

OREGON HOUSING & COMMUNITY SERVICES
Multifamily Energy Program

Energy TrackerSM
from Portland General Electric

User Guide

April 2020

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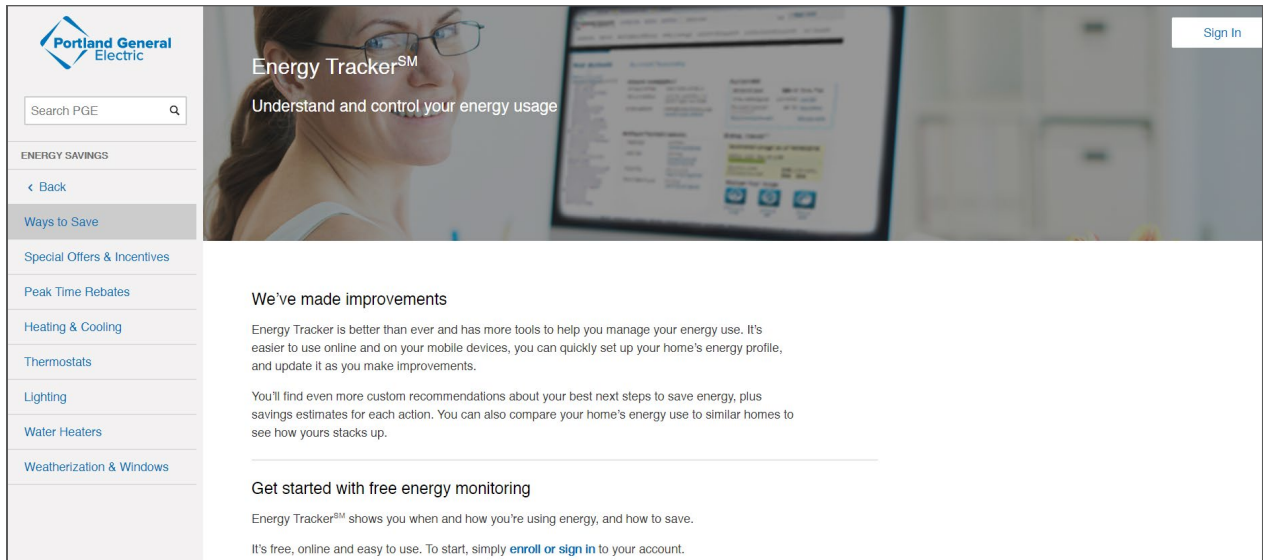
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About this Guide

This how-to guide is designed for Portland General Electric customers to utilize Energy TrackerSM. This guide walks users through what Energy Tracker is, how to log in, how to navigate the site, and specific things to keep in mind when thinking about energy efficiency.

What is Energy Tracker?

- ◆ Energy Tracker is a Portland General Electric (PGE) tool to help you manage energy use and access...
 - ◆ At-a-glance bill summary
 - ◆ Bill comparison
 - ◆ Energy usage charts
 - ◆ Energy use by category
 - ◆ Custom savings plan
 - ◆ Links to cash incentives



The screenshot shows the Energy Tracker website interface. On the left is a navigation sidebar with the Portland General Electric logo, a search bar, and a list of categories under 'ENERGY SAVINGS' including 'Ways to Save', 'Special Offers & Incentives', 'Peak Time Rebates', 'Heating & Cooling', 'Thermostats', 'Lighting', 'Water Heaters', and 'Weatherization & Windows'. The main content area features a header with the 'Energy TrackerSM' logo and the tagline 'Understand and control your energy usage'. Below this is a 'Sign In' button. The main text area contains two sections: 'We've made improvements' and 'Get started with free energy monitoring'. The 'We've made improvements' section states that Energy Tracker is better than ever and has more tools to help manage energy use, and that users can quickly set up their home's energy profile and update it as they make improvements. The 'Get started with free energy monitoring' section states that Energy TrackerSM shows when and how you're using energy, and how to save, and that it's free, online, and easy to use. To start, users simply enroll or sign in to their account.

