

CoControl

Customer's Agreement for a Trial



Introduction

We are very glad that you are taking part in the CoControl project with us to help us develop better, smarter, cheaper heating and comfort to your home. You are certainly not alone – this project is supported by your landlord, and several of your nearby neighbours are also participating. CoControl is all about making heating in the home more responsive to your needs, without the need for you to tell it what to do, and more efficient – at no cost whatsoever to you. What's more, the project will help to save tonnes of carbon emissions, an environmental saving that goes hand-in-hand with saving money. In previous trials with CoControl over the last two heating seasons customers have typically saved 15-20% of their gas usage. The exact level of savings though is very dependent on how you controlled your heating prior to CoControl being installed.

CoControl has been in on-going development for three years. We are now in the first phase of a wider roll-out programme to demonstrate the benefits of Smart Homes to both you our customers and your landlord. We are grateful that you have offered up your home to us for this demonstration project on the future of Smart Homes and we anticipate you will see the benefits of a smart thermostat in keeping your home comfortable and reducing the amount of gas you use.

This document lays out the terms that you will agree to when you take part in this project. It explains clearly what we need from you, what you can expect from us and your landlord. The sections of this agreement are laid out in a table on the next page, and you can see the key points of each section on the right hand side.

Please read this document carefully as it will tell you what you need to know about the terms on which we will deal with each other during your time with us as a CoControl pilot resident.

In this document:

- "We", "us" or "our" means CoControl.
- "You" or "your" means the person receiving the CoControl equipment and services under this agreement, residing at the address where the equipment is installed.

When you are happy that these terms are acceptable to you, please sign below to confirm that you agree.

Name

Telephone number

Address:

Email address

Preferred method of contact (select one): Telephone / Email

Signature

Date

The business and registered office of CoControl is 105 Sumner Street, London, SE1 9HZ.

CoControl is a private limited company, registered in England and Wales with number 09018497.

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Summary table of contents

Section Number	Section Name	Key Points
1	Your role	<ul style="list-style-type: none">The CoControl device you will receive to control your heating has been tested in field trials over the last 2 winters and so we do not anticipate any problems. However, if the equipment doesn't work, we will remedy the problem as quickly as possible.
2	What will happen in your home	<ul style="list-style-type: none">Engie, CoControl's contracted heating contractor will install the equipment at a convenient time for you and us and this should take 20-30 minutes.We will put the device in the most suitable place; please leave it turned on at all times.If we need to access your home for repairs, this will be at a convenient time for you.
3	Your data is protected	<ul style="list-style-type: none">Data will be collected regularly by the device. Specifically, this data will be readings of the temperature and humidity. These readings will be taken at regular 4-minute intervals 24 hours a day while the device is active.This data will be shared with your landlord, for the sole purposes of determining the impact of the Smart Thermostat system and to see if there is anything they can do to help you with your heating. However, you have the right to deny that this information be shared with your landlord by notifying us in writing.Your data protection matters to us and we will take strong measures to keep it safe.What happens to your data is protected by law.
4	Updates	<ul style="list-style-type: none">From time to time, we may need to update the software in the device.This will happen remotely through your WiFi connection.
5	Support & information	<ul style="list-style-type: none">For queries or issues with your heating system, please contact 0203 582 0855 or contact@cocontrol.co.uk.We may need to contact you about your device during the trial, and request a telephone number for this purpose. We will never share your contact details.
6	Cancellation	<ul style="list-style-type: none">You may cancel at any time through written notification.If you do, you can deactivate the device straight away by turning up your old thermostat, but there may be a delay in coming to remove the device.If you cancel, we would be keen to know why, and may contact you via phone during working hours.