



**conEdison**



**Orange & Rockland**

# **Share My Data Demonstration**

January 16, 2018

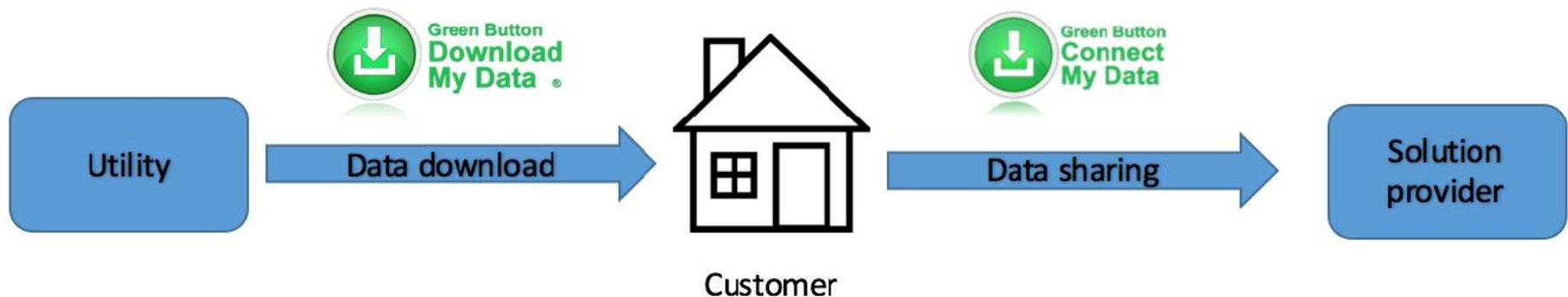
# Agenda

- 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)

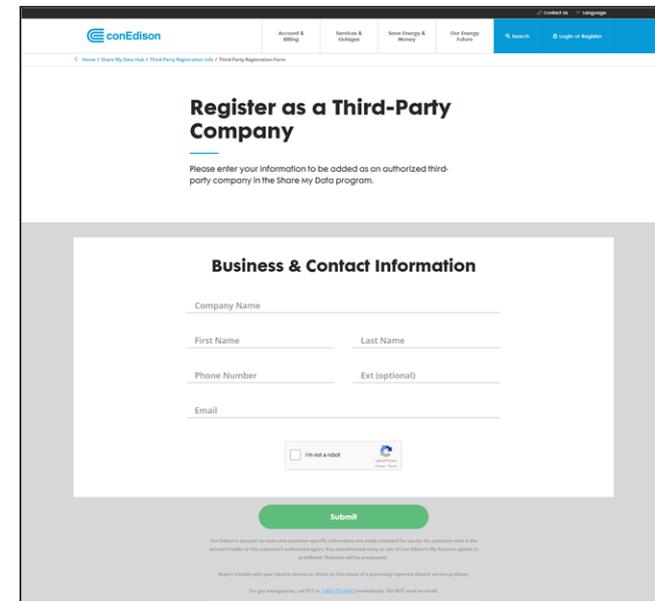
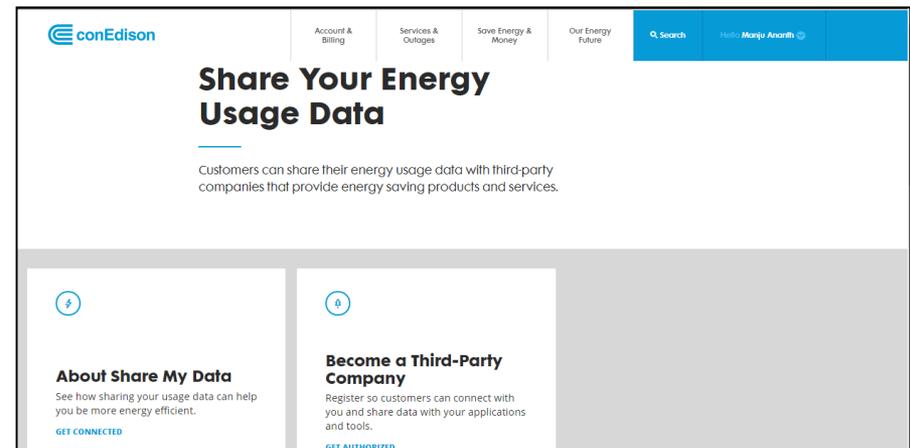
Customer Category	Usage Data Available
Electric Commercial Customers with AMI Meters	5 minute intervals
Electric Residential Customers with AMI Meters	15 minute intervals
Electric Customers with Legacy Interval Meters*	15 minute intervals
All Gas Customers with AMI Meters	1 hour intervals
All customers with Non-interval Meters	Monthly

