

1. Does a customer have to complete the survey in order to receive communications as a part of the *Understandabill* program?

A. Yes, a customer must complete at least one survey question in order to be a part of the *Understandabill* program. The great news is that even with minimal information gathered about a home through the Home Energy survey, we are still able to use supplemental data gathered from third party sources to help create a Home Energy Profile for that customer and begin sending insights on how that customer's home uses energy. However, the more information we can collect through the survey, the more accurate we can be in the profile we create for the customer.

2. How are you able to determine the information behind the "Energy Trend" chart in the monthly *Understandabill* Energy Report?

A. The Energy Trend Report is based on several factors, but predominantly historical usage, weather data, and estimates on how a home's usage may have been affected by weather over the last 12 months. Using this information, we are able to simulate the home's consumption for the upcoming month and combine it with the average historical weather in that customer's geography to derive a predicted usage value. We can also determine from that data how weather may have played a role in any usage changes month over month.

3. How are you able to determine the information behind the "Energy Use Forecast" chart in the monthly *Understandabill* Energy Report?

A. Using the next month's predicted usage from the Energy Trend chart, the Energy Use Forecast breaks down that usage value, by percent, to produce insights on how a customer's home may use energy in the upcoming month. The breakdown first takes into account any data collected through the Home Energy Survey. Then, additional data purchased from third-party sources as well as information gathered based on regional differences is used to supplement and estimate the remaining components of the usage chart.

4. How are you able to provide customers with "Energy Saving Recommendations" and estimated savings amounts in the monthly *Understandabill* Energy Report?

A. The Energy Saving Recommendations are provided to help customers gain a better understanding of action steps they may take to reduce their energy consumption. Tips are generated based on our understanding about their home to ensure they are relevant to a customer's lifestyle. Our catalog of recommendations is derived from a variety of publicly available sources ([Energy Star](#), [energy.gov](#), [EIA](#), various case studies, etc.) as well as data purchased from third-party sources about energy saving activities. Estimated dollar savings are calculated using the average regional cost for electricity for that customer (according to the EIA) combined with the estimated usage savings associated with that recommendation (which also makes a variety of reasonable assumptions on the average customer and their usage habits to derive the usage value). Average savings amounts will vary and are not guaranteed. Customers may not experience the exact dollar savings associated with the recommendation meaning that the average customer can expect a range in savings from \$0.00 – up to the dollar amount listed.

5. Who is eligible for the *Understandabill* program?

A. You are eligible for the *Understandabill* program if you are a new electricity customer that enrolls through our website after 11/11/15, is offered and completes all or part of the Home Energy survey and remains an active electricity supply customer of North American Power. At this time, some restrictions apply based on program eligibility. *Understandabill* is not currently available to Texas customers and customers that enroll via select enrollment channels.

6. What is required in order for me to receive the monthly *Understandabill* Energy Report?

A. In order to receive the monthly *Understandabill* Energy Report, a customer must be eligible for the program (see question 5 above) and North American Power must be able to obtain 12 months consecutive historical usage on that customer's account from the utility (which will be determined 5-7 days after the service start date with North American Power). If this requirement is met then the customer will begin to receive monthly Reports around when the customer receives their first electricity bill with North American Power listed as the supplier. On an ongoing basis, North American Power must obtain usage on the customer's account for a given billing period in order to receive an *Understandabill* monthly Energy Report for that billing period.

7. If a customer didn't receive a monthly *Understandabill* Energy Report but should have, what may have happened?

A. If a customer didn't receive a Report for a given billing period, but should have, there may be a couple of reasons:

- If we didn't receive usage on the account during that billing period (see question 6 above).
- If the customer unsubscribed from our email list then the customer will not receive future energy reports. If a customer decides that they want to receive the Reports once again, one solution may be to contact Customer Service to request that the applicable email address get removed from our unsubscribe list.
- If a customer's email was updated in our system (i.e. the customer updated their information in the Customer Portal), then your Report may already be getting sent to that new email address.

8. Who can a customer contact with questions on *Understandabill*?

A. If there are any questions on the *Understandabill* Monthly Energy Report or a customer wants additional information, contact us at understandabill@napower.com and we'll respond as soon as we can.

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