

Campbell Crossing

Smart Thermostat Upgrade FAQ

Q. Why are you installing a new smart thermostat in my home?

A. As part of our ongoing energy conservation initiatives to reduce energy waste, and better align us with the military and US Department of Energy's recommendations over the next year, we will be upgrading homes with a smart thermostat across all Campbell Crossing homes. This upgrade supports a more energy-efficient HVAC system and promotes good stewardship of our military community and planet.

Q. How long will the installation take at my home?

A. Installation will take approximately **30 minutes** to complete, with working hours between 8:00am-5:00pm, Monday-Friday. Residents will receive a minimum two-week notice posted to their door and a one-week reminder via email from Campbell Crossing ahead of the scheduled date with further instructions to prepare for the installation. If a resident has a challenge with their installation schedule, please reach out to the Maintenance Solution Center (MSC) at (931) 431-3966.

Q. Why are we implementing this thermostat management initiative?

A. In conjunction with our military partner, we strive to identify meaningful energy and environmental conservation efforts. Through this initiative, by diminishing our environmental footprint, reducing energy waste, and aligning our communities with the military energy resiliency goals and US Department of Energy's recommendation for thermostat settings, we can also help to eliminate stress on the electrical grid and achieve cost savings that will be reinvested in future enhancements that lead to a better community.

Q. How was 70 degrees determined to be the lowest temperature setting?

A. Most energy resources, such as the US Department of Energy's website and Energy.gov recommend that home thermostat settings for air conditioning season be set at 78 degrees. These recommendations also align with our military partner's energy resiliency goals. Even though most energy organizations recommend setting your home's thermostat at 78 degrees, we wanted to provide broader temperature options to allow you greater flexibility and comfort while still addressing energy and sustainability needs.

Q. What can I do if I have a health or other concern regarding the temperature settings?

A. We understand there may be residents with a health or other concern regarding the minimum temperature setting in their home. If so, please contact your community center who can assist with your specific circumstances.

Q. Is there an increased risk for potential moisture issues?

A. Many factors play a role in the creation of moisture-related challenges in a home including proper use of bathroom ventilation fans, overall air circulation, cleaning habits, and humidity. Adjusting your thermostat to a low point of 70 degrees will not encourage moisture or mold growth on its own. As always, if you suspect moisture-related issues in your home, we encourage you to contact your Maintenance Solutions Center (MSC) immediately at (931) 431-3966 or submit a request through the [Resident App](#). For more information on how you can assist in controlling these issues, visit the resident guide, page 45, for tips through this [link](#).

Q. Won't the second floor of my home feel warmer than 72 degrees?

A. It is normal for the second floor of a home to be two to three degrees warmer than the first floor where the thermostat is located. This is why we programmed the minimum temperature setting of the thermostat to 70 degrees to allow residents greater flexibility and personal comfort.

If you are experiencing a significant difference in temperature between your first floor and second floor, please contact your Maintenance Solutions Center (MSC) at (931) 431-3966 or submit a request through the [Resident App](#) to have your air conditioning system checked.

Q. Are the same minimum thermostat settings being imposed on Campbell Crossing work buildings?

A. Yes, we have set the thermostats across all Campbell Crossing buildings to 70-degrees or higher.

Q. How can I also manage my thermostat to maximize efficiencies while away and use all the smart features?

A. An information sheet for your Smart Thermostat will be provided on the day of installation with an overview of the thermostat's features and functionality, instructions on how to download the smart thermostat app where you can schedule your thermostat around your lifestyle, enhancing comfort and decreasing energy waste, and more.