

My Energy Survey

Step-By-Step Guide



March 14, 2014

By providing detailed information about your home, appliances and energy use habits in the Detailed Survey tab, you can build an Action Plan specific to your home.

You can also generate an Energy Summary Report for your records or share it with your contractor if you decide to hire outside help to make your energy efficiency upgrades.

Energy Survey Requirements

System Requirements

- Supported Browsers: IE 9.0 or later, Firefox, Safari, Chrome
- Adobe Reader

User Account Requirements

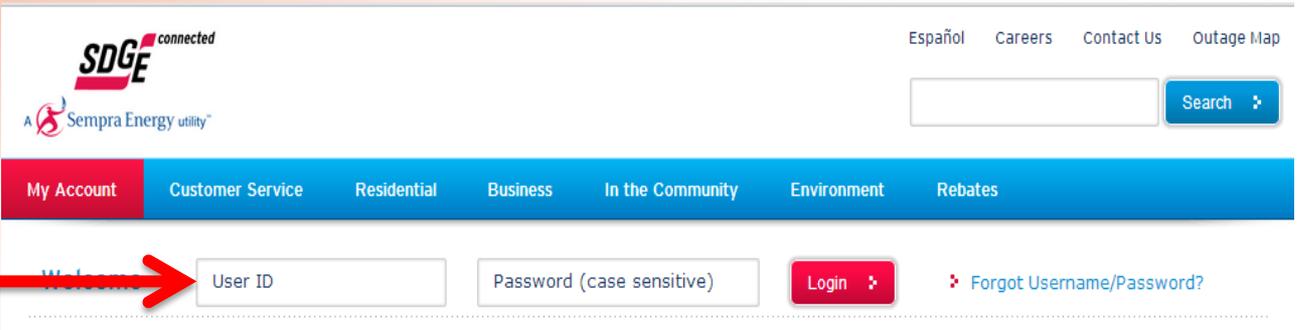
- Active residential SDG&E account
- Account is registered in My Account
- Smart Meter
- Non-manual meter reading

Survey Process:

For a more accurate Energy Summary Report, please complete the steps provided in this document.

Get Started at SDGE.com

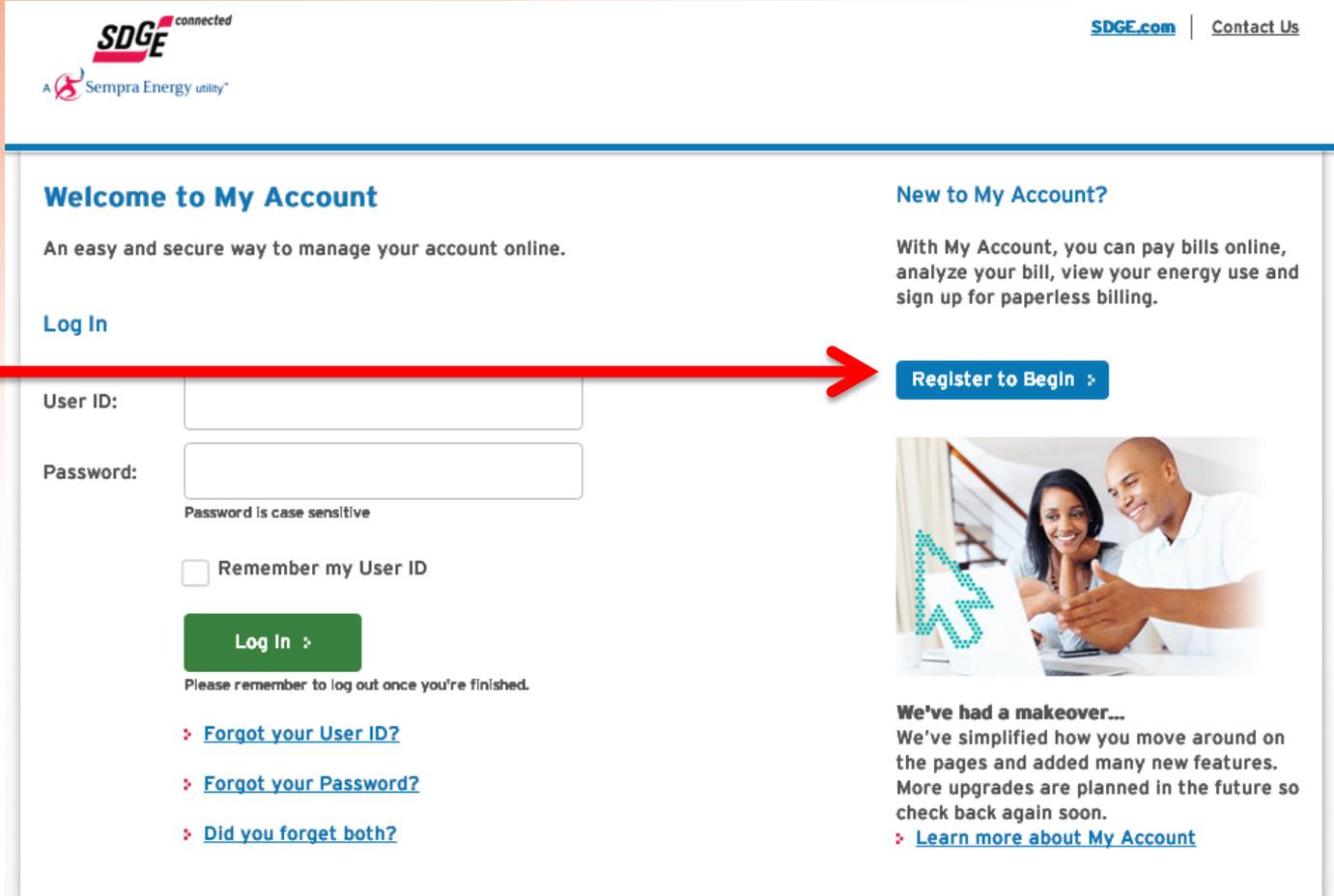
STEP 1
Enter your
My Account
log-in
credentials and
click **Login**



The screenshot shows the SDGE.com website interface. At the top left is the SDGE connected logo and 'A Sempra Energy utility™'. To the right are links for 'Español', 'Careers', 'Contact Us', and 'Outage Map'. Below these is a search bar with a 'Search' button. A blue navigation bar contains the following menu items: 'My Account' (highlighted in red), 'Customer Service', 'Residential', 'Business', 'In the Community', 'Environment', and 'Rebates'. Below the navigation bar is a 'Welcome' message. The login form consists of two input fields: 'User ID' and 'Password (case sensitive)'. A red arrow points from the 'My Account' menu item to the 'User ID' field. To the right of the password field is a red 'Login' button and a link for 'Forgot Username/Password?'.

New User to My Account

Please click
**Register to
Begin**
if you are
new to
My Account.



SDGE connected
A Sempra Energy utility™

[SDGE.com](#) | [Contact Us](#)

Welcome to My Account

An easy and secure way to manage your account online.

[Log In](#)

User ID:

Password:

Password is case sensitive

Remember my User ID

[Log In >](#)

Please remember to log out once you're finished.

- ✦ [Forgot your User ID?](#)
- ✦ [Forgot your Password?](#)
- ✦ [Did you forget both?](#)

New to My Account?