# 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

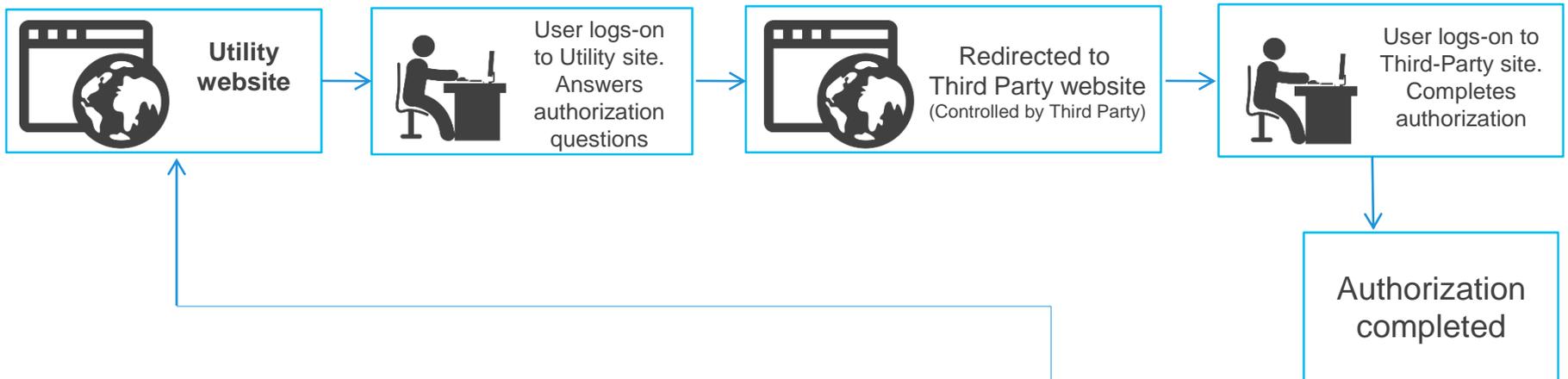
- Third-Party Registration/Technical Onboarding
  - Submit online registration form
  - Data Security Agreement must be signed
  - Vendor Risk Assessment must be successfully completed
  - Once completed Third Party will be:
    - Listed for customers to see as a DERS option in My Account
    - Ready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



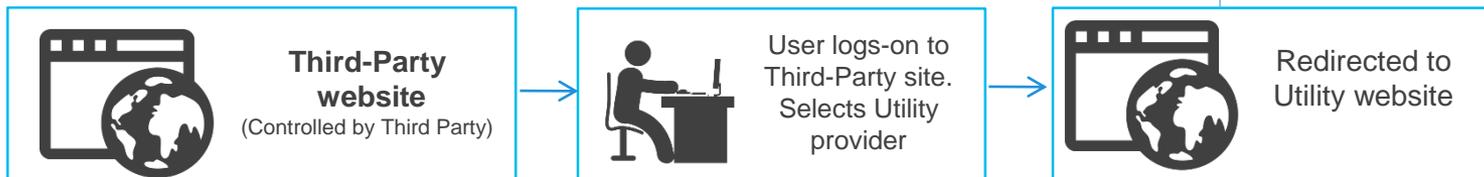
# Share My Data

## Customer Authorization Flow

If starting at Utility website:



If starting at Third-Party 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

The image displays two website screenshots side-by-side, illustrating customer experience for conEdison and Orange & Rockland.

**conEdison Website:**

- Navigation:** conEdison logo, Account & Billing, Services & Outages, Save Energy & Money, Our Energy Future, Search, Log In or Register.
- Hero Section:** A woman in a blue hard hat and uniform. Text: "Pay Your Bill". Subtext: "No time to spare? Everything you need, all in one place."
- Footer:** PAY YOUR BILL, REPORT A PROBLEM, SET UP NEW SERVICE.

