

OREGON HOUSING & COMMUNITY SERVICES
Multifamily Energy Program

Energy Usage
from Pacific Power

User Guide

April 2020



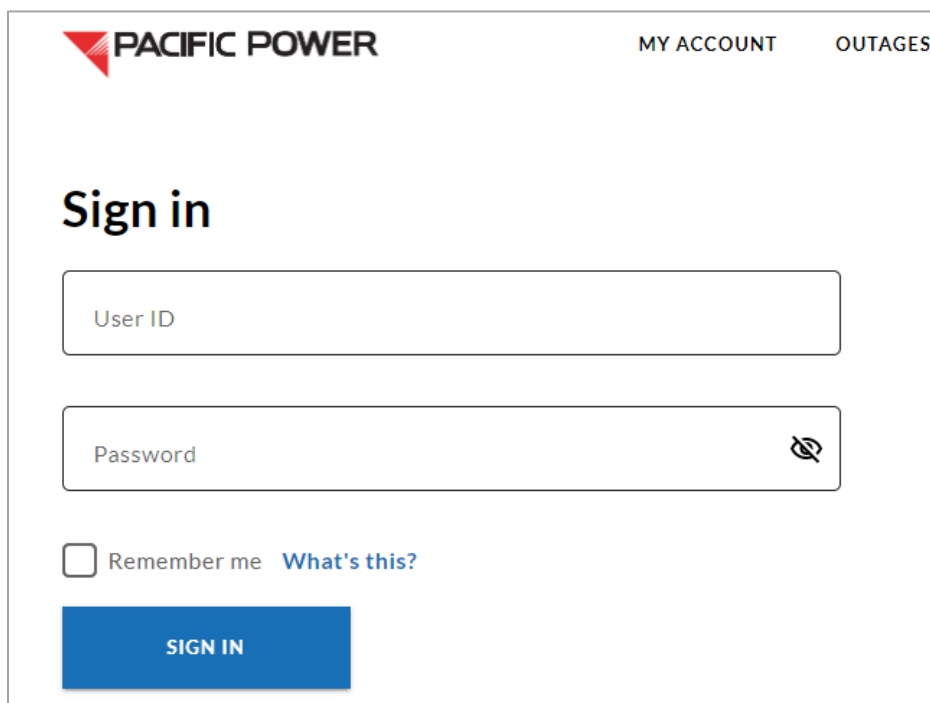
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About this Guide

This how-to guide is designed for Pacific Power customers to utilize the Energy Usage function on their online Pacific Power account. This guide walks users through what the Energy Usage function is, how to log in, how to navigate the site, and how to view and interpret your homes energy usage.

Accessing Energy Usage



The screenshot shows the Pacific Power website's sign-in interface. At the top left is the Pacific Power logo, and at the top right are links for "MY ACCOUNT" and "OUTAGES". The main heading is "Sign in". Below this are two input fields: "User ID" and "Password". The password field includes a toggle icon for visibility. Below the password field is a checkbox labeled "Remember me" with a link "What's this?". At the bottom is a blue "SIGN IN" button.

Customers interested in accessing their energy usage must first log in to their Pacific Power account. This can be achieved by visiting [Pacific Power](#) and clicking "Sign In."