With My Account, you can pay bills online, analyze your bill, view your energy use and sign up for paperless billing.

[Register to Begin >](#)

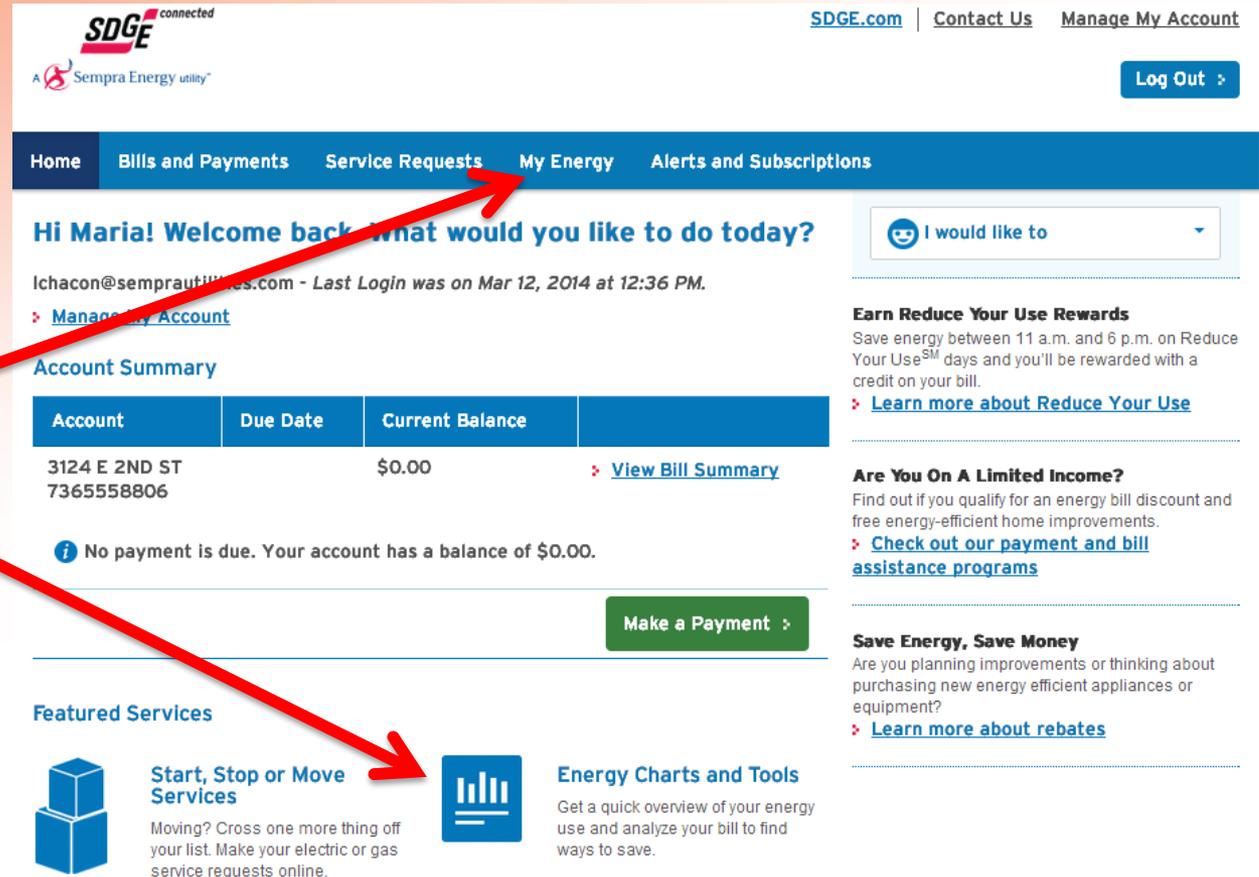


We've had a makeover...
We've simplified how you move around on the pages and added many new features. More upgrades are planned in the future so check back again soon.

- ✦ [Learn more about My Account](#)

My Account Landing page

STEP 3
Click either
the **My
Energy** tab
or
**Energy
Charts and
Tools**



SDGE connected
A Sempra Energy utility™

[SDGE.com](#) | [Contact Us](#) | [Manage My Account](#) Log Out >

Home Bills and Payments Service Requests **My Energy** Alerts and Subscriptions

Hi Maria! Welcome back. What would you like to do today?

lchacon@semprautilities.com - Last Login was on Mar 12, 2014 at 12:36 PM.
[Manage My Account](#)

Account Summary

Account	Due Date	Current Balance	
3124 E 2ND ST 7365558806		\$0.00	View Bill Summary

i No payment is due. Your account has a balance of \$0.00.

[Make a Payment >](#)

Featured Services

- **Start, Stop or Move Services**
Moving? Cross one more thing off your list. Make your electric or gas service requests online.
- **Energy Charts and Tools**
Get a quick overview of your energy use and analyze your bill to find ways to save.

Earn Reduce Your Use Rewards
Save energy between 11 a.m. and 6 p.m. on Reduce Your UseSM days and you'll be rewarded with a credit on your bill.
[Learn more about Reduce Your Use](#)

Are You On A Limited Income?
Find out if you qualify for an energy bill discount and free energy-efficient home improvements.
[Check out our payment and bill assistance programs](#)

Save Energy, Save Money
Are you planning improvements or thinking about purchasing new energy efficient appliances or equipment?
[Learn more about rebates](#)

