

Navigating My Energy Portal

Navigate through My Energy Portal using the four main tabs for Dashboard, My Usage, Ways to Save and Subscriptions.

Dashboard Tab: The Dashboard page gives customers insight into their last bills usage totals, daily costs, billing days and average temperature across the billing period. Notifications are displayed front and center to keep customers informed. The Energy Profile section allows customers to quickly provide information about their home. This helps enable additional insights like neighbor comparison, ways to save and usage disaggregation to see how your property uses energy.

The screenshot displays the CPS Energy My Energy Portal Dashboard. At the top, the CPS Energy logo is visible. Below it, navigation tabs for Dashboard, My Usage, Ways to Save, and Notifications are shown. The account information includes Account # 300152, Joe Smith, 123 Any ST San Antonio, TX. 78123, and Electric • Gas service.

Notifications: A central notification area with a bell icon and the text "You have not signed up for any notifications." with a "Sign Up" button.

Energy Profile: A section titled "Your Home" with a progress bar labeled "Completed". It contains several required fields:

- Home style *: Single Family
- When was your home built? *: 2001 - 2005
- What is the square footage of your home? *: 3751 - 4000 square feet
- How many people live in your home? *: 6
- Do you have central air conditioning? *: Yes No
- Do you charge an electric vehicle at home? *: Yes No

A "Next" button is at the bottom of the Energy Profile section.

Your Last Bill: A table summarizing usage and costs:

Your Last Bill	
Total Electricity Used	603 kWh
Total Gas Used	138.00 CCF
Avg Daily Cost of Usage	\$3.79
Number of Days	30
Avg. Billing Cycle Temp	48°F

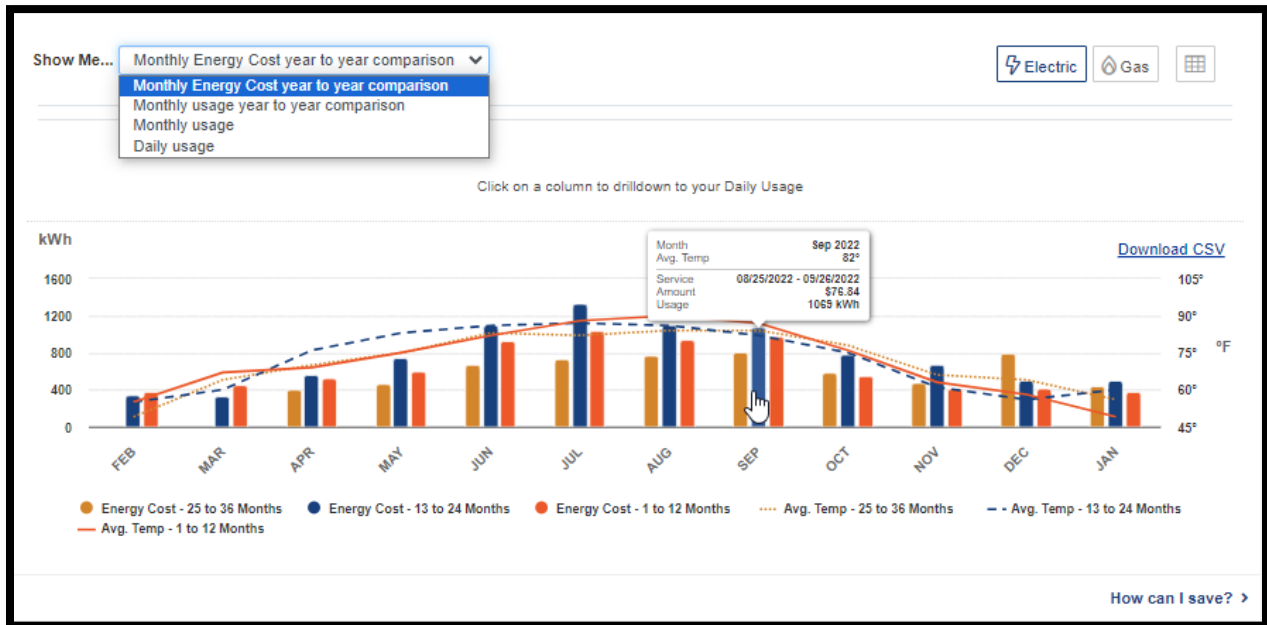
A "View My Usage >" link is located below the table.