Logging on to Energy Tracker

The screenshot shows the Portland General Electric (PGE) Account Summary page. The page is divided into several sections:

- Left Sidebar (MY ACCOUNT):** Contains a search bar (1) and a list of menu items. "Account Summary" (2) is highlighted in a green circle.
- Account Summary:** Displays the user's name "Jane Doe", account number "1234567890", service address "123 Main St. Apt 1, West Linn, OR 97068", and email address "email@gmail.com".
- Current Bill:** Shows "Amount Due: \$50.56" and "Auto Pay" status. It also includes "Deducted on: 09/18/2019" and "Last Payment: \$59.75 received on 08/19/2019".
- Billing & Payment Options:** Lists various options with their enrollment status:
 - Peak Time Rebates: Enrolled
 - Paperless Bill: Enrolled
 - Auto Pay: Enrolled
 - Equal Pay: Not Enrolled
 - Renewable Power: Enrolled
- Energy Tracker:** Shows "Estimated usage as of 09/09/2019" and "Billing cycle: Day 9 of 32". A progress bar indicates usage. It also shows "Electricity used: \$21" and "Estimated next bill: \$21 - \$98". The "My Usage" link (3) is highlighted in a green circle.

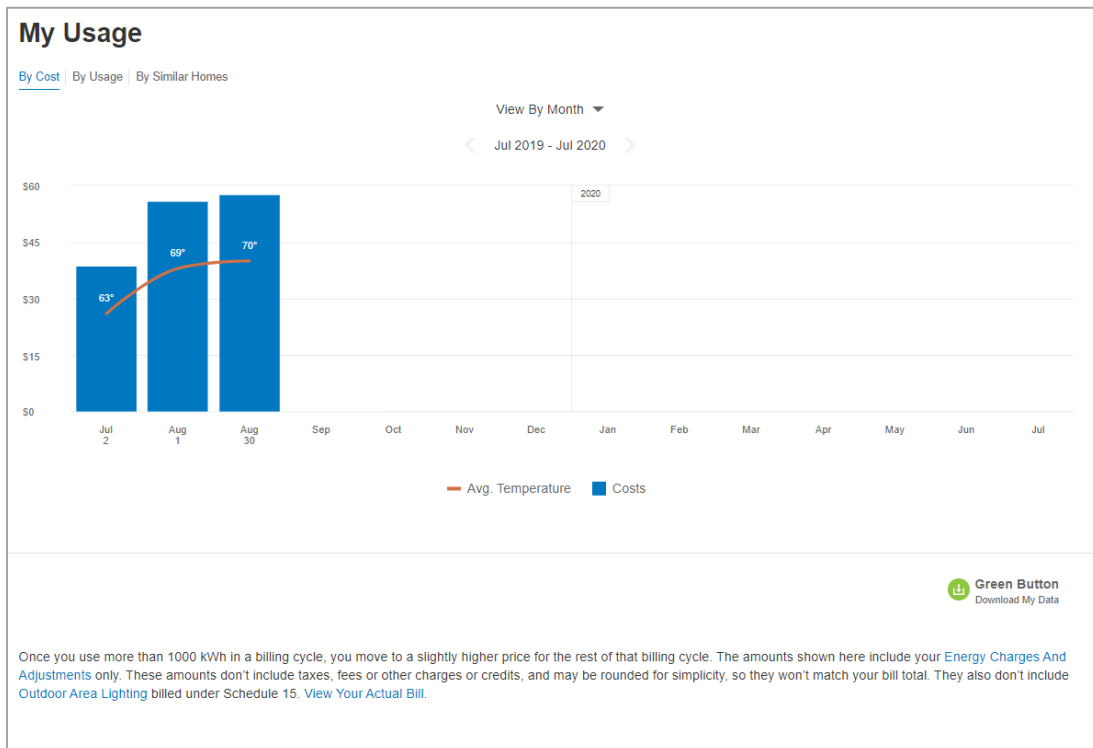
1. [Log on to your PGE account](#)
2. On the left menu, click "Account Summary"
3. On the right corner of the Account Summary page, click "My Usage" in the Energy Tracker section

Energy Tracker Main Menu

- ◆ In Energy Tracker, the navigation menu is located on the left side of the webpage
- ◆ The following pages are accessible through the navigation menu:
 - ◆ My Usage
 - ◆ Compare Bills
 - ◆ Ways to Save
 - ◆ Similar Homes Comparison
 - ◆ Home Profile
 - ◆ Peak Time Rebates



My Usage



- ◆ The *My Usage* page shows a customer's electric bills from month to month
- ◆ The blue bars on the graph represent each electric bill
- ◆ The orange line on the graph represents the average monthly outdoor temperature for each month
- ◆ Use the graph to look for abnormalities in electric bills from month to month
Note: Spikes in bills may be associated with increases in heating and/or air conditioning.