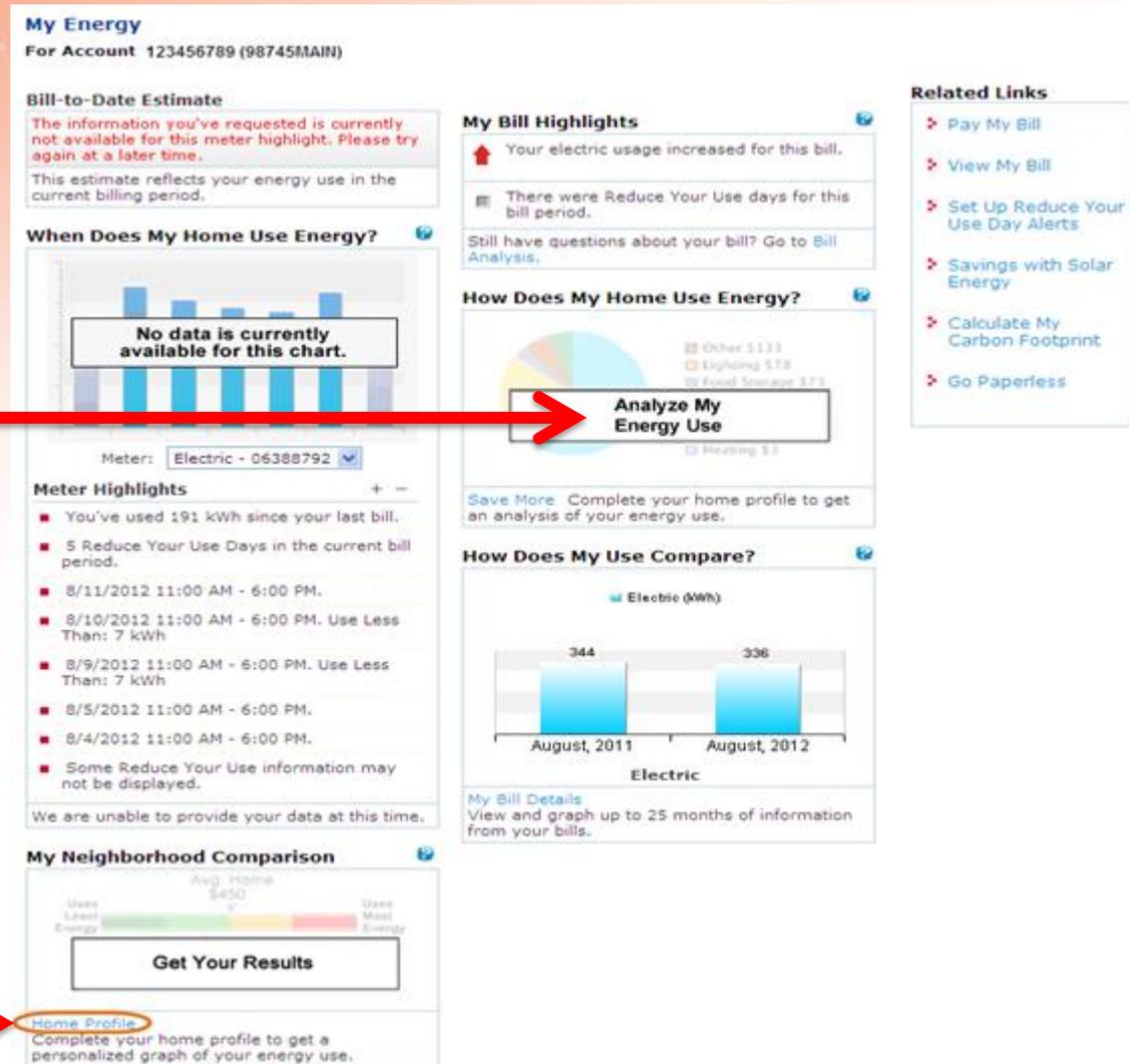
Residential Dashboard – No Profile

Complete the **Home Profile**, for a quick monthly view of how your home uses energy.

STEP 4

Click the box under "How Does My Home Use Energy?" to start customizing your chart.

You can also click on the "Home Profile" link located in the My Neighborhood Comparison section.



My Energy
For Account 123456789 (98745MAIN)

Bill-to-Date Estimate
The information you've requested is currently not available for this meter highlight. Please try again at a later time.
This estimate reflects your energy use in the current billing period.

When Does My Home Use Energy?
No data is currently available for this chart.

Meter: Electric - 06388792

Meter Highlights

- You've used 191 kWh since your last bill.
- 5 Reduce Your Use Days in the current bill period.
- 8/11/2012 11:00 AM - 6:00 PM.
- 8/10/2012 11:00 AM - 6:00 PM. Use Less Than: 7 kWh
- 8/9/2012 11:00 AM - 6:00 PM. Use Less Than: 7 kWh
- 8/5/2012 11:00 AM - 6:00 PM.
- 8/4/2012 11:00 AM - 6:00 PM.
- Some Reduce Your Use information may not be displayed.

We are unable to provide your data at this time.

My Neighborhood Comparison
Avg. Home \$450
Uses Least Energy | Uses Most Energy
Get Your Results
Home Profile
Complete your home profile to get a personalized graph of your energy use.

My Bill Highlights

- Your electric usage increased for this bill.
- There were Reduce Your Use days for this bill period.
- Still have questions about your bill? Go to [Bill Analysis](#).

How Does My Home Use Energy?

Other \$133
Lighting \$78
Food Storage \$73
Heating \$3

Save More: Complete your home profile to get an analysis of your energy use.

How Does My Use Compare?

Electric (kWh)

Month	Electric (kWh)
August, 2011	344
August, 2012	336

Electric

Related Links

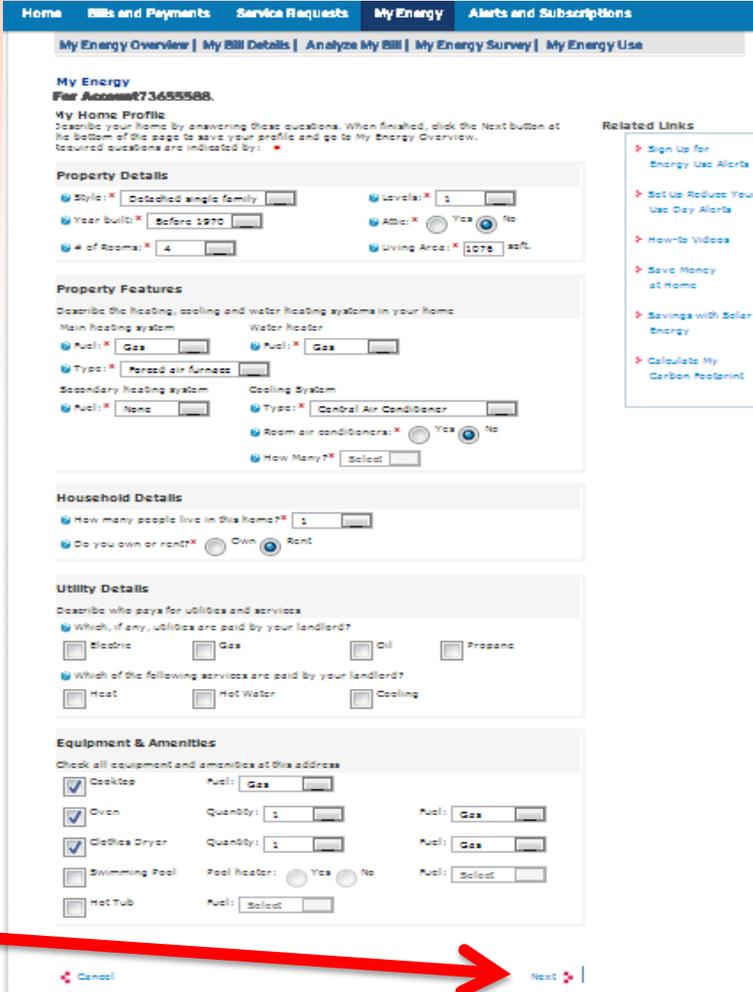
- Pay My Bill
- View My Bill
- Set Up Reduce Your Use Day Alerts
- Savings with Solar Energy
- Calculate My Carbon Footprint
- Go Paperless

My Home Profile

STEP 5

Verify or update
your home's
information within
My Home Profile.

Click **Next** to save your
changes.



Home Bills and Payments Service Requests My Energy Alerts and Subscriptions

My Energy Overview | My Bill Details | Analyze My Bill | My Energy Survey | My Energy Use

My Energy
For Account#73655588.