Important: A notice stating: "The amounts shown here are energy charges (kWh/Ccf) only. They do not include regulatory, fuel adjustment or city service fees; therefore, they don't match your total billed amounts each billing period. Data from your current monthly bill may not be available in my energy portal for 7-10 days after the billing date shown on your bill."

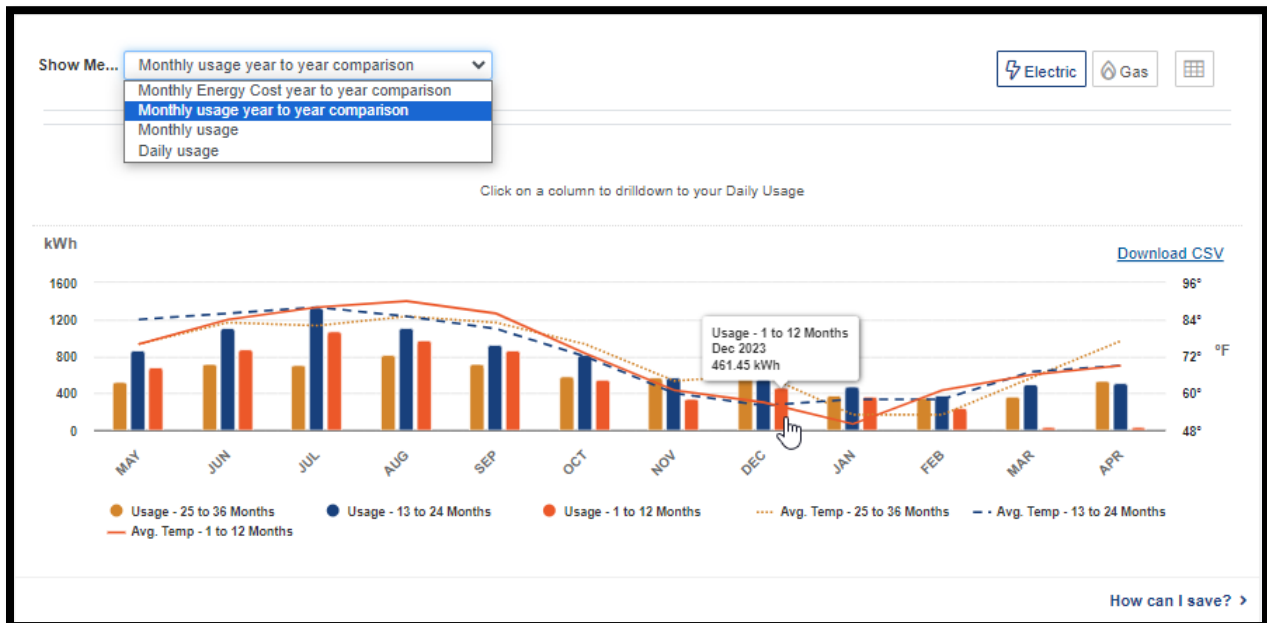
Your home's heaviest hitters: A section with an image of a man working on a laptop and text explaining that the energy profile is the most important section for understanding energy usage, accounting for about 65% of the average home's total energy consumption.

My Usage Tab: Under the My Usage tab are the Usage, How Am I Doing and AMI Disagg tabs.

Energy Costs: The Usage tab defaults to the monthly energy cost graph for both electric and gas customers. This provides customers with up to 36-months of energy costs related to kWh or CCF usage. The chart shown provides a representation of this portion of monthly energy costs, along with corresponding average monthly temperatures.



