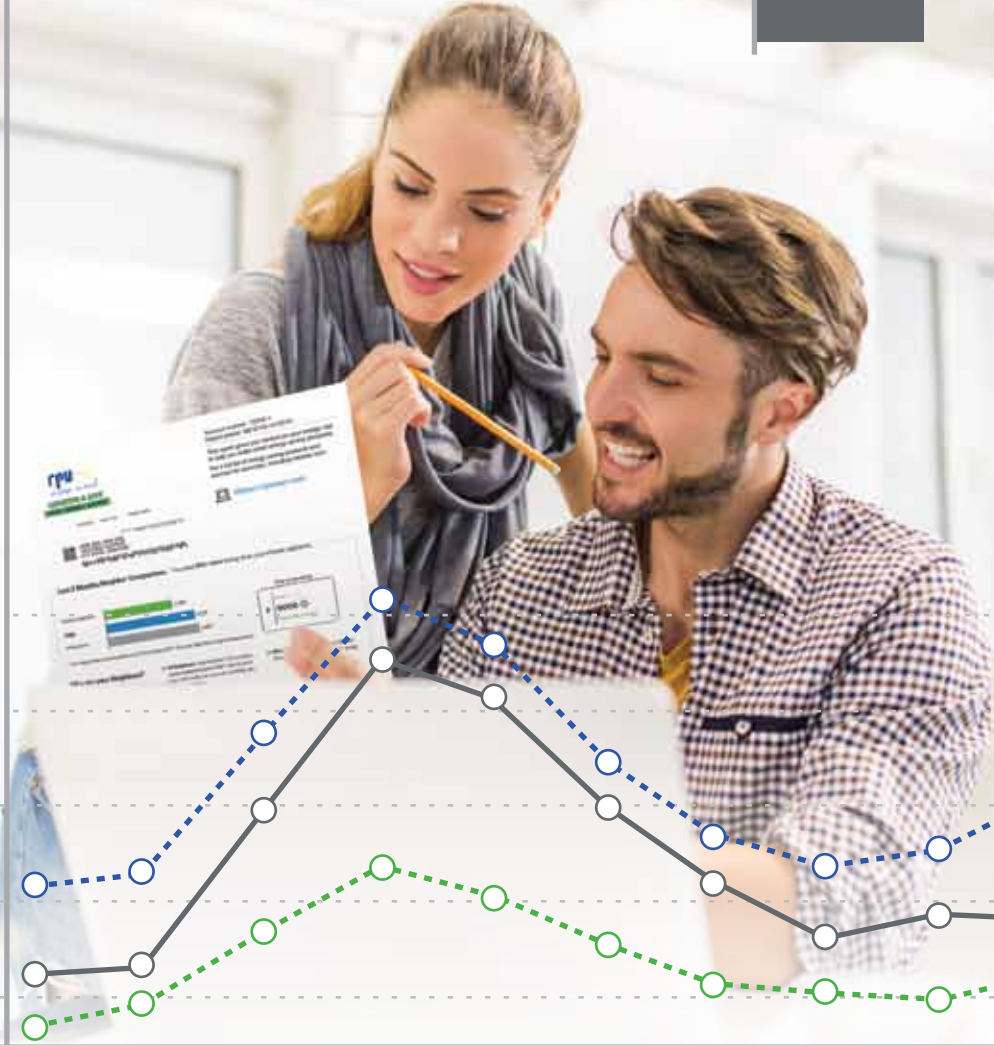


Learn More About Home Energy Reports



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The Home Energy Report is a program offered by Rochester Public Utilities that compares your energy use to 100 homes of similar size and type. The ranking gives you an opportunity to see how you are using energy in your home, and it also includes energy saving ideas. The report is mailed directly to your home six times per year and the information is private and confidential; it is never shared with other “neighbors” in your comparison group. Most importantly, the goal of the report is not to become ranked number one, but to understand how you use energy compared to others and think about whether there are changes you want to make.

The Home Energy Report program has been a successful program. Customers who receive the reports and utilize the information save an average of 2.89% on their energy bills. This list of frequently asked questions will help you understand your report and the program.

Q Why do I get a Home Energy Report?

A Your Home Energy Report is designed to provide you with more information about your energy use, so that you can make informed choices and save money on your energy bill. Each report helps you put your energy use in the context of the energy use of similar homes in your area. Reports also include tips for saving energy, chosen for you based on what we know about your home.

 **Online Advantage – When you create an online report you are able to set and track your own personal energy saving goals.**


Q How often are Home Energy Reports sent?

A We want to provide you with regular updates about your energy use, so Home Energy Reports are sent every two months. We have found that we can help our customers save energy and money more cost-effectively by sending reports every two months instead of every month.

 **Online Advantage – Historical Home Energy Reports can be accessed when you create an online account.**


Q Isn't this a waste of paper/money/postage/resources?

A We send these reports because they've been proven to motivate customers to save energy and money. In general, we've seen that for every dollar spent on the Home Energy Reports program, customers save three dollars. Our research shows that we can help the most people save the most energy by sending reports through the mail.

 **Online Advantage – You can opt to receive your reports electronically when you create an online account.**

Q Who are my neighbors?

A The neighbors you're compared to on your Home Energy Report are not necessarily your actual geographic neighbors. The report compares your energy use with around 100 homes in your area with similar characteristics as yours, including home size, heating type, and whether you are in a single-family or multi-family home. Your “efficient neighbors” are the 20 most efficient of the 100 homes in your neighbor comparison.

 **Online Advantage – View the characteristic settings for your home when you create an online account and make any necessary adjustments.**

Q I think I'm already efficient — why do reports tell me I'm so much less efficient than my neighbors?

A We build these neighbor comparisons based on what we know about your home. It could be that we don't have accurate settings about your dwelling type or square footage of living space for your home.

 **Online Advantage – Changing your home profile setting is easy when you create an online account.**

**For answers to other questions
please call our office at 507.280.1500.**



Get the Online Advantage: To create an online account go to www.rpu.org.

Be sure to have your Home Energy Report handy as you will need some of the information off your report to create your account.

Use our
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and to download rebate applications.**



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