My Home Profile
Describe your home by answering these questions. When finished, click the Next button at the bottom of this page to save your profile and go to My Energy Overview. Required questions are indicated by: *

Property Details

Style: Detached single family Attached
Levels:
Year built:

Residential Dashboard

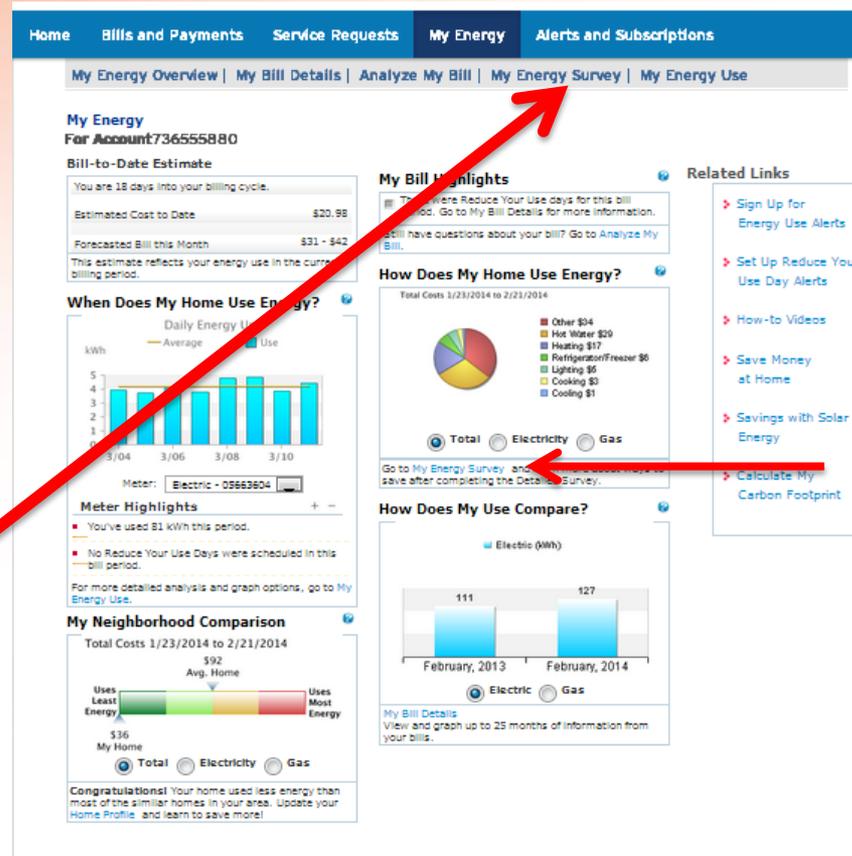
After completing your **Home Profile**, the pie chart will display your home's monthly energy use.

STEP 6

Access the Energy Survey by either:

Clicking the **My Energy Survey** tab
OR

Clicking on the link **“My Energy Survey”** under the pie chart.



The screenshot shows the SDGE Residential Dashboard with the following sections:

- Navigation Bar:** Home, Bills and Payments, Service Requests, **My Energy**, Alerts and Subscriptions
- My Energy Overview:** My Energy Survey (highlighted with a red arrow), My Energy Use
- My Energy For Account: 736555880**
- Bill-to-Date Estimate:** You are 18 days into your billing cycle. Estimated Cost to Date: \$20.98. Forecasted Bill this Month: \$31 - \$42.
- My Bill Highlights:** Tips to reduce energy use.
- How Does My Home Use Energy?:** Pie chart showing energy costs by category: Other (\$4), Hot Water (\$20), Heating (\$17), Refrigerator/Freezer (\$6), Lighting (\$5), Cooking (\$3), Cooling (\$1).
- When Does My Home Use Energy?:** Bar chart showing daily energy use (kWh) from 3/04 to 3/10.
- Meter Highlights:** You've used \$1 kWh this period.
- My Neighborhood Comparison:** Total Costs 1/23/2014 to 2/21/2014. Avg. Home: \$92. My Home: \$36.
- How Does My Use Compare?:** Bar chart comparing electric use (kWh) for February 2013 (111) and February 2014 (127).
- Related Links:** Sign Up for Energy Use Alerts, Set Up Reduce Your Use Day Alerts, How-to Videos, Save Money at Home, Savings with Solar Energy, Calculate My Carbon Footprint.

My Home

My Home gives you an overview of information specific to your home.

STEP 7

For a more accurate analysis, complete the **Detailed Survey**.

My Energy
For Account 123456789 (98745MAIN)

My Home Action Plan **Detailed Survey**

My Home
1122 Main DR, SAN DIEGO, CA 92123



Zip Code: 92123
Square Feet: 1111
Number In Household: 3
Heating System: Gas

Action Plan
Did you know you could save
\$226
by adjusting your energy use by 10%?

5% 10% 50% **Set My Goal**

Start Saving

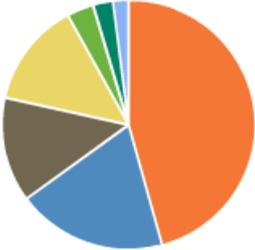
Related Links

- Pay My Bill
- View My Bill
- Set Up Reduce Your Use Day Alerts
- Savings with Solar Energy
- Calculate My Carbon Footprint
- Go Paperless

My Neighborhood Comparison

Category	Annual Total Cost
My Home	\$2265
Similar Homes	\$1745
Most Efficient Homes	\$1239

How Do I Use My Energy?



Annual Total Cost

- Hot Water
- Other
- Lighting
- Refrigerator/Freezer
- Heating System
- Cooking
- Cooling

[How do we calculate the chart?](#)

Detailed Survey

Your home's analysis will be more accurate if you provide more answers in this survey.

STEP 8

Verify and update your information in all sections of **My Energy Profile**

Click on the sections to see more details.



My Energy
For Account 123456789 (98745MAIN)

My Home | Action Plan | Detailed Survey

Detailed Survey

The Detailed Survey helps make the analysis more accurate. Some answers have been pre-filled with estimated values for your home. Please review and update the information in the areas that interest you.

My Home Updated: 08/16/12

Home Type	Detached single family
Own/Rent	<input checked="" type="radio"/> Own <input type="radio"/> Rent
Bedrooms	1
Bathrooms	1
Attic	<input type="radio"/> Yes <input checked="" type="radio"/> No
Basement	None
Home Size	1111 sq ft
Year Built	1990-1994
Levels	1
Number in household	3 Occupants
Fuels	<input checked="" type="checkbox"/> Electric <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Oil <input type="checkbox"/> Propane <input type="checkbox"/> Solar
Daytime Occupancy	<input checked="" type="radio"/> Yes <input type="radio"/> No

Save

- Special Programs Begin
- Major Appliances Begin
- Heating & Cooling Begin
- Lighting & Home Electronics** Begin
- Insulation, Windows, Doors Begin
- Water Begin
- Solar Begin
- Other Begin

[Previous](#)

