Share My Data Demonstration

January 16, 2018
Agenda

• Introductions
• Green Button Overview
• Share My Data
• Customer Experience
• Q&A
Green Button Overview
Green Button Overview

- Launched in 2012 as a national data sharing standard
- Provides customers with easy access to their energy usage data in consumer-friendly and computer-friendly format
Green Button Overview

• Based on the Energy Services Provider Interface (ESPI) data standard released by the North American Energy Standards Board (NAESB) in the fall of 2011.

• The ESPI standard consists of two components:
   1) a common XML format for energy usage information and
   2) a data exchange protocol which allows for the automatic transfer of data from a utility to a third party based on customer authorization.
Green Button Variations

- **Download My Data**
  - Customers login to their utility account and download their own information.

- **Connect My Data ("Share My Data")**
  - Customers login to their utility account to authorize and enable transfer of data to a third-party.

Connect My Data = “Share My Data”
Share My Data
Share My Data

• Phase One Data
  – Meter number(s), corresponding energy or net energy usage (kWh, net kWh, ccf), and reactive power (kVAR)

<table>
<thead>
<tr>
<th>Customer Category</th>
<th>Usage Data Available</th>
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<tbody>
<tr>
<td>Electric Commercial Customers with AMI Meters</td>
<td>5 minute intervals</td>
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<tr>
<td>Electric Residential Customers with AMI Meters</td>
<td>15 minute intervals</td>
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<td>Electric Customers with Legacy Interval Meters*</td>
<td>15 minute intervals</td>
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<tr>
<td>All Gas Customers with AMI Meters</td>
<td>1 hour intervals</td>
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<td>All customers with Non-interval Meters</td>
<td>Monthly</td>
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Share My Data

• Share My Data Phase Two: Customer Billing Data
  – Total Electric Utility Bill Cost for current billing period
  – Total Gas Utility Bill Cost for current billing period
  – Service Class per the tariff (e.g., Electric SC 1 Rate 1)
  – ICAP Tag
  – Billing History (total electric and gas utility bill cost for previous bill periods)

• Future Phases
  – Depend upon customer and third-party feedback, evolution of the statewide data sharing standard, changes to national Green Button specifications, and new technological innovations
Share My Data

• Third-Party Registration/Technical Onboarding
  – Submit online registration form
  – Data Security Agreement must be signed
  – Vendor Risk Assessment must be successfully completed
  – Once completed Third Party will be:
    • Listed for customers to see as a DERS option in My Account
    • Ready to receive customer data
Share My Data

Customer Authorization Flow

If starting at Utility website:

Utility website

User logs-on to Utility site. Answers authorization questions

Redirected to Third Party website (Controlled by Third Party)

User logs-on to Third-Party site. Completes authorization

Authorization completed

If starting at Third-Party website:

Third-Party website (Controlled by Third Party)

User logs-on to Third-Party site. Selects Utility provider

Redirected to Utility website

When user starts on Third-Party site, the Third-Party name is auto-populated for user authorization on Utility site
Customer Experience
Customer Experience
Share My Data

Share your usage data with third-party companies to help analyze and improve your energy consumption.

What’s included in my data?
Go to Download My Data to get a year's worth of detailed information about your energy use in a single spreadsheet. The data is easy to share with third-party applications because it uses standardized formats and measurements, and contains no personally identifiable information.

Why should I share my data?
If you're looking to save energy and money, there are a number of available smartphone applications and web products that make it easy to track and analyze how much energy you use. With Share My Data, you can authorize a third-party company to access your usage history directly, and give insights on how you can use energy more efficiently.

How can Share My Data help me save money?
Share My Data is an easy way to give you the information you need to make informed decisions about your energy use. Third-party applications can help you choose energy efficient appliances, find the right light bulbs for your home or office, or suggest improvements in your heating and cooling systems—improvements that can make a big impact on your monthly energy bill.

Start sharing your data
Customer Experience
Customer Experience

- Portal to billing, usage data, and Green Button platforms
- Multi-factor authentication to increase security
Cost and Usage Analysis

Last month bill comparison

Electricity 457 KWH

Your electricity use went down 1.72%, saving you $0.52.

Changes in your bill explained

You likely used less electricity for heating due to cooler weather.  -$2.26

You likely used less electricity because this bill period was 1 day(s) shorter.  -$4.07

You likely used more electricity due to other factors.  +$5.81
Customer Experience

Energy Use History  Compare Your Usage  ESTIMATE MY ENERGY USAGE

You’re using 106% more electricity than efficient similar homes.

SEE WAYS TO SAVE

Great

😊 Good

acji

Using more than average

Efficient similar homes

222 kWh

Your home

457 kWh

Similar homes

541 kWh

Sep 22, 2017 - Oct 20, 2017
Efficient homes are the 20% that use the least amount of energy.
Customer Experience

From the **Billing & Usage** page access:
- Download My Data
- Share My Data

**Download My Data**

**Share My Data**
Customer Experience

• Customer tool to download energy use data in simple spreadsheet

• Already available to CECONY and O&R customers
### Customer Experience

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Customer Experience

Share My Data

Connect now to share your data with companies who offer products and services related to energy usage.

My Active Connections

My Available Connections

Authorize a third-party company to share your data.

Smart Energy, Inc.

Light & Power, Inc.

Lists existing Third-Party connections

Lists Third-Parties registered with Utility
Customer Experience

Start Sharing your energy data

Share this service account data

With this third-party application

Light & Power, Inc.

How long would you like to share your data?

Want to learn more about the data you are sharing? Read the FAQs

By checking this box, you agree to release your data to the authorized third-party company.
Customer Experience

Customer Options:
- One time
- Expiration date
- No expiration date

How long would you like to share your data?

Share until a specific date

Want to learn more about the data you are sharing? Read the FAQs

Select any date after today's date

Select date
12/31/2017

By checking this box, you agree to release your data to the authorized third-party company.

Submit
Customer Experience

Customer is then directed to the Third Party’s site to select their data exchange parameters.
Customer Experience

- Customer receives monthly report showing Third Party activity.
- Monthly report includes:
  - Name of Third Party accessing account information
  - Number of times Third Party has accessed account information
- Provides customer with insight on how often their account is being accessed.
Customer Experience

- Company can revoke Third Party access
- Third Parties can be revoked for numerous reasons:
  - Violates UBP or other rules or regulations
  - By request of Commission
  - Data Breaches
  - Does not abide by data security agreement
- Customer is notified via email that Third Party is now “inactive”
Customer Experience

Notifications

The alerts you set below will apply to all service accounts connected to your online profile. Update your email and phone numbers above. If you make changes to your notification preferences, it will take 24 hours for your updates to be reflected in My Account.

Email
ericmastro1026@gmail.com

Billing
I want to know when my bill is ready.

Payment
I want a reminder when my payment is due.
I want to know when payment is received.

Confirmation
I want to receive notifications for online transaction completions.

Leave on for Landlord
I want to receive notifications for enrollment changes and transfer of ownership.

Share My Data
I want to receive notifications for monthly reports and when my third-party connections are inactive.
Q&A