temperature drops too low, your water heater will automatically turn on, just as it does now regardless of grid conditions. You should use the Nimble app to select a temperature set-point for your heater.

### 4. What data will be collected, and who will have access to it?

The Mello smart thermostat does not require detailed user or usage information. It does not model your personal behavior or try to guess how your energy needs change throughout the day.

### 5. Who can I contact if there seems to be a problem with my water heating or if I want more information?

Email Packetized Energy at [support@packetizedenergy.com](mailto:support@packetizedenergy.com) or call (802) 448-4845.