

# How much energy are you using by the month, day and hour?

Today, most customers have little information about how much they are spending on electricity until after the fact - when they get their monthly bill. Now, if your account has been transitioned to a smart meter, you will be able to see how much energy you are consuming by the month, day or hour. Your information will be online within a day. This will help you make more informed energy choices throughout the month. For more information, visit the FAQ section on the (portal) dashboard.

## 1. Getting started

- » Visit [www.FPL.com](http://www.FPL.com) and enter your User ID and password in the “Account Log In” box. Not registered on [www.FPL.com](http://www.FPL.com)? Click on “Register for Online Access.” Registration is simple. You will need your FPL account number, an e-mail address and the last 6 digits of the Social Security number associated with the account.

## 2. Once logged in, click on “Billing & Usage History”

- » Click on **Billing History Graph** under My Account.

The screenshot shows the FPL customer portal dashboard. The user is logged in as John Smith. The navigation menu on the left includes 'MANAGE MY ACCOUNT', 'My Account', 'Billing & Usage History' (highlighted with a blue circle), 'Update Account Info', 'Select/Add Account', 'Online Energy Survey', 'Billing & Payment', and 'Moving'. The main content area shows an 'Account Summary' with details like 'Total Amount Owed: \$0.00', 'New Charges Due By: Mar 9, 2011', and 'Last Payment: \$106.64'.

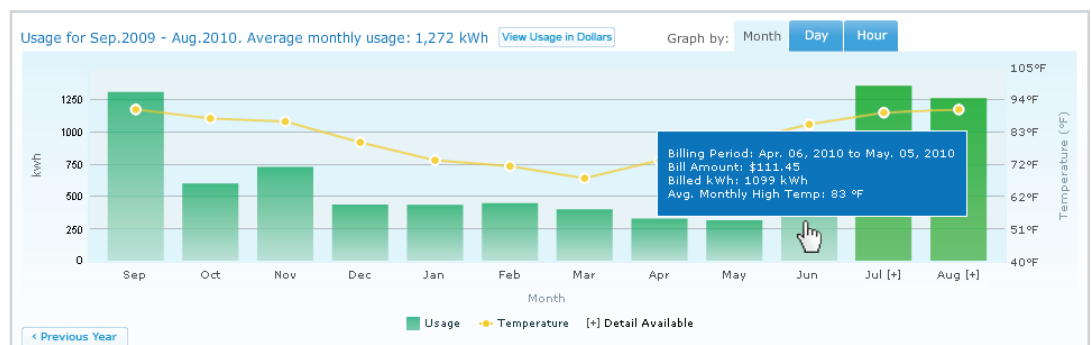
## 3. View your account information, as well as your next estimated bill

The screenshot shows two panels. The 'Your Account at a Glance' panel displays: Bill Account: 1234567890, Service Address: 123 NE 1ST XYZ APT 1, FORT ABC FL, 33311, Billing Type: ACTUAL READING/TESTING, Billing Period: Jan. 11, 2012 to Feb. 09, 2012, Bill Reading: 52060, # of Service Days: 29, and Total Electric Charges: \$77.05. The 'Estimate My Next Bill' panel shows: Next Scheduled Bill Date: Mar. 09, 2012, and Next Month's Estimated Bill: \$93\*. A disclaimer notes that the estimate is based on rates used to calculate the last bill and may differ from actual charges.

## 4. View your energy use by the month

- » Do you use more energy at certain times of the year? For example during the summer months when the temperature outside is higher, your air conditioner has to work harder to maintain the temperature inside your home or business. With this graph, you are able to see your energy use up to the last 24 months.

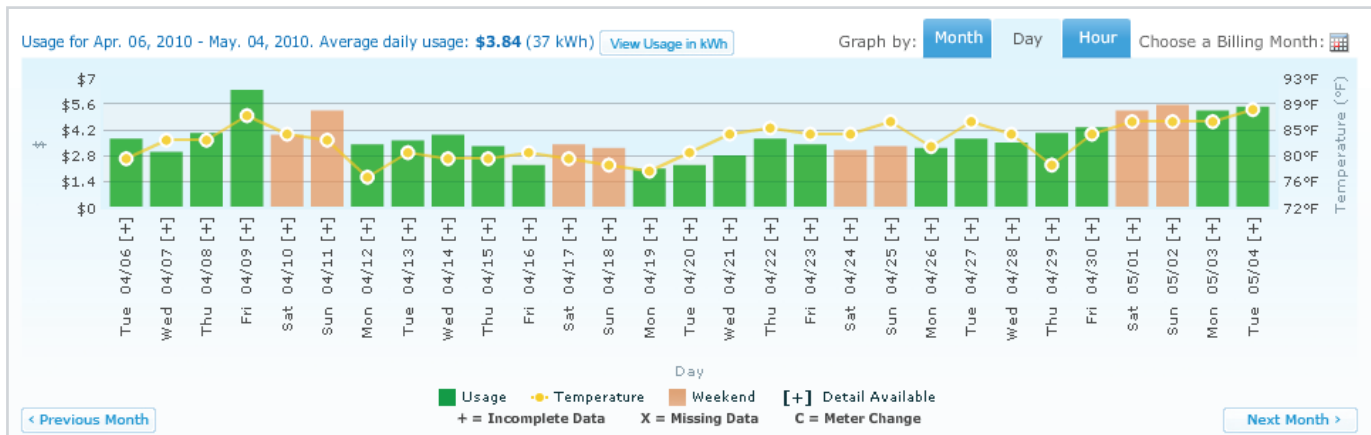
- » By hovering over the bars you will be able to see:
  - Bill month
  - Billing period
  - Bill amount
  - Energy used (billed kWh)
  - Average monthly high temperature



