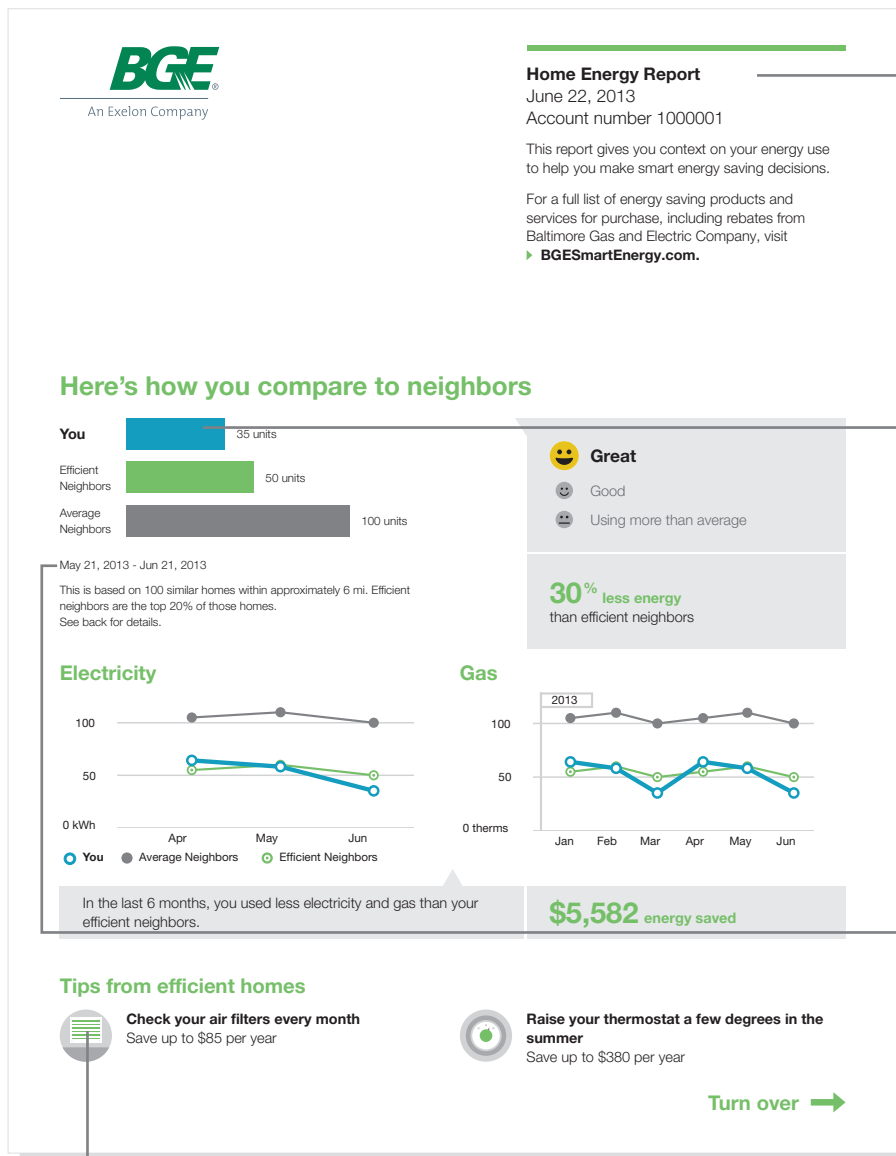


A guide to understanding your Home Energy Report

Your **Home Energy Report** provides helpful information about the way you use energy. It also includes recommendations for making your home more efficient.



Why am I receiving a Home Energy Report?

Most people are eager to make their home more efficient and save money, but aren't sure where to start. BGE sends you these reports—filled with energy efficiency tips and information about your usage—so you can take steps to save.

I seem to use more energy than my efficient neighbors. What do they do to be energy efficient?

Efficient households likely take a variety of steps to reduce their energy use, including using their thermostat to manage heating and cooling costs, turning off lights and electronics when not in use, and always running full loads in the dishwasher, washer, and dryer. Explore more through your online account: [BGE.com/Tips](#).

What time period and fuel types does my report cover?

The time period is listed below the neighbor comparison. It could be representative of a month, three months, or an entire season. If you receive both electricity and natural gas you may now see both fuels.

What else can I do to save?

Follow the tips included on your report. For more personalized tips, visit [BGE.com/Tips](#) and complete the questionnaire under the "What Uses Most" tab.

