



# PNM My Energy Usage Frequently Asked Questions

## Table of Contents

My Energy Usage General Questions .....	2
Q. What is “My Energy Usage” portal? .....	2
Q. How do I access “My Energy Usage” portal?.....	2
Q. Can I bookmark or favorite the portal’s URL to access My Energy Usage in the future? .....	2
Q. What features are available in “My Energy Usage”? .....	2
Q. How is “My Energy Usage” different than my PNM.com account? .....	2
Q. Why did I receive an energy tip? .....	2
Q. Why did my energy tips change?.....	2
Analytics & Data Questions .....	3
Q. How often is my data usage updated? .....	3
Q. How does PNM know what appliances I’ve used? .....	3
Q. What is “Disaggregation”?.....	3
Q. What does “Always On” mean?.....	3
Q. What is the difference between “Always On” and ... ? .....	3
Q. Why is my usage breakdown not showing? .....	3
Q. I use gas-based heating. Why are you showing “heating” in my usage breakdown?.....	4
Q. I am not sure what type of heating appliance is installed at my home. Will you still be able to tell me how much I spend on it? .....	4
Q. Why does my energy breakdown look wrong? .....	4
Q. What is Similar Home Comparison? .....	4
Q. Who are “similar homes”?.....	4
Q. Will my neighbors see my electricity usage information, living in “similar homes”? Is my usage being shared with my neighbors?.....	4
Email/Notification Questions .....	4
Q. Why did I get a welcome email?.....	4
Q. Why did I get a ‘PNM Energy Usage’ email? .....	4
Q. What are the emails?.....	5
Q. Where can I subscribe / unsubscribe?.....	5
Q. How do I add an email address to my account, so I can get a monthly PNM Energy Usage email? .....	5
Q. Will I continue to receive my bill? .....	5
Q. What is an Energy Insight? .....	5



Q. Can I have these emails sent to another member of the household? .....5

Home Profile Survey Questions .....5

Q. Why do I need to update my Home/Facility Profile Survey? .....5

Q. I do not use some of my appliances very often. Should I still chose it in my “Home Profile Survey”? .....6

Q. How often should I fill out my “Home Profile Survey”? .....6

Q. After I answer only a few questions on my “Home Profile Survey,” why do all appliance category itemizations change?.....6

Q. Why do you need to know the number of bedrooms/number of people living at my home? .....6

Q. Why do you need to know the type of home I live in? .....6

Q. I have an electric cooking range with a combined oven and cooktop/hob. How should I update my “Home Profile Survey”? .....6

Q. How do I update my Home/Facility Profile Survey? .....6



# PNM My Energy Usage Frequently Asked Questions

## My Energy Usage General Questions

### Q. What is “My Energy Usage” portal?

“My Energy Usage” is your new online tool that helps you better understand how and when you use electricity. It provides easy-to-read charts, monthly usage summaries, and personalized insights to help you make informed decisions and find ways to save energy and money. You should have received a welcome email with the link to the “My Energy Usage” portal.

This is a big step in giving our customers more actionable information at your fingertips. PNM will continue to provide modern solutions that provide greater control and transparency.

### Q. How do I access “My Energy Usage” portal?

Customers can access “My Energy Usage” by opening the monthly ‘PNM Energy Usage’

emails and clicking on the link. You cannot access “My Energy Usage” through your PNM online account.

However, you can view the summarized usage information charts on your PNM online account. If you do not have an account, you can sign up for one on [www.pnm.com](http://www.pnm.com).

### Q. Can I bookmark or favorite the portal’s URL to access My Energy Usage in the future?

No. The links expire after approximately 60 days. To access My Energy Usage, you will need to go to the most recent email sent to your inbox and click on the link.

### Q. What features are available in “My Energy Usage”?

Some of the highlighted features of the “My Energy Usage” include:

- Bill summary and monthly energy usage information
- Estimated energy use by appliance (for the previous month)
- Insights and trends based on your usage
- Personalized tips and recommendations to help you save money

More detailed insights will be added in the future as new technologies and SmartMeters are deployed.

