



## FREQUENTLY ASKED QUESTIONS

### GENERAL

#### **What is PowerSmart Online?**

**PowerSmart Online** is the web portal that provides Bangor Hydro customers with personalized electricity usage information and tools.

#### **How does PowerSmart Online work?**

As part of new [Smart Grid](#) technology, hard-wired “smart meters” send data securely to a special **PowerSmart** web portal accessible through [www.bangorhydro.com](http://www.bangorhydro.com). Customers who access their personal usage page can see how much electricity they use on an hourly, daily, weekly, monthly and yearly basis. You can also use easy, interactive comparison tools to understand how factors like weather affect electricity consumption.

#### **How can using PowerSmart Online help me?**

**PowerSmart Online** provides information and tools that put you in control, and can help you use electricity more efficiently. Using energy more efficiently can result in lower electric bills.

#### **Does it cost anything to use PowerSmart Online?**

No. **PowerSmart** Online is a free service offered to all Bangor Hydro customers.

#### **Do I have to pay my bill online in order to use PowerSmart Online?**

No, you just need to register for online services, which is easy to do at the Bangor Hydro [Customer Online Services page](#). You will need your Bangor Hydro account number and an email address.

#### **Why is Bangor Hydro offering PowerSmart to its customers?**

Bangor Hydro wants to share the latest [Smart Grid](#) technology with our customers to enhance customer service. We know that managing electric use and lowering your electric bill are important priorities for you, our customer. In the future, it will be possible to combine usage information with hourly pricing options from electricity suppliers. This will let customers take advantage of lower-priced electricity supply during off-peak hours.

## **POWERSMART ONLINE TOOLS**

### **How do I use the reports in PowerSmart Online?**

You can generate reports to see how much electricity you use on an hourly, daily, weekly, monthly and/or annual basis. The electricity usage is reported in kilowatt hours (kWh), and you can compare current usage to previous time periods.

### **How can PowerSmart Online reports help me manage my electricity use and lower my electric bills?**

Looking at the amount of electricity you use and when you use it – your usage patterns – can help you identify activities and equipment that use large amounts of electricity. These usages represent the greatest opportunity for energy management and savings. For example, a spike in kWh usage during a heat wave may be caused by fans and air conditioners, while increased usage on the weekends may be the result of more electronic equipment being left on, like computers and televisions. Understanding which devices use the most electricity, like clothes dryers, can help you manage your usage. When it comes to your electricity use, PowerSmart Online can help you learn, manage and save.

### **Why is including outside temperature helpful when looking at PowerSmart Online reports?**

Heating, ventilating (fans) and air conditioning can use a lot of energy in homes and businesses. Typically, more energy will be used when temperatures are lower during the winter or higher during the summer.

### **How can PowerSmart Online be used for budgeting?**

Knowing your personal seasonal usage patterns and other high-usage times can be helpful when preparing a budget. Usage data can also be exported to a file for use in spreadsheets for home tracking.

### **I have multiple meters on my account. How can I tell which meter I am reviewing?**

On the right hand side go to “Account.” Click on “All Accounts” which will bring up a box named “Meter.” You can then highlight individual meters.

## **SECURITY AND PRIVACY**

### **Can other customers see my personal electricity usage and other information on PowerSmart Online?**

No, all electricity usage and billing information is private and secure.

### **Does PowerSmart Online allow Bangor Hydro to monitor what appliances or devices I am using in my home or business?**

No. Bangor Hydro cannot monitor or control individual usage or devices within a customer's home or business.