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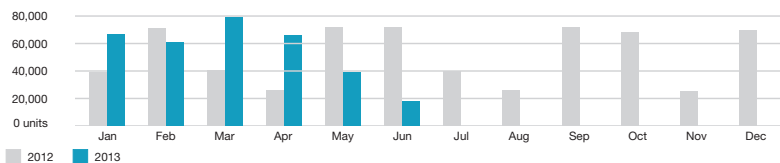


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Track your progress

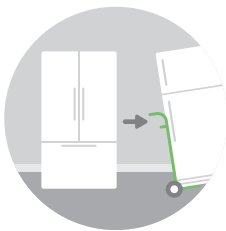
So far this year, you've used 3% more energy than last year.



What does this graph tell me about my energy usage?

This graph shows a month-over-month personal comparison, and also compares your use to last year's.

Save on your next bill



Replace your old refrigerator

Your refrigerator runs 24 hours a day, seven days a week. As a result, it uses more electricity than any other appliance.

When you replace a refrigerator made before 1993 with a new ENERGY STAR® certified model, you can save about 50% on its energy costs.

We're offering rebates of \$100 to \$150 on qualified models: visit BGESmartEnergy.com to learn more.

Save up to \$60 per year

What does this section of the report tell me?

This section of the report provides timely and relevant energy-saving opportunities, seasonal energy tips, rebate offers, and more.

Frequently asked questions

What's a unit?

A unit represents a combination of electricity (kWh) and natural gas (therms).

How is my comparison calculated?

Your energy use is compared to nearby, occupied homes with a similar size, building type, and heating system. You can view your home information at BGE.com/MyAccount.

Why does BGE send these reports?

When customers save energy, we get closer to meeting our state energy efficiency goals. It's good for everyone.

How can I update how I receive my report?

To update your report preferences visit BGE.com/MyNotifications.

We're here to help

► Visit: BGESmartEnergy.com

► Email us at: myhomerep@bge.com

► Call us at: 860.685.0123

For more report FAQs visit:

► BGE.com/HomeEnergyReport

How can I find out more about my report?

There is an FAQ section in the report with answers to common questions and how to contact BGE for more information.



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Dollar savings are estimated using BGE's commodity and distribution rates for typical households in the BGE service area. Actual savings may vary from household to household. This report is administered by Baltimore Gas and Electric Company as a service to its customers. No warranties are made with respect to any information contained herein. Terms and conditions may apply and will vary according to the program offered.

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Frequently Asked Questions

I have special circumstances. Can these be taken into account for the neighbor comparison?

We do take some special circumstances into account based on information you provide in your home profile. For example, we can account for what heating type you use. But there are a few reasons why we can't take all special household characteristics into account for the neighbor comparison.

We can only compare your usage based on what we know about you and your neighbors. We base our comparison on reliable data that is gathered for households in your area. However, a variety of lifestyle factors and household changes can be private. For example, we don't have a way of knowing if you have guests visiting, work from home regularly, or just bought new windows. For this reason, we base your comparison on major, known factors that drive energy consumption.

How can I update information about my household to improve the accuracy of my neighbor comparison?

There are several ways to update your household's profile information. One option is to log into BGE.com/MyAccount and select "My Home Profile" beneath "My Profile" on the left-hand menu. Another option is to email myhomerep@bge.com. Finally, you can call us at 800.685.0123 and speak with a customer service representative who can assist in updating your home's profile.

Where do you obtain my home profile data?

The default information is based on public data that is collected from the local county assessor's office. If the square footage on the report is not correct, please provide the up-to-date information by logging into BGE.com/MyAccount and selecting "My Home Profile" beneath "My Profile" on the left-hand side.

Are you sharing my usage information with others?

No. In the case of the neighbor comparison, we use approximately 100 similar homes in your area but only you can see your own usage. If your home is part of the similar home sample, your information remains anonymous and is not shared with any other party.

Can you send me my report via email instead?

To switch to paperless, visit BGE.com/MyNotifications. You will be prompted to log into your account and add an email beneath the Home Energy Report section.

I do not want to receive this report. Would you remove me from the report mailing?

Yes. The reports are provided to help you understand your home energy use, save energy, and lower your bills. However, if you would like to unsubscribe at any time, there are a few options. The first option is to visit BGE.com/MyNotifications and update your delivery preferences beneath the Home Energy Report section. If it's more convenient, email myhomerep@bge.com or call us at 800.685.0123 with your account number and request to be removed from our mailing list.



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