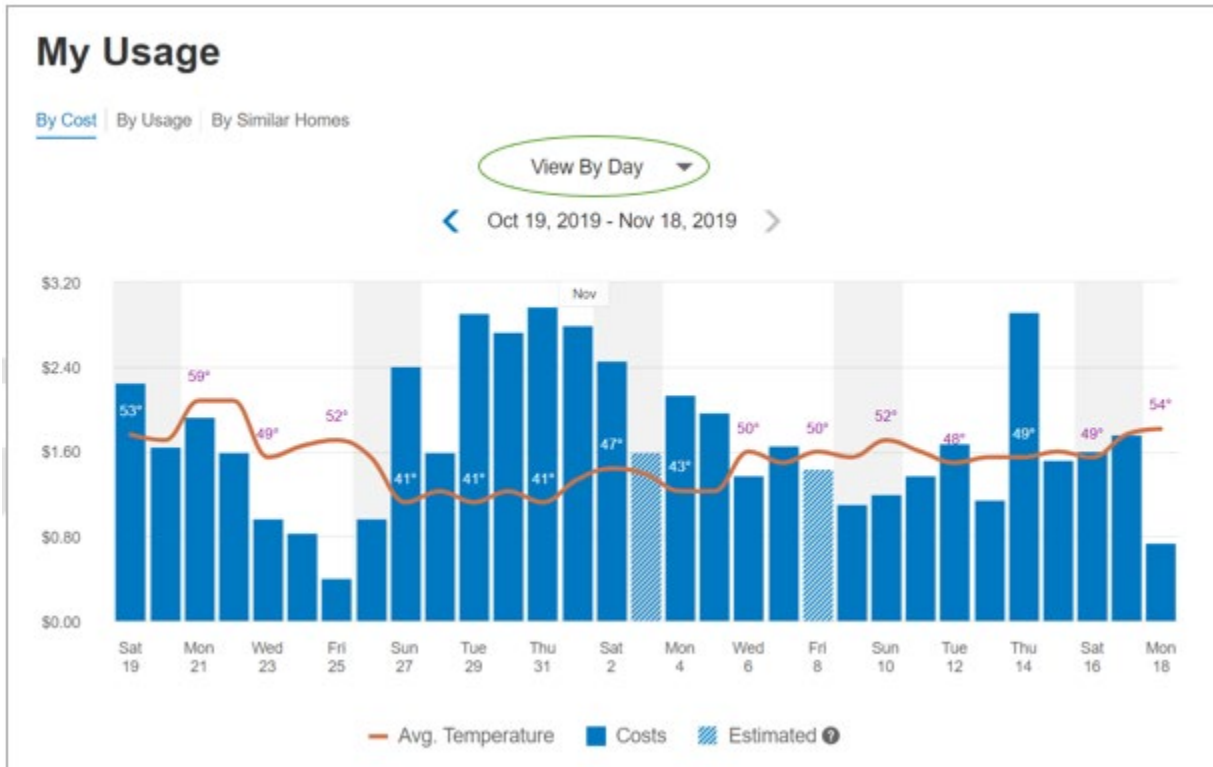
1. Click “By Usage” at the top of the page to change the blue bar to represent kilowatt hours (kWh) consumption for the month
2. Click “By Similar Homes” at the top of the page to compare your energy consumption with that of homes similar to yours
Note: This functionality may not be available for all accounts