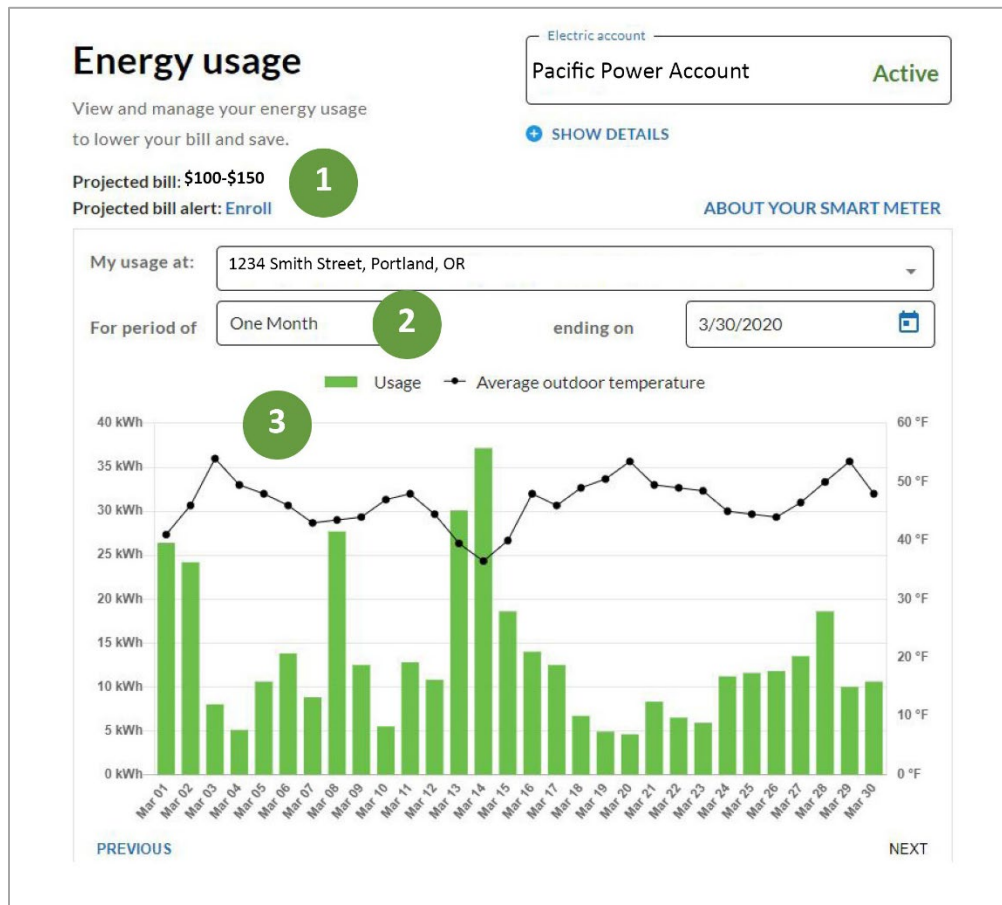
Viewing Usage

The screenshot displays the Pacific Power website interface. At the top left is the Pacific Power logo. Navigation links include 'MY ACCOUNT', 'OUTAGES & SAFETY', and 'SAVINGS & ENERGY CHOICES'. A search icon, phone icon, and mail icon are also present. On the left, a 'My Account' menu is highlighted with a green circle '1'. The main content area shows a welcome message for John Smith. A box indicates the electric account is 'Active' with a 'SHOW DETAILS' link. A usage graph for 1234 Smith Street, Portland, OR, is shown with a green circle '2'. The graph plots 'Usage' (kWh) and 'Average outdoor temperature' (°F) from March 10 to March 30. A 'USAGE DETAILS' link is highlighted with a green circle '3'. A blue box on the right displays '\$0.00' and 'No payment due. Thank you!', along with 'You are enrolled in Auto Pay.' and options to 'Download your bill' and 'Manage auto pay'.

| Date | Usage (kWh) | Average outdoor temperature (°F) |
|--------|-------------|----------------------------------|
| Mar 10 | 10 | 45 |
| Mar 12 | 15 | 45 |
| Mar 14 | 35 | 45 |
| Mar 16 | 25 | 45 |
| Mar 18 | 15 | 45 |
| Mar 20 | 10 | 45 |
| Mar 22 | 10 | 45 |
| Mar 24 | 10 | 45 |
| Mar 26 | 10 | 45 |
| Mar 28 | 15 | 45 |
| Mar 30 | 10 | 45 |

1. On the left menu, click on “My Account”
2. In the middle of the page, your usage will be displayed
3. To view specific usage data, click “Usage Details”