### Q. How is “My Energy Usage” different than my PNM.com account?

Your PNM.com account will work the same way as it always has, however you can now also view enhanced “My Energy Usage” data charts, including the energy, cost, and estimated appliance views, along with tips and recommendations to help you save on your monthly bill.

### Q. Why did I receive an energy tip?

Energy tips are generated based on user relevance and seasonal trends. The tips are informational and designed to help you make informed energy usage decisions. Completing the ‘Home Profile Survey’, on the My Energy Usage portal, will help tailor the tips and recommendations to maximize your savings.



## Q. Why did my energy tips change?

Energy tips are generated based on usage patterns and seasonal trends. The tips are informational and designed to help you make informed energy usage decisions.

## Analytics & Data Questions

### Q. How often is my data usage updated?

Your usage data is currently updated monthly. As newer technologies like SmartMeters are deployed, usage data will be available more frequently unlocking more granular insights into how and when you use energy.

### Q. How does PNM know what appliances I've used?

Patented data algorithms are used to analyze meter data — the same data used calculate your bill — to determine how much energy your major appliances consume. This is commonly called “disaggregation.”

### Q. What is “Disaggregation”?

Disaggregation is the process that takes the PNM usage data from your meter and identifies the 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 use data; with the right software algorithms, usage of these appliances can be identified and estimated.

### Q. What does “Always On” mean?

“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.

### Q. What is the difference between “Always On” and ... ?

- **Refrigerator:** The cooling mechanism of refrigerators turns itself on and off throughout the day. Our 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. Our algorithm can estimate when these systems turn on and off, which helps separate Heating and Cooling energy usage from Always On.

### Q. Why is my usage breakdown not showing?

If you have marked certain appliances as “do not own,” they will not appear in the breakdown. In other cases, the algorithm may categorize the appliances not detected under the “Others” category.

- **Heating/Cooling:** The algorithm may have missed your usage, if usage is quite small, only running for a very short duration, or both, particularly if it is towards the beginning or the end of heating/cooling season.
- **Pool Pump:** The algorithm may have missed your usage because pool is not a common feature in a home across the PNM service area. Please update your appliance 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 the PNM service area. Please update your appliance profile to indicate that you run an electric water heater.
- **Other appliance categories:** Some appliance categories might not show up if it is not commonly seen across the PNM service area. Please update your appliance profile to indicate that you own the appliance(s) in question.

### **Q. I use gas-based heating. Why are you showing “heating” in my usage breakdown?**

Some gas-based heating, such as a central furnace, consumes some electricity. In order to circulate the hot air throughout the home, all central furnaces have an electric blower, pump, or fan, which our algorithm recognizes and attributes to heating. Responding to the ‘My Home Survey’ will help make improve accuracy by ensuring only appliances that you own are included.

### **Q. I am not sure what type of heating appliance is installed at my home. Will you still be able to tell me how much I spend on it?**

Yes. The algorithm detects the electric energy consumption of all types of space heaters.

### **Q. Why does my energy breakdown look wrong?**

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 take into account how a typical home uses energy as the default behavior for a given geographic region. If a specific estimation looks off to you, please update the appliance profile to indicate the exact appliances you own or provide feedback comments.

### **Q. What is Similar Home Comparison?**

Similar Home Comparison lets you compare your electricity use with similar homes, so you can spot patterns and find opportunities to save.

### **Q. Who are “similar homes”?**

We determine similar homes to yours based on their geographic location, local climate, and, if available, type and size of homes, compared to your home.

### **Q. Will my neighbors see my electricity usage information, living in “similar homes”? Is my usage being shared with my neighbors?**

No, the Similar Home Comparison does not reveal your specific electricity usage to your neighbors, nor is your personal information being shared with your neighbors. Personal information collected and used for this service was done in accordance with PNM’s Privacy Policy.