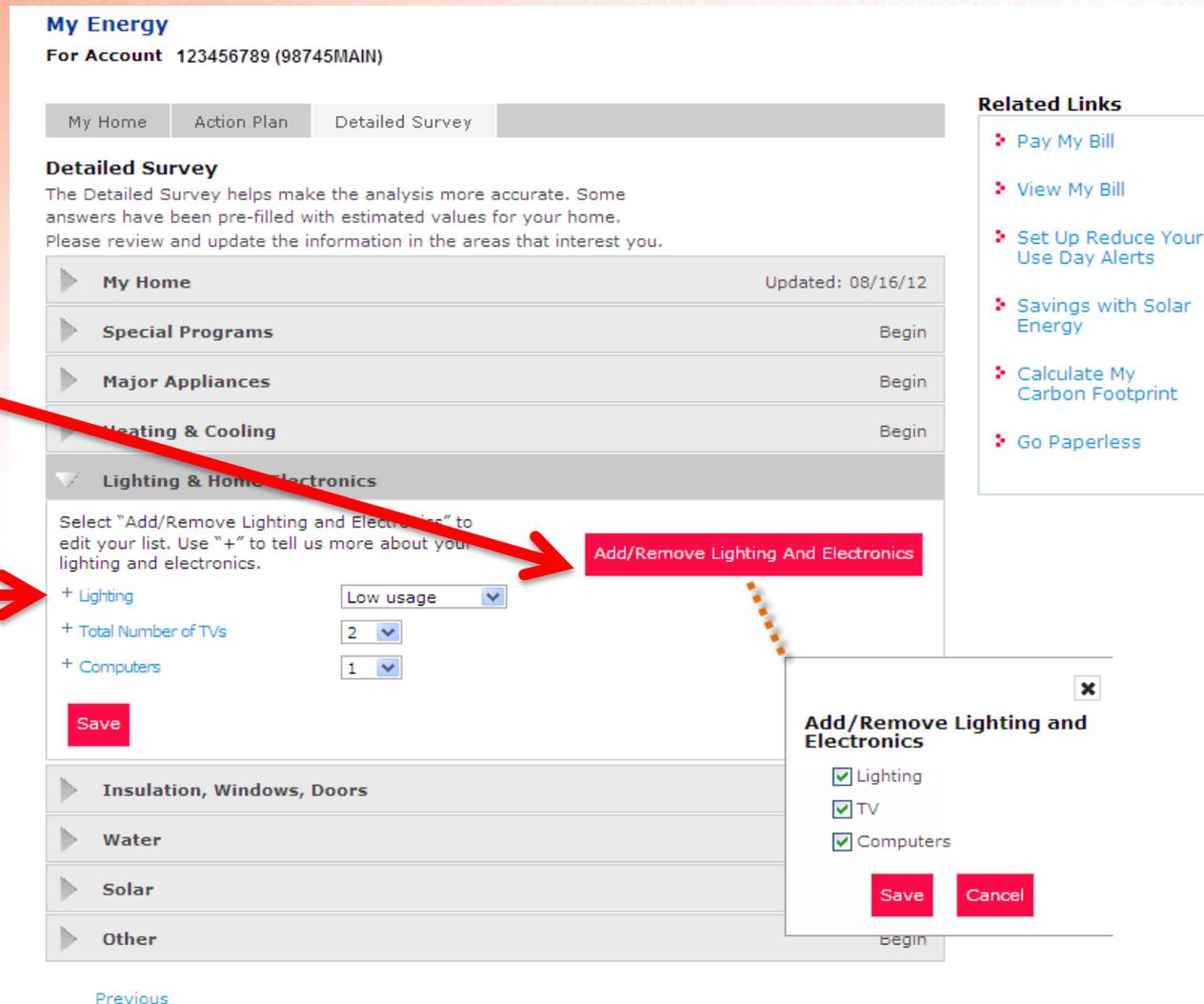
Related Links

- Pay My Bill
- View My Bill
- Set Up Reduce Your Use Day Alerts
- Savings with Solar Energy
- Calculate My Carbon Footprint
- Go Paperless

Detailed Survey Continued

Click on the “Add/Remove” button to edit your list in the new pop-up screen

Use “+” to provide additional details for each section.



My Energy
For Account 123456789 (98745MAIN)

My Home | Action Plan | Detailed Survey

Detailed Survey

The Detailed Survey helps make the analysis more accurate. Some answers have been pre-filled with estimated values for your home. Please review and update the information in the areas that interest you.

- ▶ My Home Updated: 08/16/12
- ▶ Special Programs Begin
- ▶ Major Appliances Begin
- ▶ Heating & Cooling Begin
- ▼ Lighting & Home Electronics

Select “Add/Remove Lighting and Electronics” to edit your list. Use “+” to tell us more about your lighting and electronics.

- + Lighting Low usage ▼
- + Total Number of TVs 2 ▼
- + Computers 1 ▼

Add/Remove Lighting And Electronics

Save

- ▶ Insulation, Windows, Doors
- ▶ Water
- ▶ Solar
- ▶ Other Begin

[Previous](#)

Related Links

- ❖ Pay My Bill
- ❖ View My Bill
- ❖ Set Up Reduce Your Use Day Alerts
- ❖ Savings with Solar Energy
- ❖ Calculate My Carbon Footprint
- ❖ Go Paperless

Add/Remove Lighting and Electronics

- Lighting
- TV
- Computers

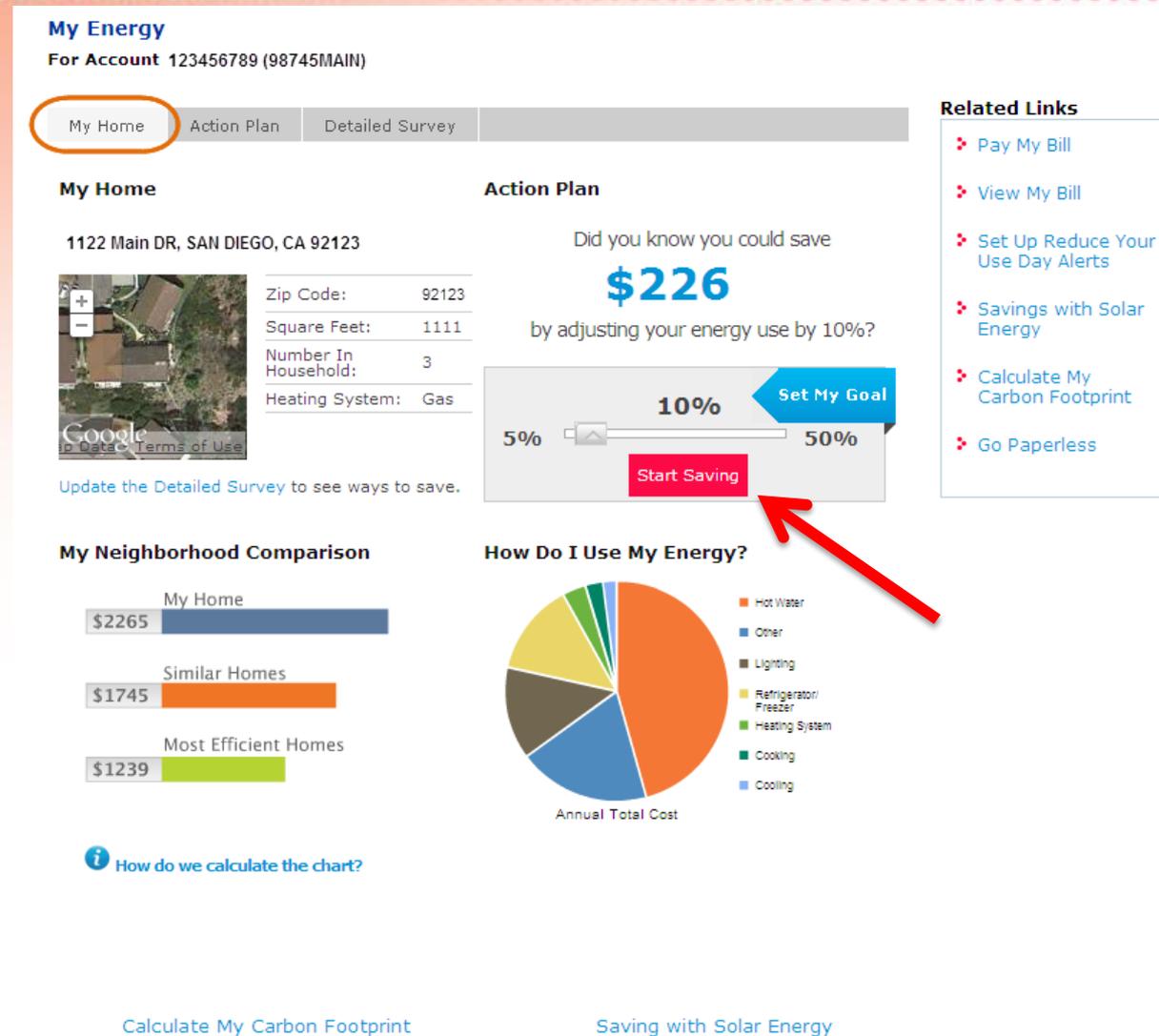
Save **Cancel**

My Home page (New User)

STEP 9

After completing the **Detailed Survey**, return to **My Home**.