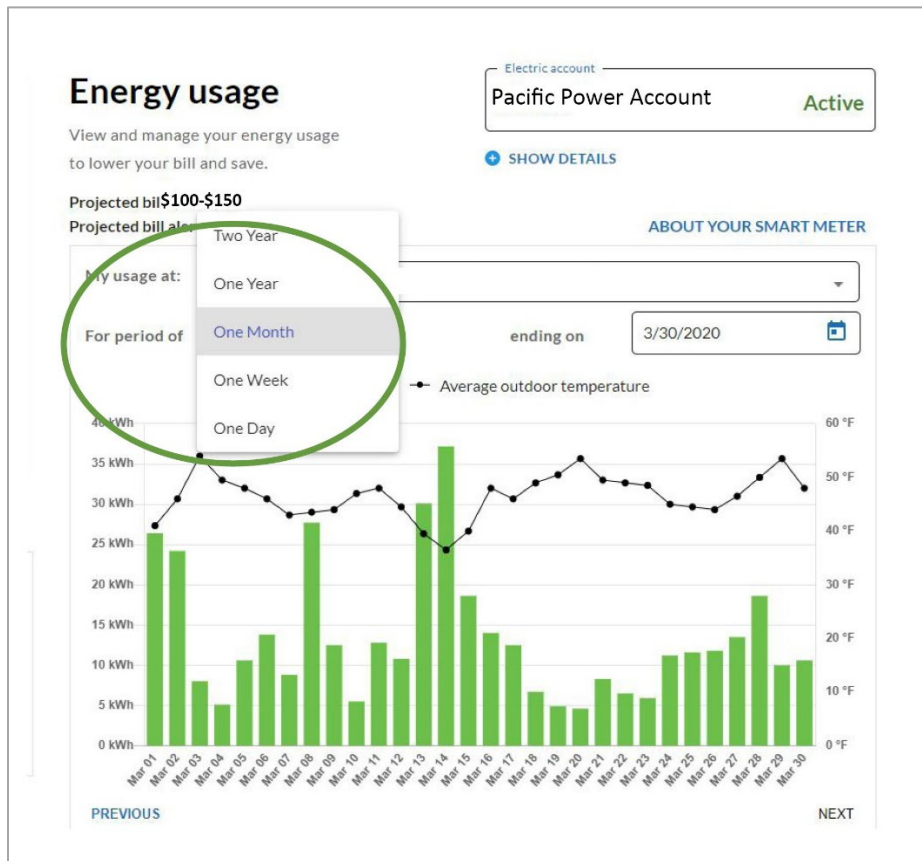
Energy Usage Details



Once users click “Usage Details,” they will see their energy usage with key features to note:

1. Projected bill
2. Energy usage period – defaulted at one month
3. Electric usage compared to average outdoor temperature. Users can compare day to day to see how their energy usage fluctuates from weekdays to weekends, seasonally, and more