## **Email/Notification Questions**

### **Q. Why did I get a welcome email?**

The Welcome email is to inform you of the new email alerts available, providing you with insights into your usage and other helpful information. Additionally, to share with you the link to the “My Energy Usage” portal which provides detailed insights into your energy usage.



### Q. Why did I get a 'PNM Energy Usage' email?

The purpose of this email is to provide personalized updates on your energy usage for the past month and tips on how to save on your monthly bill. This is a monthly summary email.

### Q. What are the emails?

We are sending new email alerts and notifications on a regular basis to provide personalized information that helps you better understand your electricity usage and costs. There are multiple types of emails:

- **Monthly 'PNM Energy Usage' email:** Captures how much electricity you used during your last billing period, provides insight into your electricity usage by appliance, and includes tips on how to save.
- **Similar Home Comparison email:** Shows how your usage compares with similar homes in your area, sent monthly.

### Q. Where can I subscribe / unsubscribe?

To register for, or opt-out of these emails, simply click on "Unsubscribe" link in any of the emails you have received and opt-out from the portal.

### Q. How do I add an email address to my account, so I can get a monthly PNM Energy Usage email?

If you do not have an email on record for your PNM account, you can add it by registering on pnm.com. If you have already registered, you can update your account contact information with your preferred email in pnm.com. You can expect to start receiving monthly 'PNM Energy Usage' emails shortly after your next bill cycle end date.

### Q. Will I continue to receive my bill?

Yes. These email alerts are managed separately, and will not impact how or when you receive your bills.

### Q. What is an Energy Insight?

Energy insights shared with you, on the portal, can be generic or personalized based on your usage. Any insight may be paired with a 'Call To Action' that could include tips to reduce energy usage or direct you to a PNM program.

- **Example Insight:** Using more energy lately? Your last bill increased 24% compared to your previous bill.

### Q. Can I have these emails sent to another member of the household?

Yes. If you login to your My Energy Usage portal and navigate to your preferences (which can be found in the hamburger menu in the upper right-hand corner), you can add a secondary email. This will add the email as an additional recipient to the usage emails.

Please note, for outage and payment reminders, the email notifications are still managed through your pnm.com account.

## Home Profile Survey Questions

### Q. Why do I need to update my Home/Facility Profile Survey?

Updating your profile is optional, but it helps us provide more personalized energy insights and recommendations.



Filling out your Home Profile Survey will ensure that your breakdown is a true reflection of your home, particularly if you recently bought a new appliance, or if you own appliances that are not commonly seen within PNM's service area. By understanding more about your home and the appliances you own, the model will know what to look for and what not to as it works to breakdown your energy usage.

**Q. I do not use some of my appliances very often. Should I still chose it in my "Home Profile Survey"?**

Yes, you should select it. Our algorithm estimates itemization based on the usage of the appliance.

**Q. How often should I fill out my "Home Profile Survey"?**

Once you have filled out your Home Profile Survey, you do not need to revisit and update it on a regular basis. Consider it a way to make sure that our model 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 your Home Profile Survey so that our model can most accurately estimate the consumption of the new appliance.

**Q. After I answer only a few questions on my "Home Profile Survey," why do all appliance category itemizations change?**

For every answer you provide in your "Home Profile Survey," you are 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 region is like. With each answer you provide, you are improving the accuracy of the model.

**Q. Why do you need to know the number of bedrooms/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.

**Q. 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, as the typical Detached Home has a different energy consumption profile than that of an Apartment or a Flat.

**Q. I have an electric cooking range with a combined oven and cooktop/hob. How should I update my "Home Profile Survey"?**

Please mark "Yes" to both cooktop/hob and oven in your "Home Profile Survey."

**Q. How do I update my Home/Facility Profile Survey?**

Click "Update Home/Facility Survey" in your monthly energy report email. Once you open the report, select the "My Home/Facility Survey" tab in the top menu. Answer as many questions as you can — if you're unsure about a question, you can select "Answer this later."