**Orange & Rockland Website:**

- Navigation:** Orange & Rockland logo, Account & Billing, Services & Outages, Save Energy & Money, Our Energy Future, Search, Log In or Register.
- Hero Section:** A man in an orange uniform holding a yellow hard hat. Text: "Pay Your Bill". Subtext: "No time to spare? Everything you need, all in one place." To the right, text: "Energy Saving Made Easy". Subtext: "Lower costs with high-efficiency products."
- Footer:** PAY YOUR BILL, REPORT A PROBLEM, SET UP NEW SERVICE, FIND APPLIANCE REBATES, ENERGY SAVING TIPS, SHOP THE MARKETPLACE.

# Customer Experience



Account & Billing

Services & Outages

Save Energy & Money

Our Energy Future

Search

Hello Marju Ananth

[Home](#) / [Share My Data Hub](#) / [Share My Data](#)

## Share My Data

Feedback

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.

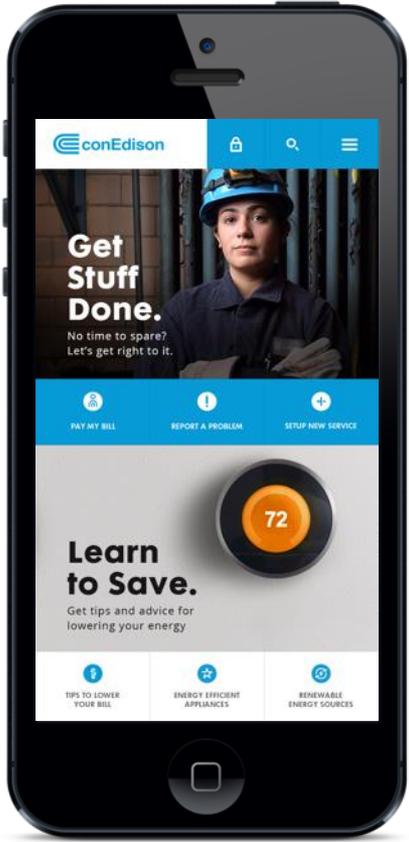
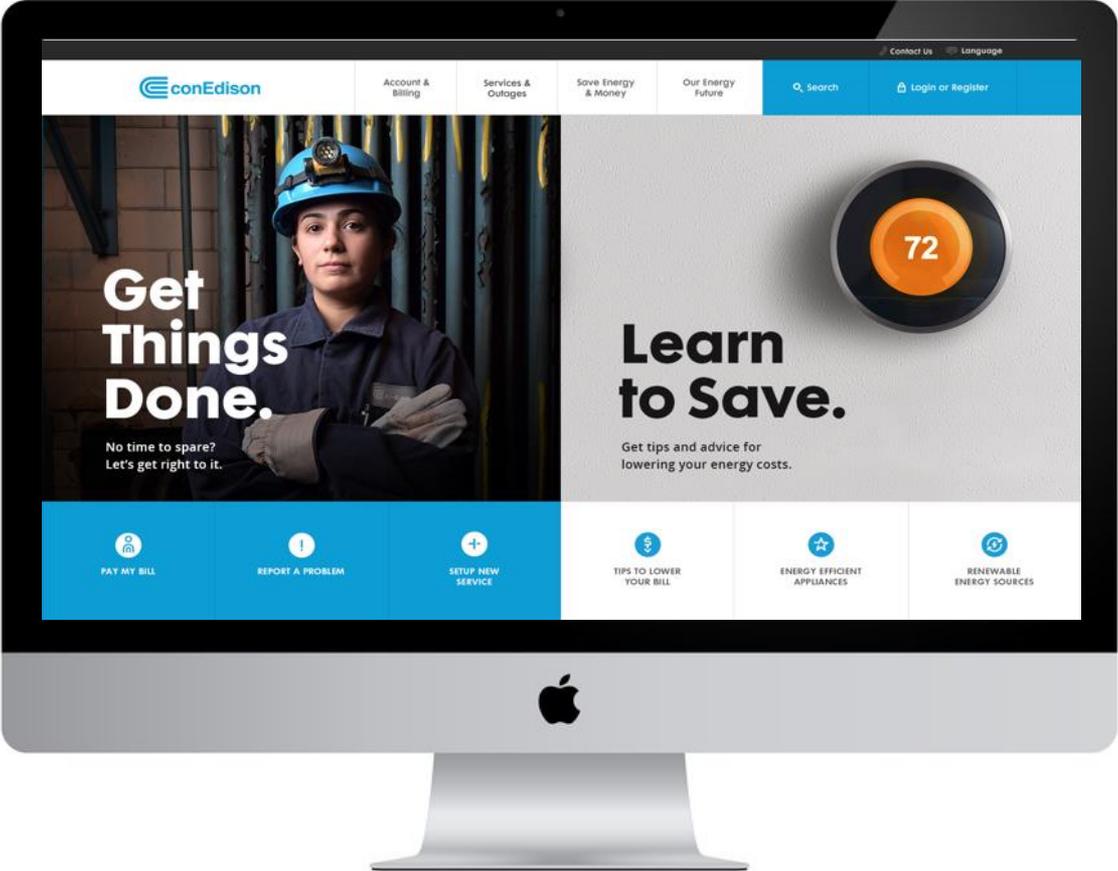
### How can Share My Data help me save money?