My Usage by Month



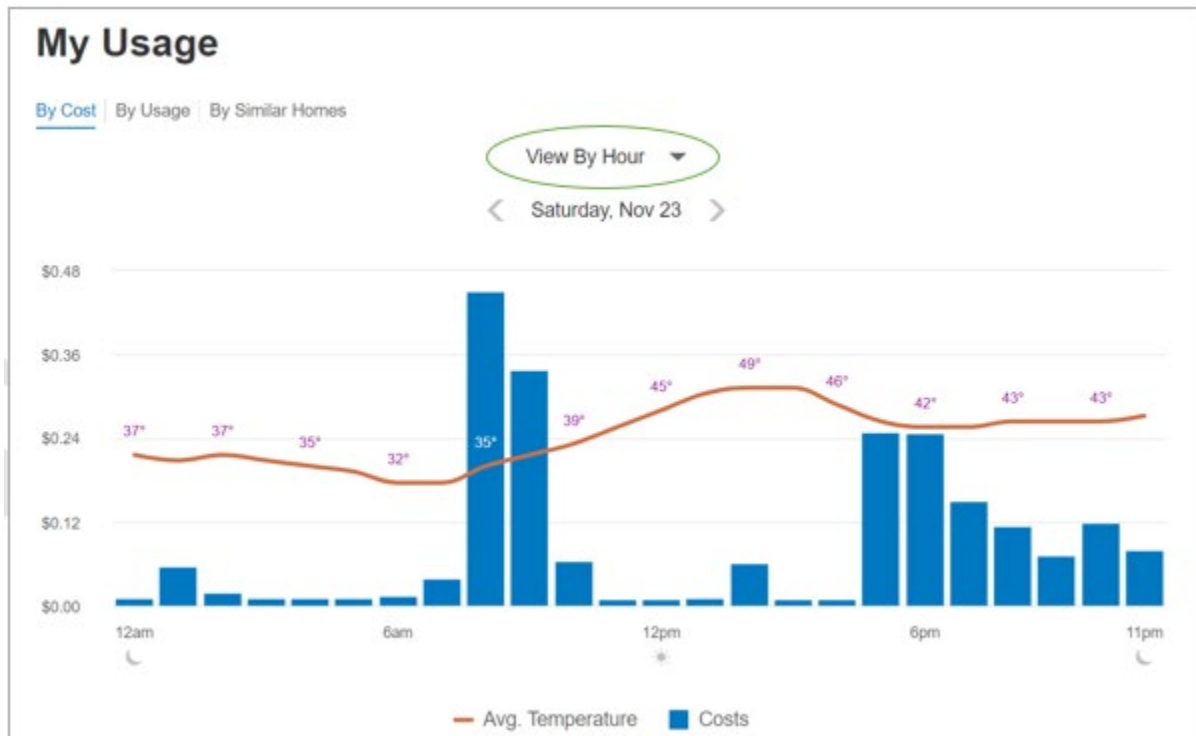
- ◆ View energy use by month, by day, or by hour
Note: The chart above shows energy usage by month
- ◆ Filter energy use by month to see longer term energy use trends
 - ◆ Are there certain months you use more energy? Is there a reason for it?

