Adams-Columbia Electric Cooperative
Empowering Our Communities

smart hub

Energy Dashboard Frequently Asked Questions (FAQs)

Question	Answer
How does SmartHub know what appliances I've used?	Our software company (NISC) used patented technology to analyze meter data (the same data we use to calculate your bill) to determine how much energy your major appliances consume. This is commonly called disaggregation.
What is **Disaggregation**?	Disaggregation is the process that takes usage data from your meter and identifies individual appliance types within the home that are actually using the energy. Basically, appliances like air conditioners and electric heating leave distinct fingerprints in your energy usage data. With the right software algorithms, usage of specific appliances can be identified and estimated.
What is the **Always On** category?	Always On represents electricity that is used every day, constantly, throughout the month. It includes standby power, as well as electricity being used by devices such as routers, cable boxes, chargers, thermostats, security systems, and fish-tank pumps.
What is the difference between **Always On** and other types of usage?	• **Refrigerator:** The cooling mechanism of refrigerators turns itself on and off throughout the day. The algorithm detects this on/off cycle, which helps separate refrigerator electricity usage from Always On. • **TV/Desktop PC:** When the TV/computer is being used, it is included in Entertainment. When the TV is off, but still plugged into the wall, it is included in Always On. • **Space Heater/Air Conditioner:** Heating and Cooling systems turn themselves on and off depending on your thermostat setting. The algorithm detects when these systems turn on and off, which helps separate Heating and Cooling energy usage from Always On.

Why is my usage breakdown not showing?	**Note:** Appliances marked as “do not own" will not appear in the breakdown. • **Heating/Cooling:** The algorithm may have missed your usage if usage is quite small and/or is only running for a very short duration, particularly if it is towards the beginning or the end of a heating/cooling season. • **Pool Pump:** The algorithm may have missed your usage because a pool is not a common feature in a home across our service area. Please update your Build Your Home Profile to indicate that you run a pool pump. • **Water Heater:** The algorithm may have missed your usage because electric water heaters are not as common as gas water heaters across our service area. Please update your Build Your Home Profile to indicate that you run an electric water heater. • **Other appliance categories:** Some appliance categories might not show up if they're not commonly seen across our service area. Please update your Build Your Home Profile to indicate that you own the appliance(s) in question. In these cases, the algorithm typically categorizes undetected appliances under the Others category.
I use gas-based heating. Why is **Heating** displayed in my usage breakdown?	Some gas-based heating, such as a central furnace, consume some electricity. To circulate hot air throughout the home, all central furnaces have an electric blower, pump or fan, which our algorithm recognizes and attributes to Heating.
I'm not sure what type of heating appliance is installed at my home. Can you still tell me how much I spent on it?	Yes, the algorithm detects the electric energy consumption of all types of space heaters.
Why does my energy breakdown look incorrect?	It may take some time for our algorithm to learn how you tend to use energy throughout the year. Also, the algorithm is designed to consider how a typical home uses energy as the default behavior for a given geographic region. If a specific estimate looks wrong to you, please

	update the Build Your Home Profile to indicate the exact appliances you own or provide feedback comments to our staff.
How can I opt out of seeing this data in SmartHub?	Our customer service representatives can opt you out of having these energy dashboard screens in your SmartHub account. It may take 24 hours for the change to process.
What is included in the Other category?	Any energy that cannot be attributed to one of the appliance categories will be categorized as Others. The Others category can contain energy usage from hair dryers, mobile chargers, alarm systems, irons, vacuum cleaners, and other miscellaneous appliances. On average, 'Others' accounts for 10% of home coverage and is variable by season.
Why can't I view energy data for my business account?	At this time, only residential accounts have access to viewing these energy insight screens.

Emails & Preferences

Question	Answer
What are these email alerts and notifications I'm getting?	You're receiving email alerts and notifications on a regular basis with personalized information to help you better understand your electricity usage and costs. There are multiple types of emails: • A **Monthly Summary** email captures how much electricity you used during your last billing period, provides insight into electricity usage by appliance, and includes tips on how to save. • A **Bill Projection** to show the estimated bill for your billing cycle. • A **High Usage Alert** which indicates you have increased energy usage compared to your average usage for either a weekend or weekday in the last 3-5 days.
Where can I unsubscribe to these emails?	To opt-out of these emails, click on the **Unsubscribe** link at the bottom of any of the emails you have received. You can also manage your notifications through your SmartHub account.

Do I still receive my bill in addition to these new emails?	Yes, these email alerts are managed separately and don't impact how or when you receive your bill statement.
Why doesn't my Bill Projection match my actual bill?	The Bill Projection only include energy charges and not the total bill amount. The algorithm references your previous usage to estimate what your bill amount could potentially be and is only an estimated projection.

Home Profile Survey

Question	Answer
How does completing the Build Your Home Profile improve my energy breakdown?	Submitting the Build Your Home Profile ensures that your breakdown is a true reflection of your home, particularly if you recently bought a new appliance or if you own appliances that aren't commonly seen within our service area. By understanding more about your home and the appliances you own, our algorithm will know what to look for and what not to look for as it works to breakdown your energy usage.
In the Build Your Home Profile, should I select appliances that I don't use very often?	Yes, you should select all appliances you use, no matter the frequency. Our algorithm estimates itemization based on the usage of the appliance.
How often should I submit the Build Your Home Profile?	Once you have filled out your Build Your Home Profile, you don't need to revisit and update it on a regular basis. Consider it a way to make sure that our algorithm is aware of any big changes to the way you use energy at home. If you bought or replaced appliances, or have new members of the family or roommates, it would be a good time to update the profile so that our algorithm can most accurately estimate the consumption of the new appliance.
After I answer only a few questions on the Build Your Home Profile, why do all the appliance category itemizations change?	For every answer you provide in the survey, you're helping us further personalize your home’s energy breakdown. Prior to answering any questions, the itemization values were based on what a typical home in your area is like. With each answer you provide, you are improving the accuracy of your data.

Why do you need to know the number of bedrooms and number of people living at my home?	Appliance categories such as Lighting, Water Heating, Cooking, Laundry, and Entertainment are influenced by the number of bedrooms, the number of occupants at a home, or both.
Why do you need to know the type of home I live in?	The type of home helps the model more accurately estimate the usage pattern of different appliances in a home. For example, the typical Detached Home has a different energy consumption profile than an Apartment.
I have an electric cooking range with a combined oven and cooktop. How should I update the Build Your Home Profile?	Please mark "Yes" to both cooktop and oven in the survey.