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](#)

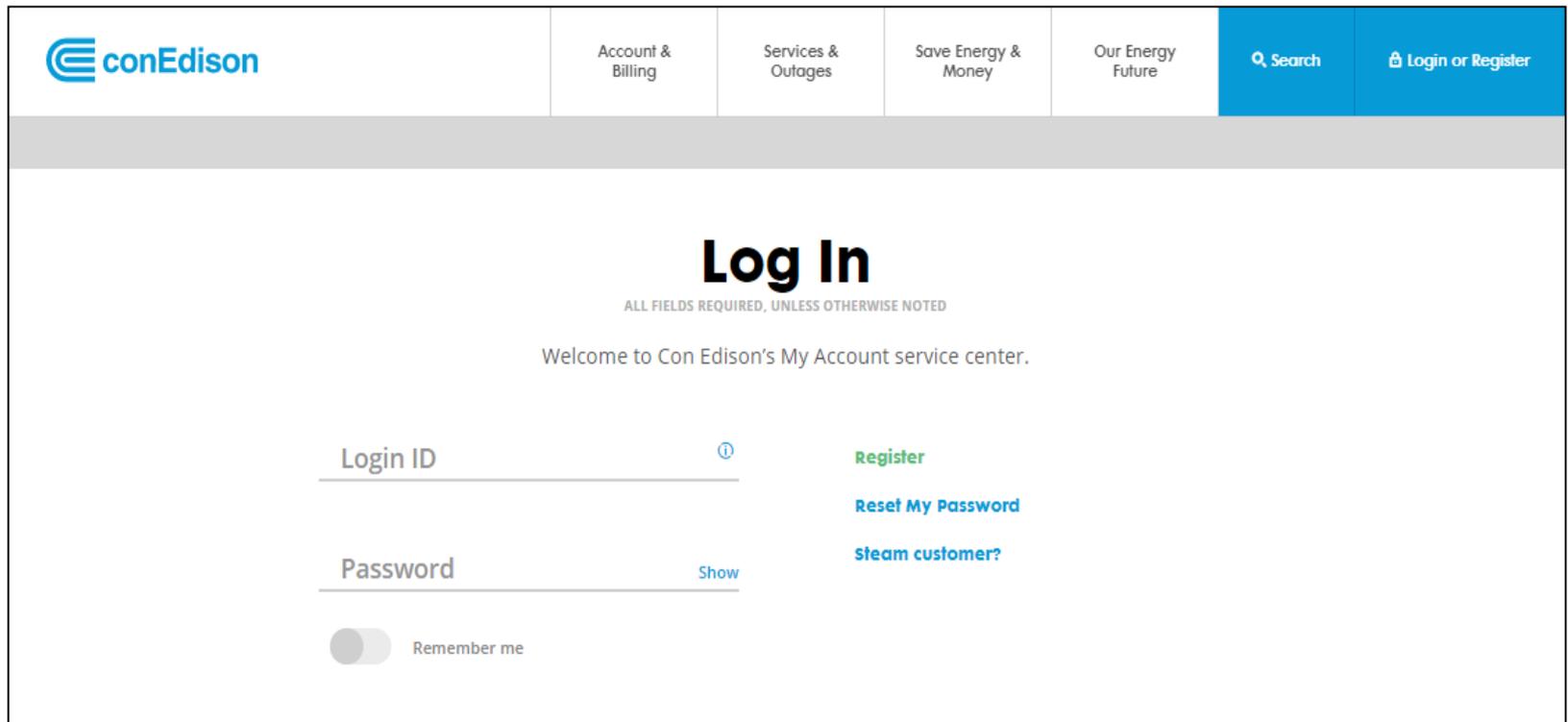
Feedback

# Customer Experience



# Customer Experience

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



The screenshot shows the Con Edison website's login page. At the top, there is a navigation bar with the Con Edison logo on the left and several menu items: 'Account & Billing', 'Services & Outages', 'Save Energy & Money', 'Our Energy Future', a search bar, and a 'Login or Register' button. Below the navigation bar, the main content area features a large 'Log In' heading, followed by the text 'ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED' and 'Welcome to Con Edison's My Account service center.' The login form consists of two input fields: 'Login ID' with a help icon and 'Password' with a 'Show' link. Below the password field is a 'Remember me' toggle switch. To the right of the input fields are three links: 'Register', 'Reset My Password', and 'Stream customer?'.

# Customer Experience



Account & Billing

Services & Outages

Save Energy & Money

Our Energy Future

Search

Hello John Customer

## Cost and Usage Analysis

Compare September bill with [Previous Bill](#) | [This Month Last Year](#)

### 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**

Feedback

# Customer Experience



Account & Billing

Services & Outages

Save Energy & Money

Our Energy Future

Search

Hello John Customer

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

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.

Feedback

# Customer Experience

From the **Billing & Usage** page access:

- Download My Data
- Share My Data

The screenshot shows the conEdison website's 'Billing & Usage' page. The 'Energy Usage' section is circled in red. Below it is a bar chart titled 'Energy Costs' for the period 'Nov 2016 - Oct 2017'. The chart shows monthly costs and weather data. A 'Green Button' to 'Download my data' is circled in red with an arrow pointing to it from the text 'Download My Data'. Below the chart is a 'Share My Data' section, also circled in red with an arrow pointing to it from the text 'Share My Data'.