Set your dollar savings goal and click the **Start Saving** button.



My Energy
For Account 123456789 (98745MAIN)

My Home | Action Plan | Detailed Survey

My Home

1122 Main DR, SAN DIEGO, CA 92123



Zip Code: 92123
Square Feet: 1111
Number In Household: 3
Heating System: Gas

Action Plan

Did you know you could save
\$226
by adjusting your energy use by 10%?

5% | 10% | 50%
Set My Goal
Start Saving

My Neighborhood Comparison

Category	Annual Total Cost
My Home	\$2265
Similar Homes	\$1745
Most Efficient Homes	\$1239

How Do I Use My Energy?

Annual Total Cost

- Hot Water
- Other
- Lighting
- Refrigerator/Freezer
- Heating System
- Cooking
- Cooling

[How do we calculate the chart?](#)

[Calculate My Carbon Footprint](#) | [Saving with Solar Energy](#)

Related Links

- Pay My Bill
- View My Bill
- Set Up Reduce Your Use Day Alerts
- Savings with Solar Energy
- Calculate My Carbon Footprint
- Go Paperless

Action Plan

The **Action Plan** is created using the information you entered in the **Detailed Survey** combined with the theme you select.

STEP 10

Select one of the four themes to generate a customized energy-saving plan suitable for you and your home.



My Energy
For Account 123456789 (98745MAIN)

My Home | Action Plan | Detailed Survey

Select A Theme For Your Action Plan
Answer 3 basic questions to create the right plan for you to save energy and money.



Quick Fix



Do-it-Yourself



Team Challenge



Eco Partner

Quick Fix
Make a change to make a difference.

- Select the one activity that can save you the most.
- Get rebates for energy-smart choices.

Related Links

- Pay My Bill
- View My Bill
- Set Up Reduce Your Use Day Alerts
- Savings with Solar Energy
- Calculate My Carbon Footprint
- Go Paperless

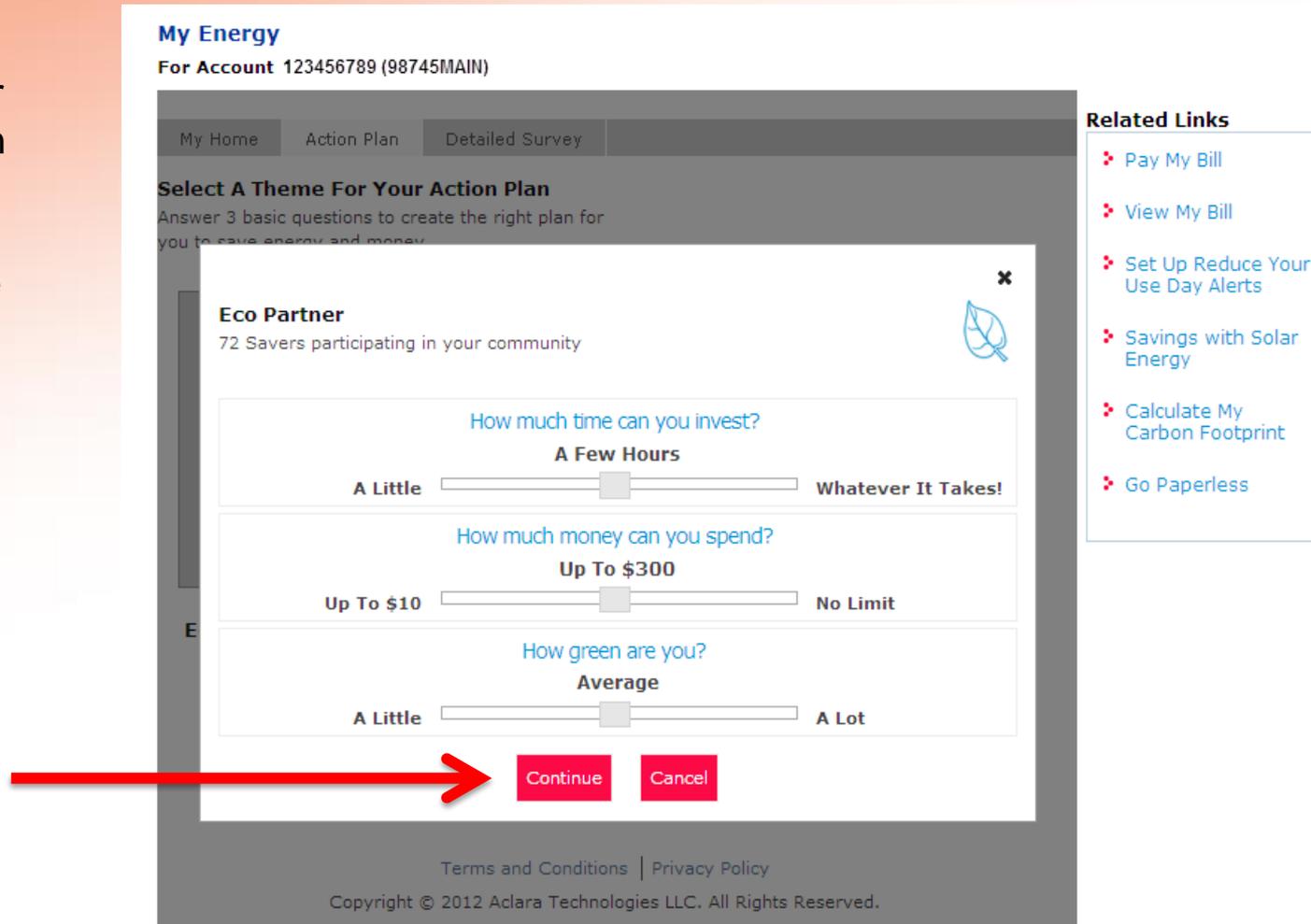
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Action Select Questions

Answer three questions to tailor the plan based on your knowledge level, investment amount, and time commitment on saving energy.

STEP 11

Use the slider to indicate your interest in each area and click **Continue** to save your selections.



My Energy
For Account 123456789 (98745MAIN)

My Home | Action Plan | Detailed Survey

Select A Theme For Your Action Plan
Answer 3 basic questions to create the right plan for you to save energy and money.