My Usage by Day

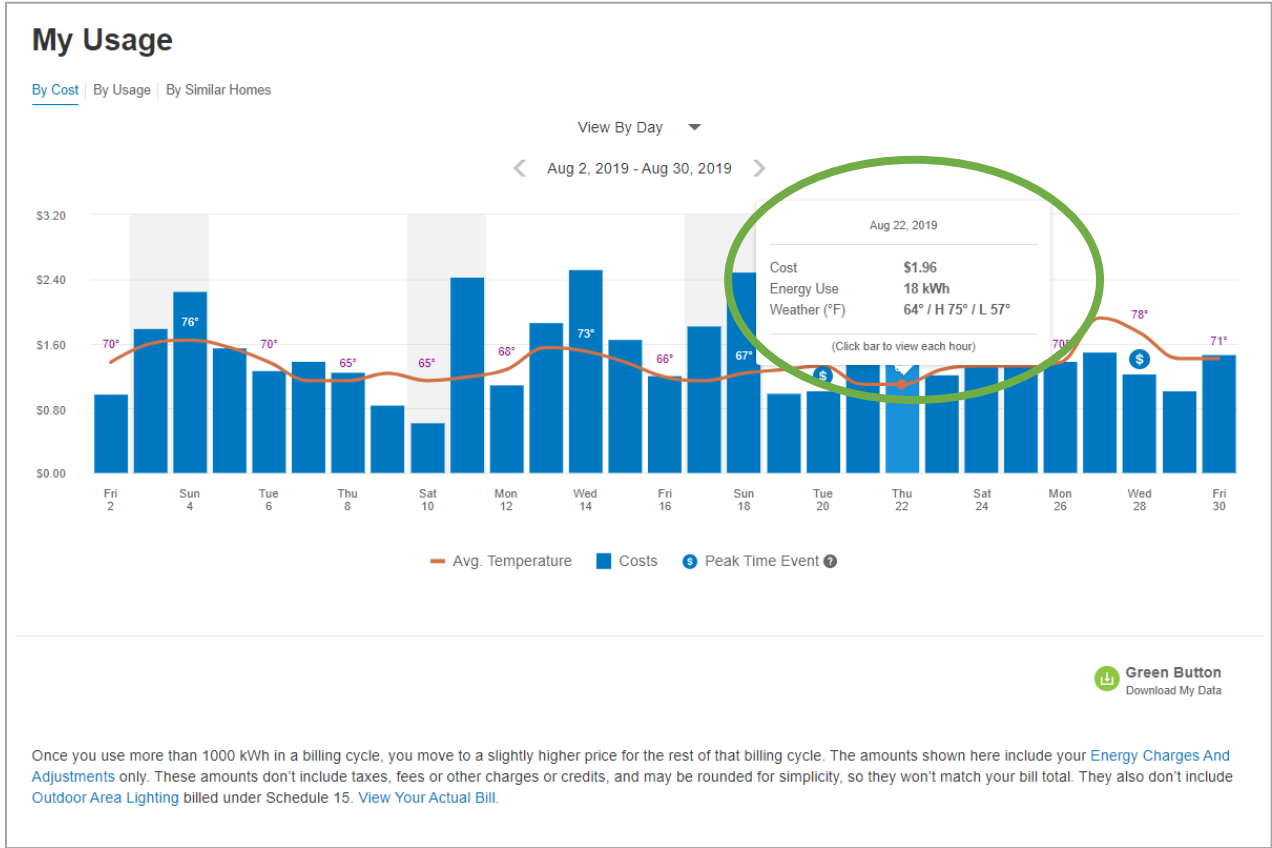


- ◆ View energy use by month, by day, or by hour
 - Note: The chart above shows energy usage by day*
- ◆ View the chart by day to see which days of the week the most energy is used
 - ◆ Are there certain days you use more energy? Is there a reason for it?

My Usage by Hour



- ◆ Customers can view their energy use by month, by day, or by hour
Note: The chart above shows energy usage by hour
- ◆ View the chart by hour to see which times of day you use more/less energy
 - ◆ Which times of day do you use the most energy? Are there any unusual spikes?



- ◆ Hover your mouse over any blue line on the graph to view additional details about each day
 - ◆ Additional details include energy cost, energy use, and average, high, and low temperatures of that day



Compare Bills

Compare Bills

Your electricity charges are about the same as your previous bill.

Bill Type	Amount	Period
Last Month's Bill	\$56	Jul 3, 2019 - Aug 1, 2019 (30 days)
Current Bill	\$58	Aug 2, 2019 - Aug 30, 2019 (29 days)

Reasons your electricity charges are about the same

Category	Amount
Bill period You likely used less electricity because this bill period was 1 day shorter.	- \$1.86
Weather You likely used more electricity due to changes in weather.	+ \$0.63
Other energy use Your charges likely increased based on how you used energy.   Your bill may be different for a variety of reasons, including: <ul style="list-style-type: none">• Number of people in your home• New appliances or electronics• Amount of time spent at home	+ \$2.99

Total: + \$1.76

The amounts shown here include your Energy Charges and Adjustments only. These amounts don't include taxes, fees or other charges or credits, and may be rounded for simplicity, so they won't match your bill total. They also don't include Outdoor Area Lighting billed under Schedule 15. [View Your Actual Bill.](#)

1. "Compare Bills" compares your electric usage from the current to previous month
 - ◆ The page suggests some reasons why your electric bill has increased, remained the same, or decreased
2. Click the blue question mark symbol under "Other Energy Use" to learn about other reasons why energy use may increase
 - ◆ The bullet points are things to consider when you're analyzing your energy use to try to reduce your electric bill

Similar Homes Comparison



1. "Similar Homes" compares your electric consumption to your peers
 - ◆ This is based on the information you provide in "Home Profile" (see next slide for "Home Profile")
 - ◆ "Efficient similar homes" are homes similar to yours that use the least amount of energy compared to other similar homes

Home Profile


Provide or Update Information About Your Home

Analyze your energy use


Tell us a bit about your home—it takes less than five minutes

How many people live in your home?