## 5. View your energy use by the day

- » Click on any bar (with detail available) for energy use by the day.
- » Do you use more electricity on the weekends? With this graph, you are able to see how much energy you use each day during a billing period.

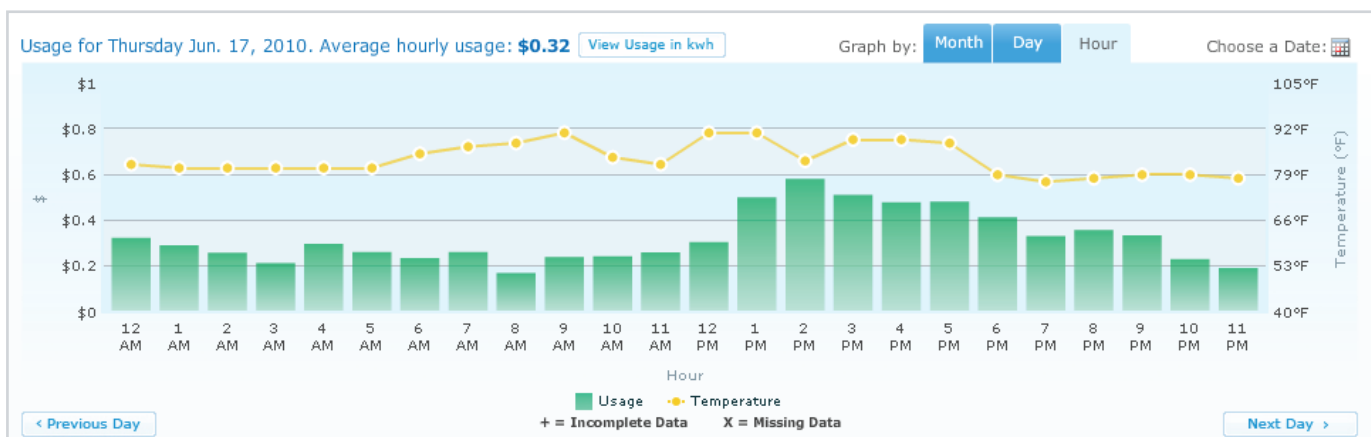
- » Peach bars indicate the weekend and green bars indicate weekdays. By hovering over the bars you will be able to know:
  - Day/Date during billing period
  - Energy used (kWh usage)
  - Approximate cost of electricity
  - Daily high temperature (red line)



## 6. View your energy use by the hour

- » Click on any bar for energy use by the hour.
- » Do you use more energy in the morning or later in the day? With this graph, you are able to see how much energy you use each hour during a chosen day.
- » By hovering over the bars you will be able to know:
  - Time
  - Energy used (kWh usage)
  - Approximate cost of electricity
  - Hourly temperature
- » Sometimes data will not be available in the hourly view of your usage chart. This could be the result of a variety of factors, including:

- if actual power use registered during that hour is less than 1 kWh
- temporary communication issues with your smart meter and the wireless network
- a delay in the system where the usage data is stored. You can check back after a day or two to see if the usage information is available
- a power outage, during which there is no consumption data
- » Your monthly usage and bill are based on the monthly meter reading and are not impacted by data that is not available on the hourly usage chart. We provide the hourly detailed data to you as a tool for monitoring your usage and to provide you with insight into how you use energy throughout the day.



## 7. Compare your energy use over time

- » Select what time period you'd like to compare. Options are:
  - One day with another day
  - A 30-day period
  - One or more billing periods, for example, Jan., Feb., March 2010 compared to Jan., Feb., March 2011
- » Click on update graph
- » Average temperature will also be displayed for each time period