Eco Partner
72 Savers participating in your community

How much time can you invest?
A Few Hours

A Little | | Whatever It Takes!

How much money can you spend?
Up To \$300

Up To \$10 | | No Limit

How green are you?
Average

A Little | | A Lot

[Continue](#) [Cancel](#)

Terms and Conditions | Privacy Policy
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Related Links

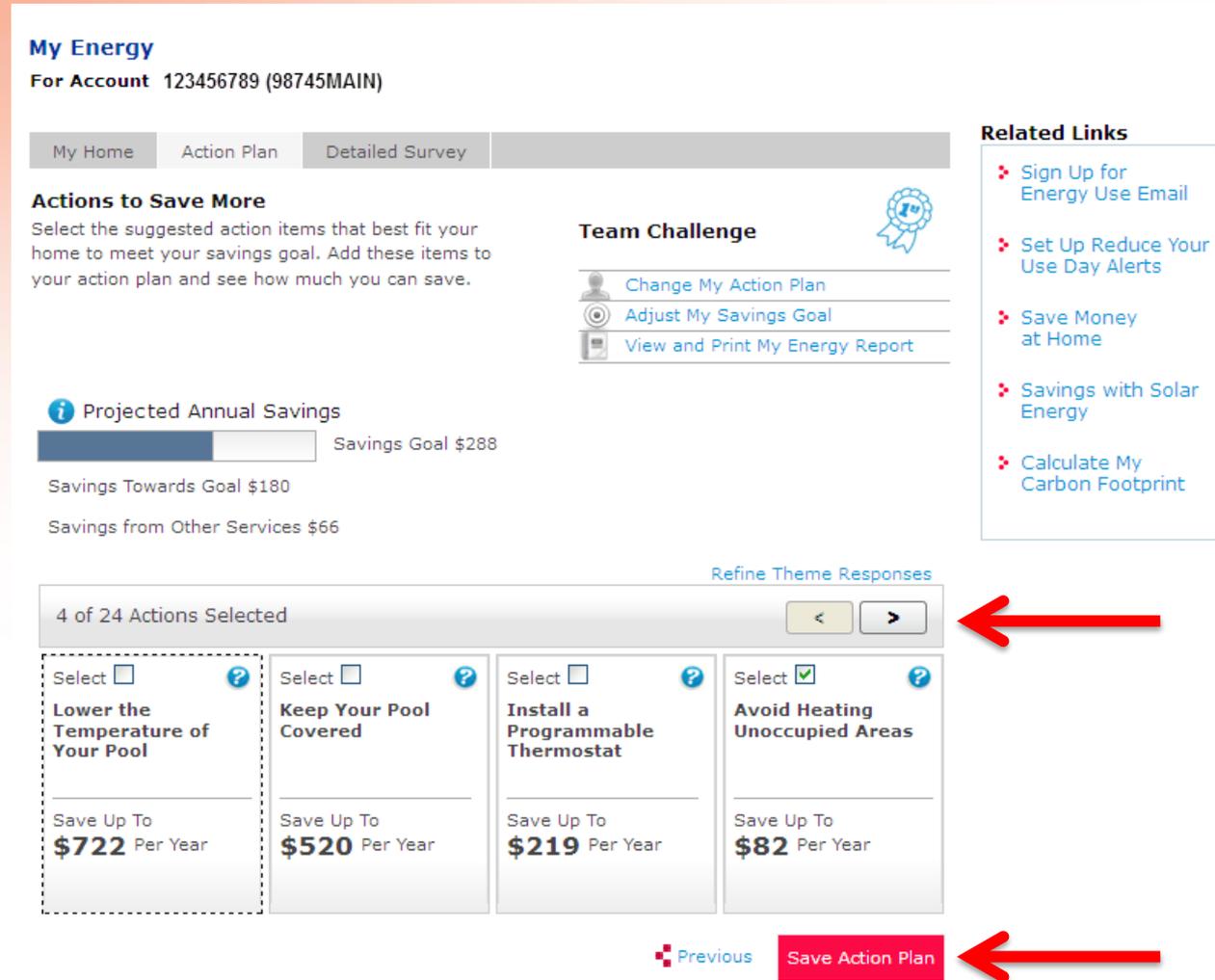
- ❖ Pay My Bill
- ❖ View My Bill
- ❖ Set Up Reduce Your Use Day Alerts
- ❖ Savings with Solar Energy
- ❖ Calculate My Carbon Footprint
- ❖ Go Paperless

Actions to Save More Carousel

Your energy-saving actions (tips) are displayed using the information you shared earlier.

STEP 11

Select the actions you're interested in. Use the scroll feature to view more actions (tips). Save the actions to create your personalized action plan.



My Energy
For Account 123456789 (98745MAIN)

My Home | Action Plan | Detailed Survey

Actions to Save More

Select the suggested action items that best fit your home to meet your savings goal. Add these items to your action plan and see how much you can save.

Team Challenge

- Change My Action Plan
- Adjust My Savings Goal
- View and Print My Energy Report

Projected Annual Savings

Savings Goal \$288

Savings Towards Goal \$180

Savings from Other Services \$66

Refine Theme Responses

4 of 24 Actions Selected

Select <input type="checkbox"/>	Select <input type="checkbox"/>	Select <input type="checkbox"/>	Select <input checked="" type="checkbox"/>
Lower the Temperature of Your Pool	Keep Your Pool Covered	Install a Programmable Thermostat	Avoid Heating Unoccupied Areas
Save Up To \$722 Per Year	Save Up To \$520 Per Year	Save Up To \$219 Per Year	Save Up To \$82 Per Year