Select one... ▼



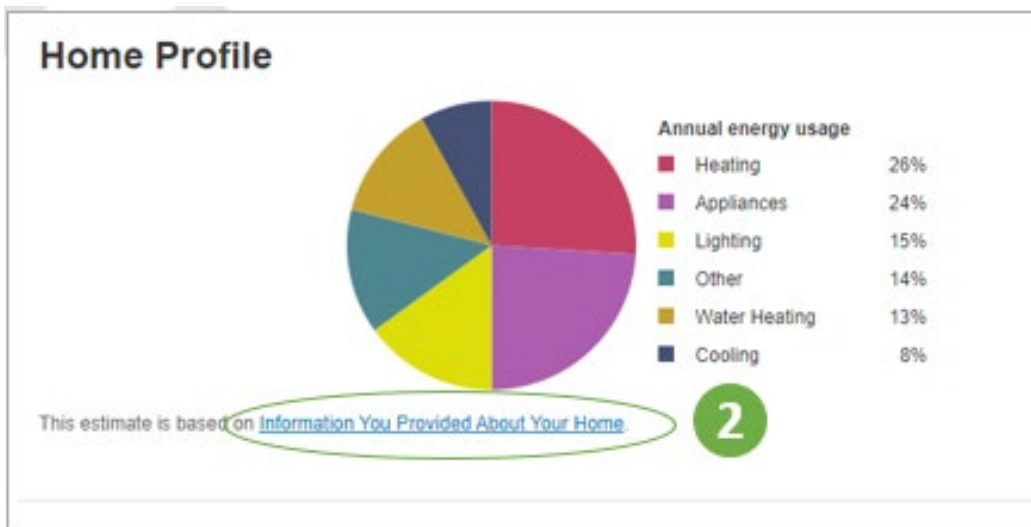
Tell us about your home
Answer some questions about your home to complete your home profile.



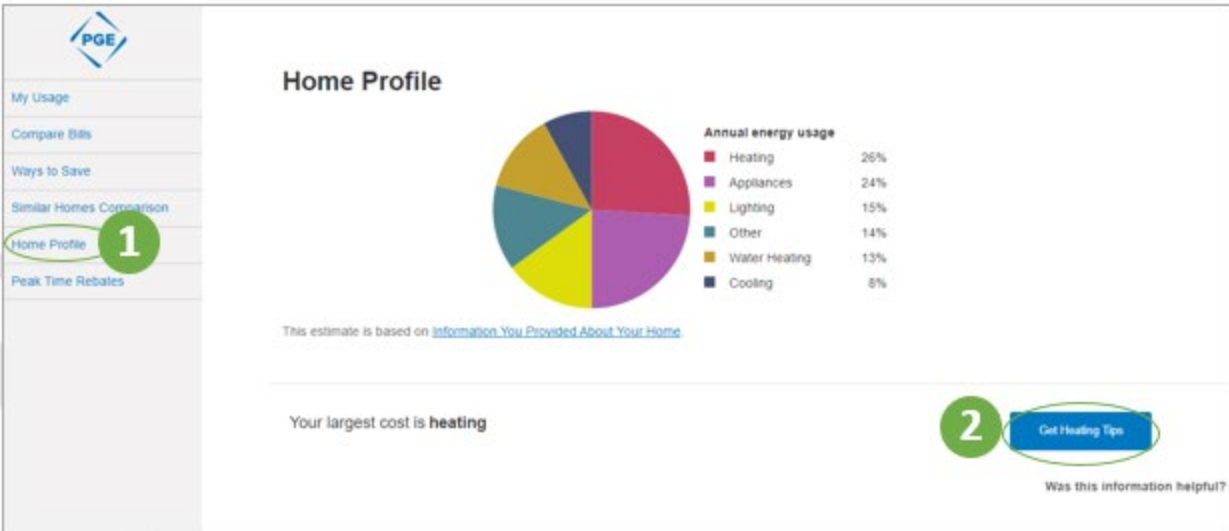
See what uses most
Learn how much you spend on heating, cooling, hot water, and more.



Lower your bill
Find ways to make your home more efficient and cut back on energy costs.