Month	Costs	Weather (°F)
Nov 1	\$80	50
Dec 8	\$100	40
Jan 4	\$120	30
Feb 3	\$90	40
Mar 7	\$95	50
Apr 5	\$95	60
May 3	\$80	70
Jun 2	\$95	80
Jul 3	\$90	90
Aug 2	\$70	100
Aug 31	\$90	90
Oct 2	\$105	80
Oct 31	\$90	70

Share My Data

Download My Data

# Customer Experience

- Customer tool to download energy use data in simple spreadsheet
- Already available to CECONY and O&R customers

The screenshot displays the conEdison customer portal interface. At the top, the navigation bar includes the conEdison logo, account and service links, and a search bar. The main navigation menu shows 'Overview', 'Billing & Usage' (circled in red), and 'My Account'. The 'Energy Usage' section is active, showing a bar chart of energy costs from November 2016 to October 2017. A 'Green Button' (circled in red) is located below the chart, with an arrow pointing to it from the text 'Download My Data'. Below the chart, there is a detailed explanation of the Green Button feature and a 'Share My Data' section.

Month	Costs
Nov 1	\$80
Dec 5	\$100
Jan 4	\$120
Feb 3	\$90
Mar 7	\$95
Apr 5	\$95
May 3	\$80
Jun 2	\$95
Jul 3	\$90
Aug 2	\$70
Aug 31	\$95
Oct 2	\$105
Oct 31	\$90

# Customer Experience

The screenshot displays the conEdison website interface. At the top left is the conEdison logo. The navigation menu includes 'Account & Billing', 'Services & Outages', 'Save Energy & Money', and 'Our Energy Future'. A search bar and a user greeting 'Hello carrie beddell' are on the right. Below the navigation is a chart showing weather and costs from Oct 7 to Oct 6. A 'Download my data' modal is open, allowing users to export bill totals in CSV or XML format. A 'Feedback' button is visible on the left side of the page.