Previous Save Action Plan

Related Links

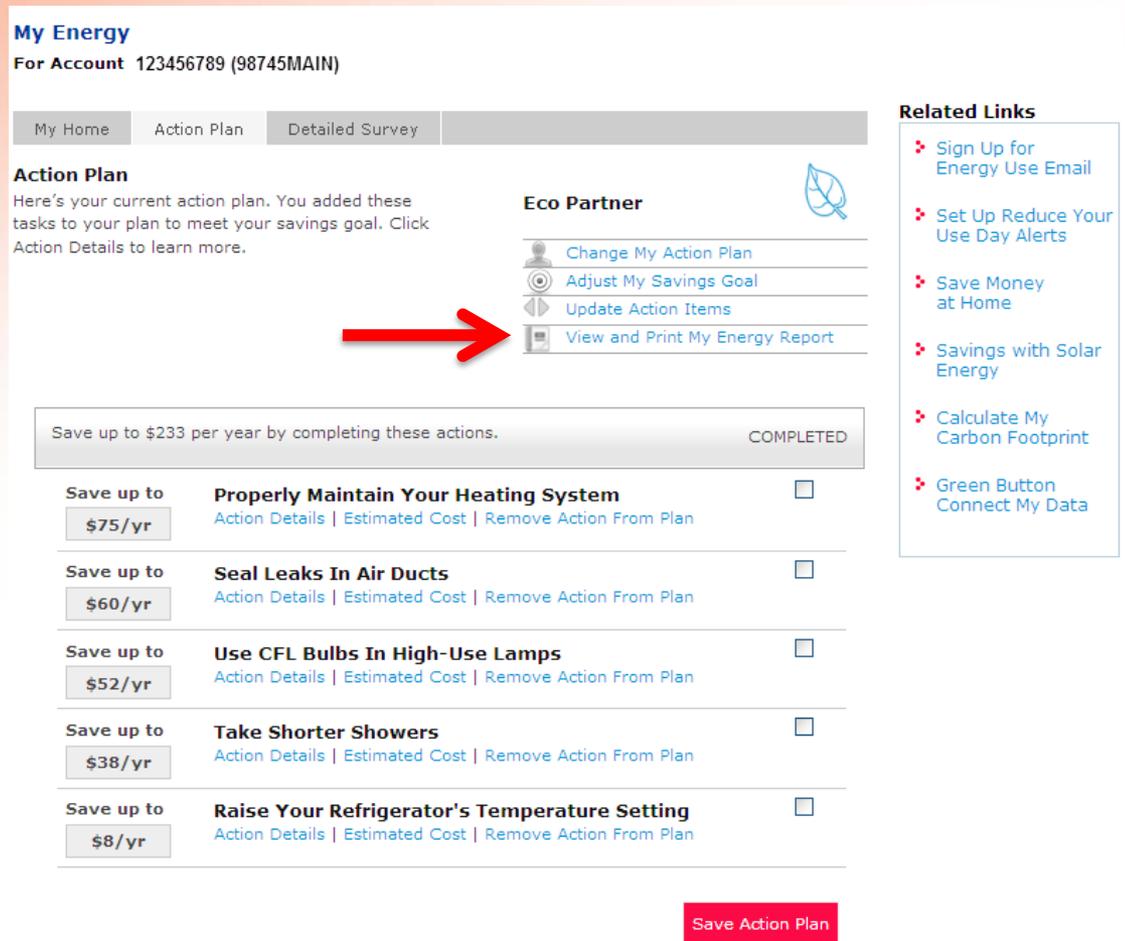
- Sign Up for Energy Use Email
- Set Up Reduce Your Use Day Alerts
- Save Money at Home
- Savings with Solar Energy
- Calculate My Carbon Footprint

Action Plan

Action Plan displays a list of your selected actions and added them to your current plan.

STEP 12

Click on **View and Print My Energy Report** to create a PDF version that you can save, print or email.



My Energy
For Account 123456789 (98745MAIN)

My Home | Action Plan | Detailed Survey

Action Plan
Here's your current action plan. You added these tasks to your plan to meet your savings goal. Click Action Details to learn more.

Eco Partner

- Change My Action Plan
- Adjust My Savings Goal
- Update Action Items
- View and Print My Energy Report**

Save up to \$233 per year by completing these actions. COMPLETED

Save up to \$75/yr	Properly Maintain Your Heating System Action Details Estimated Cost Remove Action From Plan	<input type="checkbox"/>
Save up to \$60/yr	Seal Leaks In Air Ducts Action Details Estimated Cost Remove Action From Plan	<input type="checkbox"/>
Save up to \$52/yr	Use CFL Bulbs In High-Use Lamps Action Details Estimated Cost Remove Action From Plan	<input type="checkbox"/>
Save up to \$38/yr	Take Shorter Showers Action Details Estimated Cost Remove Action From Plan	<input type="checkbox"/>
Save up to \$8/yr	Raise Your Refrigerator's Temperature Setting Action Details Estimated Cost Remove Action From Plan	<input type="checkbox"/>

Related Links

- Sign Up for Energy Use Email
- Set Up Reduce Your Use Day Alerts
- Save Money at Home
- Savings with Solar Energy
- Calculate My Carbon Footprint
- Green Button Connect My Data

Save Action Plan

My Energy Summary Report (PDF) - 1



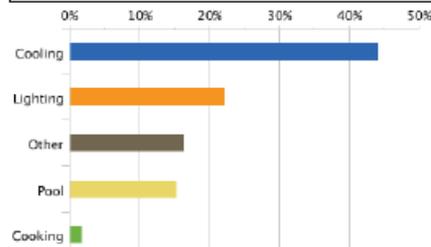
SDG&E Customer
1122 MAIN DR
SAN DIEGO, CA 92123

Home Profile Account: 123456789

ZIP Code:	92123
Square Feet:	1111
Occupants:	3
Heat:	Gas

Add to the Detailed Survey to see ways to save.

My Energy Use



We've used our model to estimate a percentage break-out of your expenses. Focus on the uses that cost you the most.

My Energy Summary Report

Your personalized report has information to help you track, save and understand your energy use.

Your report provides insights on how your home uses energy, how your energy compares to similar homes and the foundation for an action plan that may deliver lower energy costs.

My Neighborhood Comparison



My Potential Savings

This section provides a summary of your savings goal and savings potential.



Eco Partner

Reduce your carbon footprint and help save the planet. Do your part as efficiently and quickly as you can. Find green action items that fit your values and budget.

Seasonal Tips

- This report provides a summary of your savings opportunities. Continue your analysis online. Check our website for more program savings and services.
- This summary report provides a summary of your savings analysis. The values are estimates, based upon our understanding of your household consumption and characteristics. Actual savings will vary.

YOUR PLAN STATUS

Your goal is to reduce your bill by \$209 per year. (42%)

Your plan's projected savings is \$181. This is 36% of your annual energy expense.

You have 4 action items in your plan

My Energy Summary Report (PDF) - 2

YOUR HISTORICAL MONTHLY ENERGY USE

This chart displays your energy costs for up to 13 months of your most recent bill history.



*Note that your energy costs can be impacted by seasonal weather

Action Plan

Here are your plan's top action items. Your goal is to save 50% this year.

Action Savings	Annual Savings	Up Front Cost	Payback	Savings Basis
Regularly maintain your heating system	\$75	\$85	1-2 years	Full Cost
Seal leaks in air ducts	\$60	\$200	4 years	Full Cost
Use Compact Fluorescent bulbs in high-use lamps	\$52	\$12	Less than a year	Full Cost
Take shorter showers	\$38	\$0	Right Away	Full Cost
Raise the temperature setting of your refrigerator	\$8	\$0	Right Away	Full Cost
TOTAL	\$233	\$297	1-2 years	

Based on an annual savings of \$233, these projects pay for themselves in just 15 months

Action Details

Information on the actions in your plan.

Regularly maintain your heating system

Properly maintaining your heating system lowers your energy costs and extends the life of the equipment. You can cut your heating bills by 5%-25%, depending upon your system's current condition. Just like your car, there are important maintenance tasks to be done. Some you can do yourself. Some may require the skill of a professional HVAC contractor. Gas-fired heating systems should be cleaned and tuned by a technician annually before the heating season. The technician should take efficiency measurements before and after.

Seal leaks in air ducts

Instead of keeping you warm, heat can escape through leaks, seams, or poor connections in your air ducts. Leaky ductwork could be costing you 10%-30% more in heating costs. Feel for leaks and replace deteriorated duct tape with silicone caulk, foil-backed tape, or mastic, which are more durable alternatives. Consider having an HVAC professional inspect and repair the system if large segments are inaccessible, perhaps during annual heating unit servicing. Hard-to-reach locations can often be closed with an aerosol-based sealant.

Use Compact Fluorescent bulbs in high-use lamps

Installing compact fluorescent lights (CFLs) is one of the easiest ways to save energy and money. CFLs can save 60-80% over incandescent bulbs while providing the same light output with less heat, not to mention they last about 10 times longer.