Energy Manager FAQs

About Energy Manager

- *What is Energy Manager?*

  Energy Manager is our secure online tool that works with your smart meter so you can track your energy usage online, hour by hour, day by day. With Energy Manager you can create an action plan selecting from a checklist of ways to save and get helpful tips to for managing your energy usage.

- *Do I have access to Energy Manager?*

  Energy Manager is currently available to our residential and non-demand business customers with a smart meter in the Energy Smart Community. We expect to expand this program to all customers in our service territory over the next few years.

- *What are some benefits of Energy Manager?*

  Energy Manager gives you a detailed view of your energy usage and can help provide a better understanding of the ways you are using energy in your home. Energy Manager allows you to set goals such as carbon footprint reduction, ways to save and improving your health and comfort by putting together a list of actions you can take to reach your goal. Plus, you can track your progress each time you log in.

- *When will my data be available?*

  If you have a smart meter, simply log in to your nyseg.com account to view your data now. Data is uploaded up to four times a day for electric and natural gas energy use. Occasionally, some hourly interval data takes longer to appear in Energy Manager.

- *When will I be able to monitor my usage in real time?*

  Monitor your energy use any time, by using our [smart meter guide](#) to obtain your current reading. To calculate your total electric kWh energy use or total natural gas therms energy use in a given time period, simply subtract an earlier reading from your current reading.

- *I have more than one account. Will I be able to see all my accounts in Energy Manager?*

  You can view all accounts that have a smart meter in Energy Manager.

Accessing Energy Manager

- *How do I access Energy Manager?*

  Enabled by your smart meter, simply log in to your account at nyseg.com and select View my Usage on your Account Overview page. Don't have a login ID and password? It only takes a few minutes to create one [here](#). Make sure to have your account number available.

- *I don't have a smart meter. Can I still access Energy Manager?*

  The Energy Manager tool is currently available to residential and non-demand business customers with a smart meter within our Energy Smart Community pilot program in Tompkins County.

My Home Assessment

- *How can I customize tips and meet my goals?*

  To customize what you see with this interactive tool, complete a home assessment and create an action plan. You can access by selecting My Savings Plan from the main dashboard or My Home Assessment from the Preferences menu. By selecting a goal to save money, improve the comfort of your home, and/or reduce your carbon footprint, you'll see personalized actions and tips to meet your goal.

- *Can I create goals for saving money, improving comfort and reducing my carbon footprint?*

  Yes, you can create goals for all three. Each time you create an action plan, you'll see tips and suggested actions to reach your goal.

- *How is my action plan created?*

  My Savings Plan is created by completing your home assessment and action plan. The plan evaluates the combination of upgrades and changes that are possible for your home (excluding those that you've indicated you don't want to consider). Each option is evaluated based on your energy bill and pricing, the cost of upgrades and the availability of rebates.

- *What is the accuracy bar?*

  The accuracy bar considers your billing data, completion of the home assessment, and publicly available data. With your address, we are able to pre-fill some of the data where it is publicly available. The home assessment directly impacts the accuracy and recommended actions. The more you update, the more relevant and accurate the results.
- *If I complete an action, can I track my savings over time?*

  If you mark an item on your plan as completed, you can view your energy usage and savings over time.

My Usage

- *How can I view my energy usage and costs?*

  Select My Usage to view customized energy usage and costs. View your energy usage by selecting quantity from the value menu, or costs to view energy costs. Select a period of time or pick a date to view a specific timeframe or date. Update the time period to view information by month, day or by the hour.
- *Why is the energy cost on Energy Manager different than my bill?*

  There are several reasons for a variation between your bill and the costs displayed in Energy Manager. Costs displayed in Energy Manager include supply and delivery costs, not including the basic service charge, taxes and additional fees that may appear on monthly bills. Also, Energy Manager multiplies usage by current supply costs. If you have selected an Energy Supply Company (ESCO), your supply costs may be different than what is displayed in Energy Manager.

Smart Solutions

- *Where can I find energy efficient products?*

  A variety of energy efficient products are available on [NYSEG Smart Solutions](). Products range from thermostats to lighting, power strips to water saving devices and more. Many products have instant rebates available, too. Check out our [Buyer Guides]() to learn about and compare products.

Energy Saving Tips

- *Where can I learn more about saving energy?*

  Check out More Ideas under the My Savings Plan menu. You'll find a variety of tips and actions. Search by category, type or cost to find the tips that meet your goals.
- *I'm a renter and am responsible for paying for the energy I use. What can Energy Manager do for me?*

  Energy Manager is a great tool for managing your energy costs. With the ability to view your energy use by the hour, you have control to make changes before you receive your bill. You can also find tips for saving money, making your home more comfortable or reducing your carbon footprint.
- *I have solar on my house, how will I benefit from Energy Manager?*

  Homeowners with private solar will be able to view both the energy delivered and energy received on hourly profiles using Energy Manager. When your electricity usage is greater than your photovoltaic (PV) system output, the smart meter registers energy. In this scenario, your generation is supplying part of your electricity and your remaining electricity is supplied from the grid. If the opposite is true, and you use less than your PV system's output, the excess generation is exported to the grid and the smart meter sees this export as credit to you. If usage equals generation, then the smart meter sees zero energy flow.