**conEdison**

Account & Billing Services & Outages Save Energy & Money Our Energy Future

Search Hello carrie beddell

0

Oct 7 Nov 7 Dec 9 Jan 10 Feb 9 Mar 13 Apr 11 May 9 Jun 8 Jul 10 Aug 8 Sep 7 Oct 6

Weather (°F) Costs Estimated ⓘ

**Download my data** CLOSE

**Time Period**

Export all bill totals

**Format**

CSV

XML

CANCEL EXPORT

Use the Green Button to download and analyze up to 13 months of your personal energy use data. Your data is strictly for your personal use, and we will not share it without your permission. You can use Green Button to provide developers and third parties your energy data in an XML spreadsheet file if you choose.

# Customer Experience

Name	[Name]					
Address	["Address, NY XXXXX"]					
Account Number						
Service	Service 1					
TYPE	DATE	START TIME	END TIME	USAGE	UNITS	NOTES
Electric usage	7/22/2017	0:00	0:14	0.42	kWh	
Electric usage	7/22/2017	0:15	0:29	0.4	kWh	
Electric usage	7/22/2017	0:30	0:44	0.16	kWh	
Electric usage	7/22/2017	0:45	0:59	0.4	kWh	
Electric usage	7/22/2017	1:00	1:14	0.57	kWh	
Electric usage	7/22/2017	1:15	1:29	0.53	kWh	
Electric usage	7/22/2017	1:30	1:44	0.15	kWh	
Electric usage	7/22/2017	1:45	1:59	0.39	kWh	
Electric usage	7/22/2017	2:00	2:14	0.43	kWh	
Electric usage	7/22/2017	2:15	2:29	0.17	kWh	
Electric usage	7/22/2017	2:30	2:44	0.31	kWh	
Electric usage	7/22/2017	2:45	2:59	0.38	kWh	
Electric usage	7/22/2017	3:00	3:14	0.27	kWh	
Electric usage	7/22/2017	3:15	3:29	0.2	kWh	
Electric usage	7/22/2017	3:30	3:44	0.62	kWh	
Electric usage	7/22/2017	3:45	3:59	0.19	kWh	
Electric usage	7/22/2017	4:00	4:14	0.26	kWh	
Electric usage	7/22/2017	4:15	4:29	0.3	kWh	
Electric usage	7/22/2017	4:30	4:44	0.1	kWh	
Electric usage	7/22/2017	4:45	4:59	0.34	kWh	
Electric usage	7/22/2017	5:00	5:14	0.09	kWh	
Electric usage	7/22/2017	5:15	5:29	0.33	kWh	
Electric usage	7/22/2017	5:30	5:44	0.09	kWh	
Electric usage	7/22/2017	5:45	5:59	0.31	kWh	
Electric usage	7/22/2017	6:00	6:14	0.23	kWh	
Electric usage	7/22/2017	6:15	6:29	0.09	kWh	
Electric usage	7/22/2017	6:30	6:44	0.35	kWh	
Electric usage	7/22/2017	6:45	6:59	0.15	kWh	
Electric usage	7/22/2017	7:00	7:14	0.35	kWh	
Electric usage	7/22/2017	7:15	7:29	0.09	kWh	
Electric usage	7/22/2017	7:30	7:44	0.35	kWh	
Electric usage	7/22/2017	7:45	7:59	0.15	kWh	
.....						

# Customer Experience

The screenshot shows the 'Share My Data' section of the conEdison website. At the top left is the conEdison logo. To its right are navigation links: 'Account & Billing', 'Services & Outages', 'Save Energy & Money', and 'Our Energy Future'. On the far right is a search bar with 'Q Search' and a user profile 'Hello Manju Ananth'. The main heading is 'Share My Data' with a sub-heading 'Connect now to share your data with companies who offer products and services related to energy usage.' Below this are two buttons: 'My Active Connections' and 'My Available Connections'. A green box on the left contains the text 'Lists existing Third-Party connections' with an arrow pointing to the 'My Active Connections' button. A red box on the right contains the text 'Lists Third-Parties registered with Utility' with an arrow pointing to the 'My Available Connections' button. Below the buttons is a section titled 'Authorize a third-party company to share your data.' which contains two cards: 'Smart Energy, Inc.' with a lightbulb icon and 'Light & Power, Inc.' with a lightning bolt icon. A vertical 'Feedback' button is located on the left side of the page.