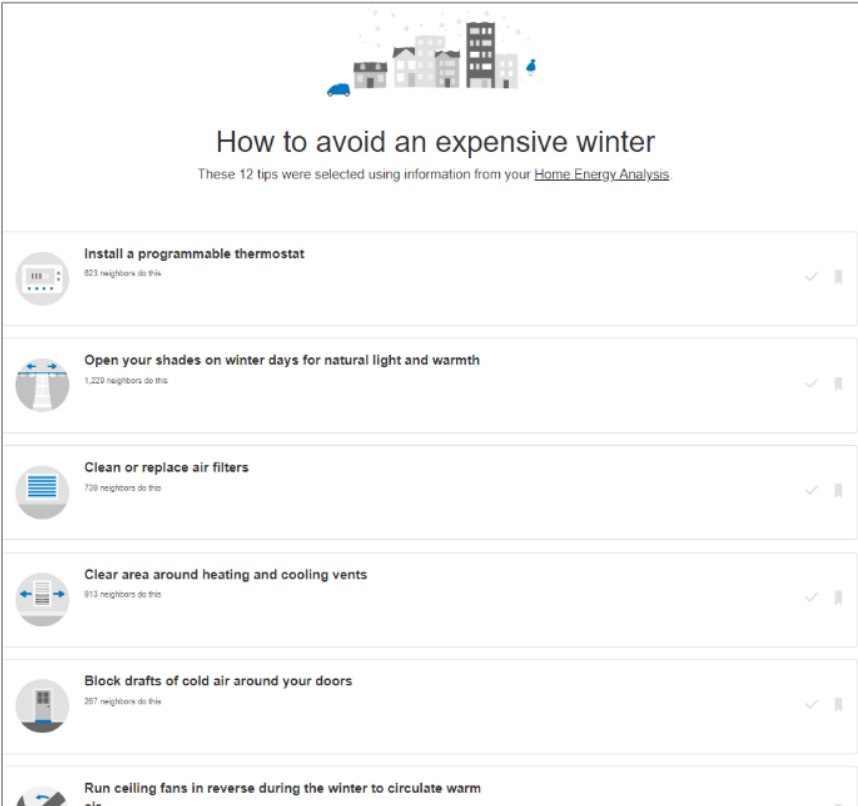


1. Go to the "Home Profile" page
2. Click on "Information You Provided About Your Home"
3. Complete the profile to receive customized energy usage tips and tricks



1. “Home Profile” gives you an estimate of your annual energy usage breakdown
 - ◆ The estimate is based on information you provide about your home
 - ◆ This section of Energy Tracker gives you an opportunity to identify your biggest opportunities for saving energy
 - ◆ Look to the largest percentages of energy usage in the chart to decide where to make changes and save energy
2. The “Get Heating Tips” button is based on the largest energy use displayed on this chart
 - ◆ This button is subject to change based on your home profile

Get Heating Tips



The screenshot displays a webpage with the following content:

- Header:** An illustration of a city skyline with snow falling. Below it, the title "How to avoid an expensive winter" is centered, followed by the subtitle "These 12 tips were selected using information from your [Home Energy Analysis](#)".
- Tip 1:** "Install a programmable thermostat" with a circular icon of a thermostat. It notes "823 neighbors do this" and includes a checkmark and a vertical bar icon on the right.
- Tip 2:** "Open your shades on winter days for natural light and warmth" with a circular icon of a window with shades. It notes "1,220 neighbors do this" and includes a checkmark and a vertical bar icon on the right.
- Tip 3:** "Clean or replace air filters" with a circular icon of an air filter. It notes "739 neighbors do this" and includes a checkmark and a vertical bar icon on the right.
- Tip 4:** "Clear area around heating and cooling vents" with a circular icon of a vent. It notes "913 neighbors do this" and includes a checkmark and a vertical bar icon on the right.
- Tip 5:** "Block drafts of cold air around your doors" with a circular icon of a door. It notes "287 neighbors do this" and includes a checkmark and a vertical bar icon on the right.
- Tip 6:** "Run ceiling fans in reverse during the winter to circulate warm air" with a circular icon of a ceiling fan. It includes a checkmark and a vertical bar icon on the right.

- ◆ Use this page to find tips and tricks to save energy, reduce electric usage, and lower costs

For More Information

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