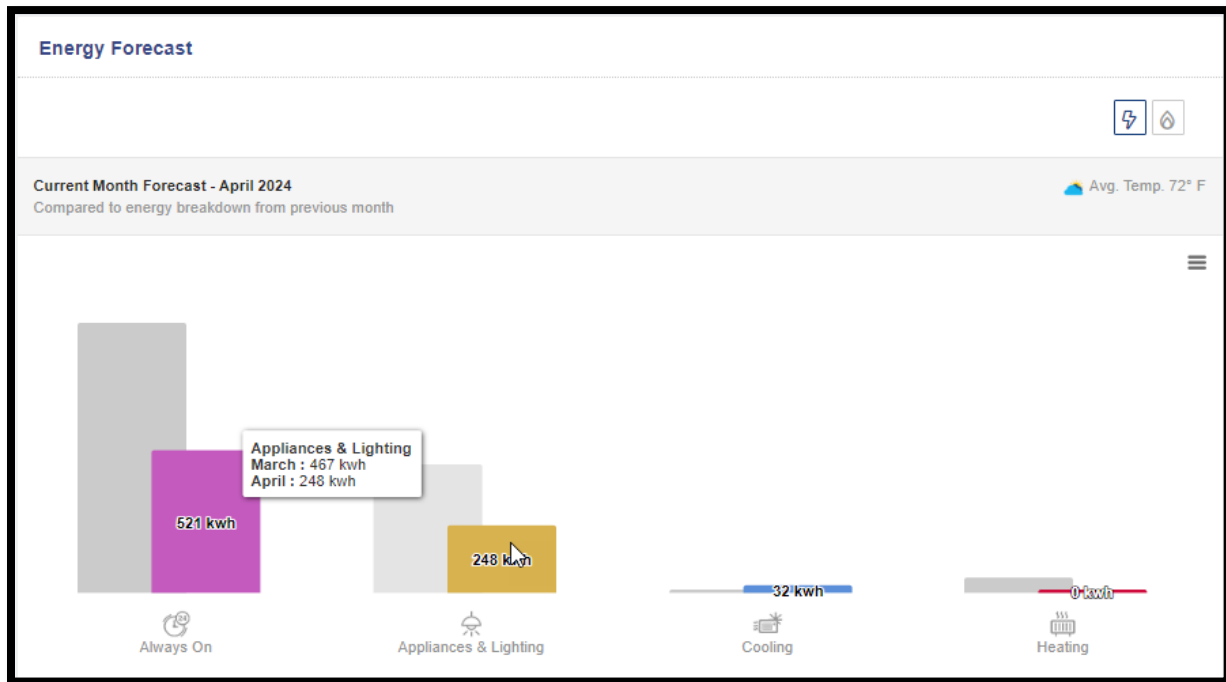
Energy Use: The Usage tab also provides four levels of usage data. This includes monthly usage year to year comparison, monthly usage, daily usage, and hourly usage data. This gives customers options to view Electricity Usage (kWh) or Gas (CCF) data as it relates to monthly or daily average temperatures. View your usage by the year, month, or day level. Below the graph is a section to view usage insights. For example your highest energy usage day.



How Am I Doing: The How Am I Doing tab provides customers with their most current monthly energy usage (kWh) or gas usage (CCF) in comparison to neighbors, with additional information highlighting the usage of energy-efficient neighbors. **Cómo Estoy:** La sección Cómo Estoy proporciona a los clientes su consumo mensual de energía (kWh) o de gas (CCF) más reciente en comparación con el de sus vecinos, con información adicional que destaca el consumo de los vecinos eficientes energéticamente.

The screenshot shows a web interface for energy usage comparison. At the top, there's a title 'How Am I Doing?' and two tabs: 'Electric' (selected) and 'Gas'. Below the tabs, a status bar indicates 'Your electric use was' with three categories: 'Higher', 'Good', and 'Efficient' (highlighted in green). A link 'How is my score calculated?' is below this bar. The main content is split into two columns. The left column shows 'Billing Period' (12/27/2023 - 01/26/2024), 'Your Home' usage (378 kWh), 'Similar Homes' average (1,533 kWh), and 'Efficient Homes' average (495 kWh). A 'What is kWh?' section explains that 1 kWh is equivalent to running a typical refrigerator for 12 hours. The right column displays 'You Saved 1155 kWh per month' and states 'Your electric use was less than the average. You have one of the most efficient homes in your group!'. A button 'Set a goal to save 5% more' is located below this text. At the bottom, there's a 'Frequently Asked Questions' section with a dropdown arrow, and a footer note: 'We compare homes based on property data such as year built, square feet, number of people and heating fuel. Update your home profile if you think you might be in the wrong group – we will re-group you overnight!' with a link 'Update your home profile >'.

Energy Forecast: The Energy Forecast tab breaks down how your property uses energy in a visual pie graph such as usage from water heaters, air conditioners, pool pumps, etc. Pronóstico de Energía: La sección Pronóstico de Energía desglosa cómo su propiedad utiliza la energía en un gráfico circular visual, como el uso de calentadores de agua, aires acondicionados, bombas de piscina, etc.