# Customer Experience

The screenshot shows the conEdison website's data sharing interface. At the top, the conEdison logo is on the left, and navigation links for 'Account & Billing', 'Services & Outages', 'Save Energy & Money', and 'Our Energy Future' are in the center. A search bar and a user profile 'Hello Manju Ananth' are on the right. The main heading reads 'Start Sharing your energy data'. Below this, there are two sections: 'Share this service account data' with a yellow redacted box and a dropdown arrow, and 'With this third-party application' with a red lightning bolt icon and the text 'Light & Power, Inc.'. A dropdown menu for 'How long would you like to share your data?' is partially visible. A link 'Read the FAQs' is provided for more information. At the bottom, a checkbox area contains the text: 'By checking this box, you agree to release your data to the authorized third-party company.'

# Customer Experience

conEdison

Account & Billing Services & Outages Save Energy & Money Our Energy Future

Search Hello Manju Ananth

Share this service account data

With this third-party application

Light & Power, Inc.

How long would you like to share your date?

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

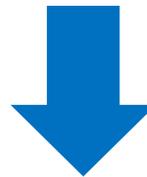
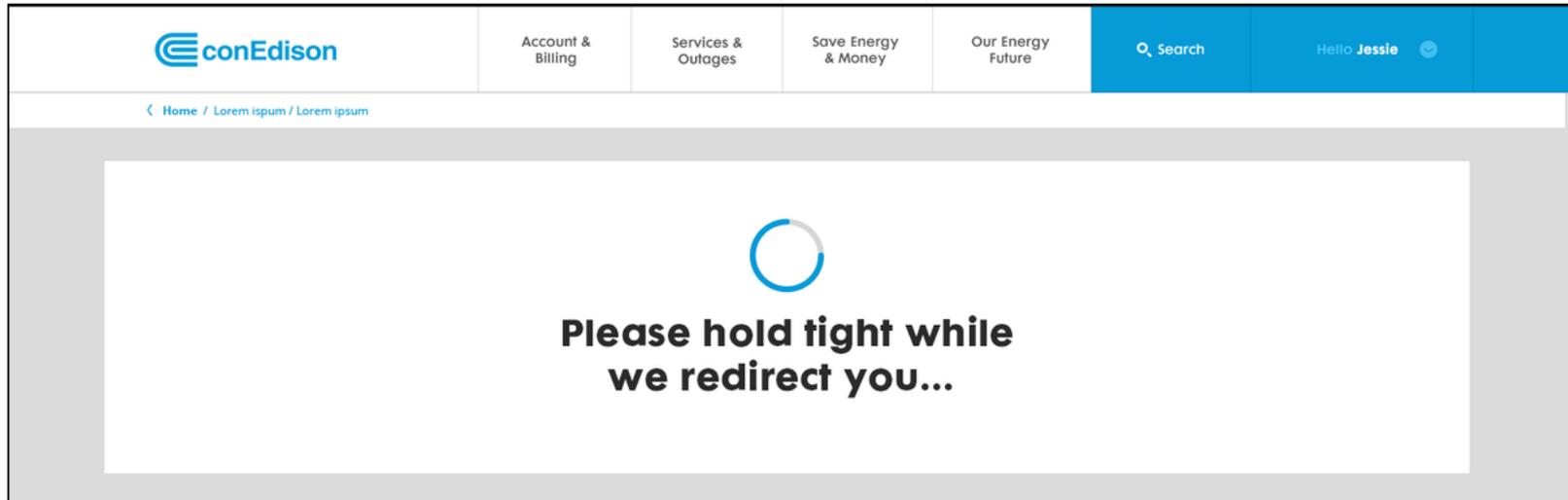
12/31/2017