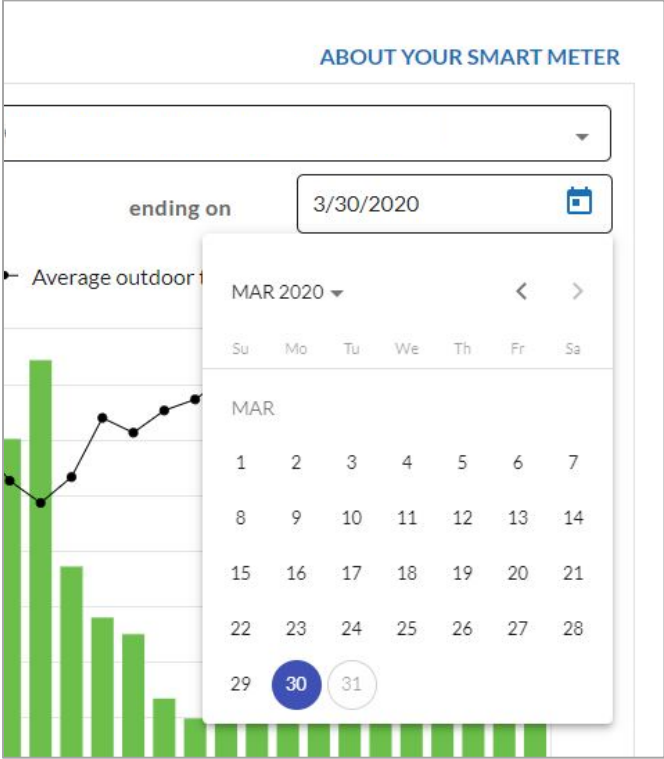
Energy Usage Period



The energy usage period is a drop down that allows customers to view their energy from a variety of different time periods, including:

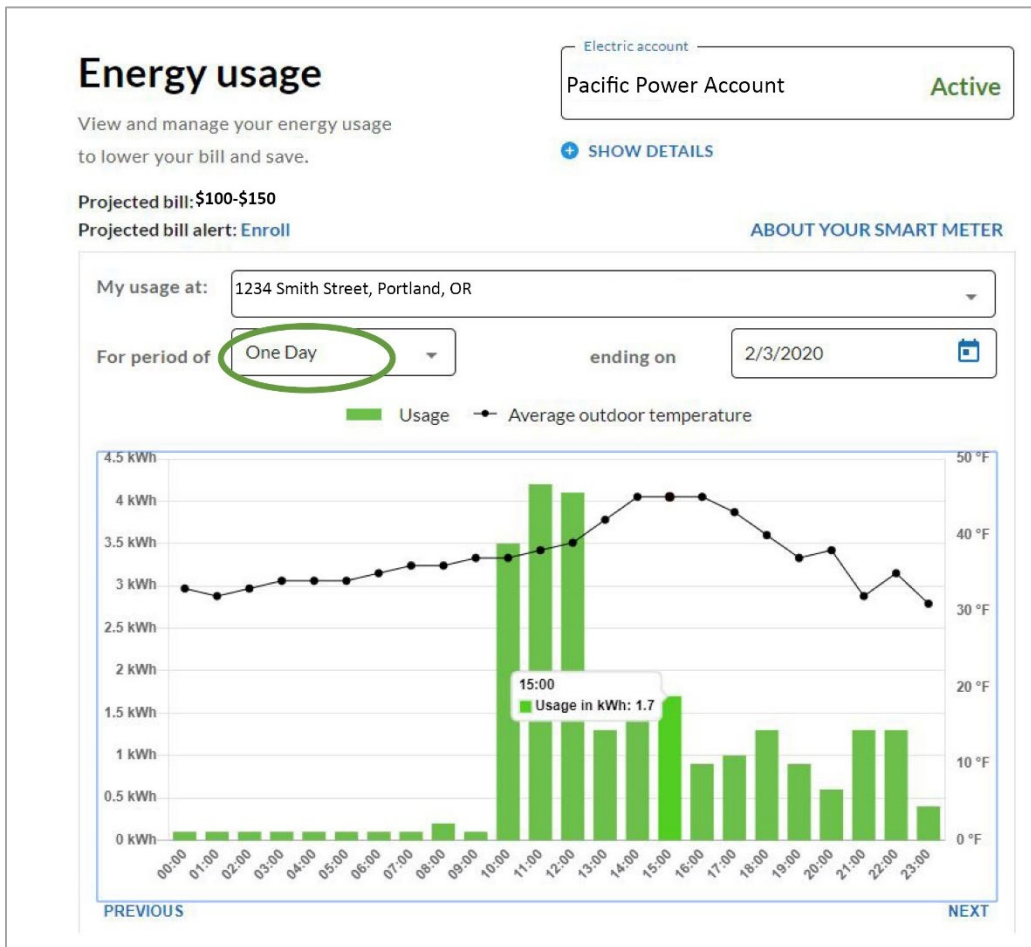
- ◆ Two Years
- ◆ One Year
- ◆ One Month
- ◆ One Week
- ◆ One Day

Energy Usage Calendar



Users can select specific dates or date ranges to see their energy usage. The calendar is located at the top right of the Energy Usage page.