Ways to Save Tab: Under the Ways to Save tab are the Energy Profile, My Savings and My Plan tabs.

Energy Profile: The Energy Profile tab allows customers to access and complete an Energy Profile survey, which helps you to understand your energy consumption. Using the results, customers can set up a customized energy savings profile plan.

Your Home Profile

Your Home Profile is a series of questions about your home and appliances that can help you understand how your home uses energy. Your answers are used to personalize your experience and provide better recommendations for reducing your usage and saving money. You don't have to complete the whole profile, but a more complete profile will lead to better reports and recommendations.

Select a category below

Refine your selection: **Your Home**

Home style: Single Family

When was your home built?: after 2015

What is the square footage of your home?: 1501 - 1750 square feet

How many people live in your home?: 4

Number of levels in your home, not including the attic or basement: 1



What type of basement do you have?: Heated

Your home's heaviest hitters

If you only fill out one section of your profile, this is the one to do! The amount of energy you use for heating, cooling, and water heating depends largely on your home's size, type of construction, and the number of people in your home -- and it accounts for about 65% of the average home's total energy consumption.


My Savings: The My Savings tab provides customers with a selection of energy-saving tips. Customers can browse through categorized tips, such as behavior-oriented or seasonal.

The screenshot shows a navigation bar with categories: Air, Lighting, Water Heating, Devices, Cooking, and Other. Below the navigation bar is a 'Sort' dropdown menu. A heading reads 'Create a personal savings plan!' followed by instructions: 'Click the titles below to see details. Create a to-do list of savings actions you plan to do, mark off which ones you've already completed, and see estimates of how much your efforts can save.'

	<p>Regularly Clean or Replace the Filters Used by Your Heating and Cooling Equipment</p> <p>Add to your to-do list Mark as completed</p>	<p>EST COST \$10 EST SAVINGS \$15/yr</p>
	<p>Install a Cool Roof</p> <p>Add to your to-do list Mark as completed</p>	<p>EST COST \$7,601 EST SAVINGS \$42/yr</p>

My Plan: The My Plan tab provides a list of customer selected project goals to track your savings progress.

The screenshot shows a 'Keep track of your savings projects' section with instructions: 'Click the titles below to see details. Mark off which tasks you've already completed, and see estimates of how much your efforts can save.' Below this is a 'To-do (1)' section with one project:

	<p>Seal Your Home with Caulk and Weatherstripping</p> <p>Mark as complete Remove</p>	<p>COST \$200 EST SAVINGS \$26/yr</p>
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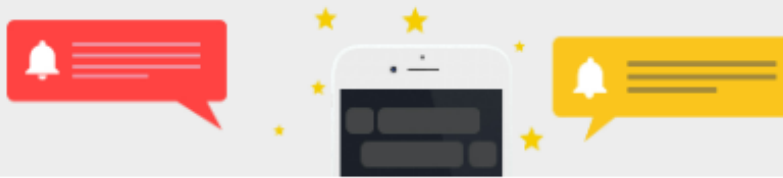
Below the project list is a 'Completed (0)' section. On the right side, a 'My Savings Goal' box displays '\$200 per year'. Below the goal, it states 'Estimated savings from your plan \$0' and includes a message: 'You don't have any actions in your plan. Add some now to start saving!' with a link '+ Add some Actions now to start saving!'. At the bottom of the goal box is an 'Edit goal >' link.

Notifications Tab: The Notification tab provides customers with the ability to enroll in high bill alerts. Customers can set their energy usage thresholds and receive email notifications.

Notification Settings

Sign Up for Alerts

Your preferences for email alerts



Email Address

p****y@cpsenergy.com ([Change](#))

Usage Notifications

Alerts based on your metered quantities.

Electric

Email



Notify me if my usage-to-date exceeds the following quantity. Please see your bill or My Usage to see what your normal usage is.

kWh

Gas

Email



Notify me if my usage-to-date exceeds the following quantity. Please see your bill or My Usage to see what your normal usage is.

CCF

Year Over Year Percentage Increase Notification

Alerts based on your metered quantities.

Electric

Email



Notify me if my projected use for this bill is greater than my use for the same bill last year by the entered percent.

%

Gas

Email



Notify me if my projected use for this bill is greater than my use for the same bill last year by the entered percent.

%

Save

If you previously clicked the "unsubscribe" link in a subscribed email alert, there may be a brief delay before your new notification starts.