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

Submit

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

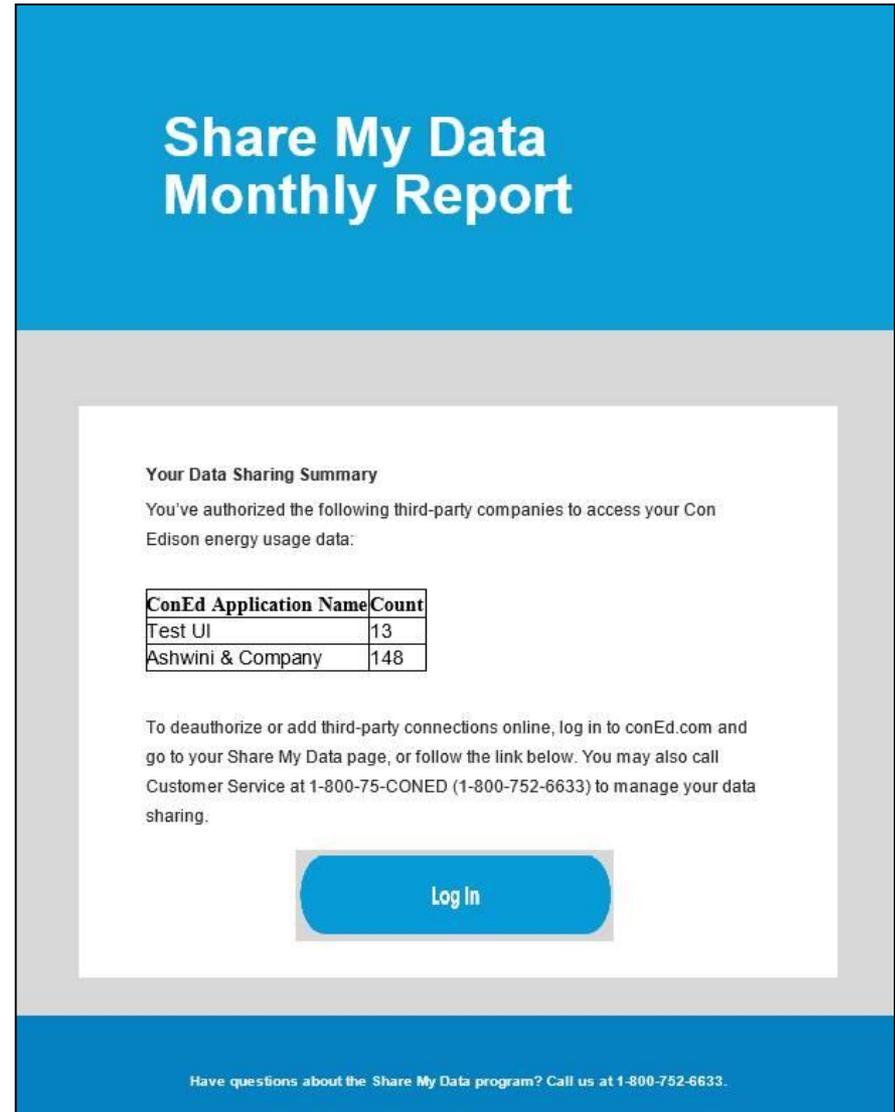
# Customer Experience



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.



**Share My Data Monthly Report**

**Your Data Sharing Summary**

You've authorized the following third-party companies to access your Con Edison energy usage data:

ConEd Application Name	Count
Test UI	13
Ashwini & Company	148

To deauthorize or add third-party connections online, log in to conEd.com and go to your Share My Data page, or follow the link below. You may also call Customer Service at 1-800-75-CONED (1-800-752-6633) to manage your data sharing.

[Log In](#)

Have questions about the Share My Data program? Call us at 1-800-752-6633.

# 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”

The image shows a screenshot of an email notification. The top section has a blue background with the text "You're No Longer Sharing Data" in white. Below this is a white box with a grey border containing the following text:

**Inactive Third-Party Connection**  
The following third-party company is no longer participating in the Share My Data program:

Ashwini & Company

To authorize another third-party company to share your Con Edison energy usage data, log in to conEd.com and go to your Share My Data page, or follow the link below. You may also call Customer Service at 1-800-75-CONED (1-800-752-6633) to manage your data sharing.

At the bottom of the white box is a blue button with the text "Log In".

At the bottom of the entire email layout, there is a blue bar with the text: "Have questions about the Share My Data program? Call us at 1-800-752-6633."

# 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

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**Billing** Email

I want to know when my bill is ready. 

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**Payment** Email

I want a reminder when my payment is due. 

I want to know when payment is received. 

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**Confirmation** Email

I want to receive notifications for online transaction completions 

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**Leave on for Landlord** Email

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

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**Share My Data** Email

I want to receive notifications for monthly reports and when my third-party connections are inactive.

Feedback

# Q&A