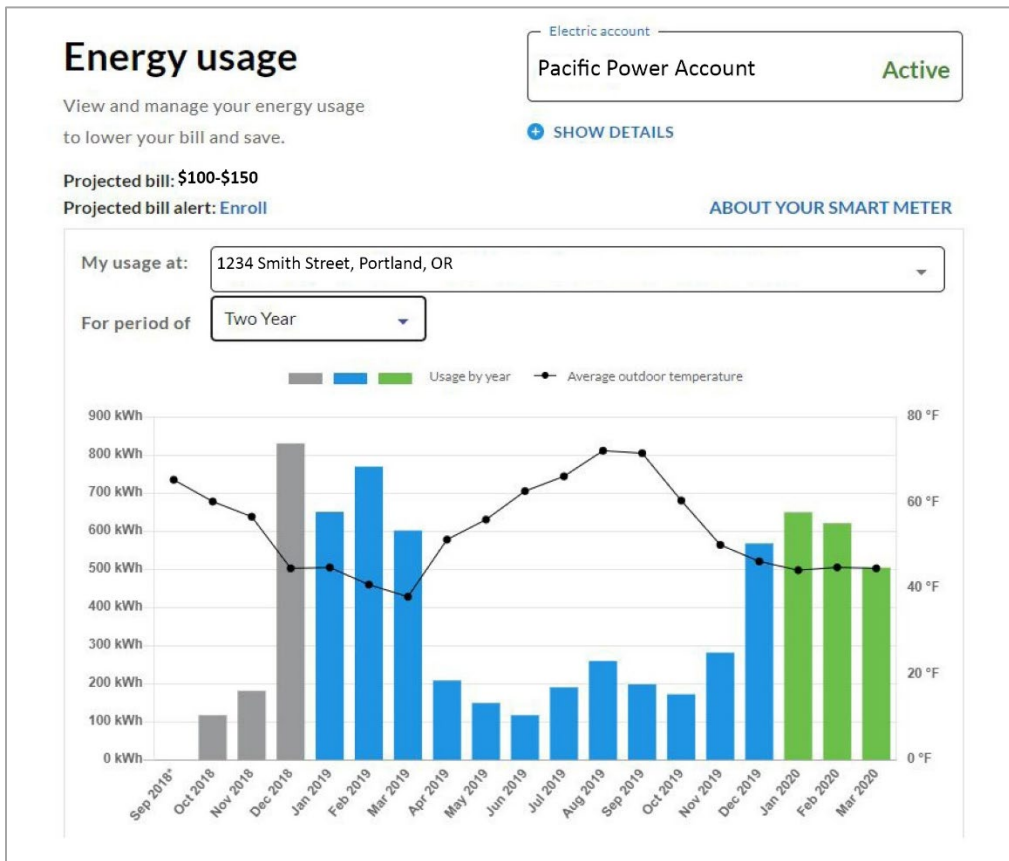
Energy Usage by Day



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?

Energy Usage Over Two Years



View the chart over two years to see your monthly energy use and track how your habits have changed over the long term

- ◆ Which months do you use the most energy? Are there any unusual spikes?

Resources

Pacific Power Ways to Save ([English](#) and [Spanish](#)): This resource provides ideas and ways to save energy in your home in the following areas:

- ◆ Heating and cooling
- ◆ Weatherization and insulation
- ◆ Water heating
- ◆ Cooking and cleaning
- ◆ Laundry
- ◆ Lighting
- ◆ Computers and electronics
- ◆ Pools and spas

[Pacific Power Resource Center](#): This resource provides customers the option to download a digital copy of Power to Save booklet ([English](#) and [Spanish](#)) or request a mail/email copy.

For More Information

Oregon Multifamily Energy Program

503.505.6787

OHCSMultifamilyEnergy@trccompanies.com

Pacific Power

888.221.7070