



FAITH COMMUNITIES GO GREEN

ENERGY EFFICIENCY INITIATIVE
HOW TO FIND AND REPORT YOUR
UTILITY INFORMATION



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Introduction:

An important first step in doing an energy assessment of your building is to obtain and analyze your energy use. Faith Communities Go Green (FCGG) will do the analysis part, but we need you to obtain the energy use information. Please work with FCGG through the Facilities Working Group at Facilities@fcgg.org

Q. Why does FCGG need utility data for your EEI project?

A. We need to get your utility data because it will tell us a lot about the overall level of your building energy efficiency and energy use patterns. This will help us plan for the site visit and understand how deep energy problems may be and what we'd have to recommend to improving them. If you are going to apply for grants or loans to cover the cost of improvements, it's essential that you present this information to the grantor/loaner to make the financial case for how the energy improvements will help your finances. It shows that you have done your homework and are knowledgeable about energy efficiency.

Q. How do you obtain 12 months of our Utility Bills?

A. There are 2 ways to get your utility bills from Duke Energy.

If you use another utility company, let us know and we'll help you get what you need.

Option 1) If you have an on-line account (go to pages 2 – 4)

Option 2) If you don't have an on-line account and don't want to get one (go to page 4).

If you don't have an online account but want one, (go to page 5) .

Option 1) HOW TO GET YOUR UTILITY BILLS IF YOUR FAITH COMMUNITY HAS AN ON-LINE ACCOUNT.

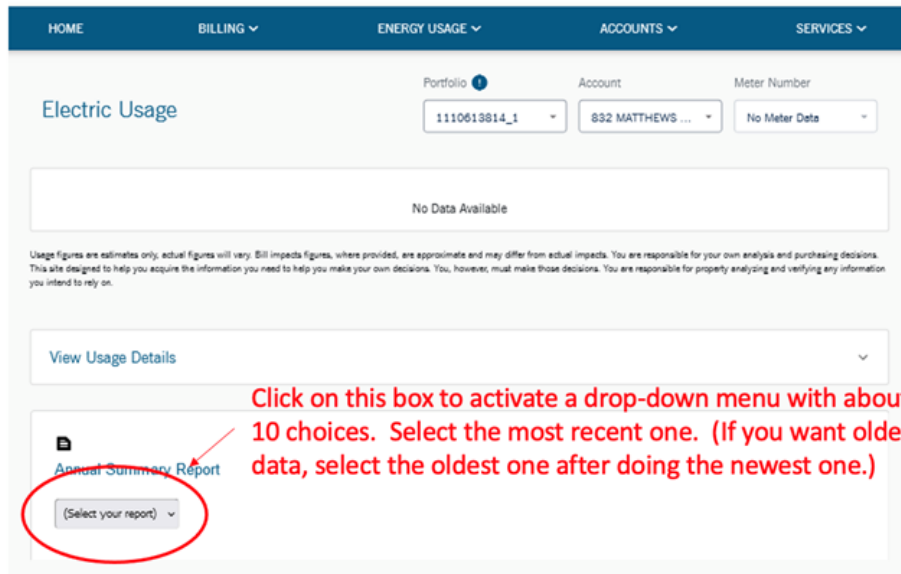
- Go to: <https://www.duke-energy.com/my-account/sign-in>
- Enter your Email or Username and password and hit “Sign In”.
- (If you don’t have an account but want one, you hit the “Register Now” button lower down on the screen. See instructions on page 6).
- You’ll get a new screen with an option of “Home” or “Business”.
- Select the proper one. If you’re not sure, choose “Business” since that’s what most houses of worship are considered.

The screen should look like this:

The screenshot shows the Duke Energy online account dashboard. The top navigation bar includes links for HOME, BILLING, ENERGY USAGE, ACCOUNTS, and SERVICES. The ENERGY USAGE link is circled in red, with an annotation pointing to it that says "Click on 'Energy usage'". To the right of the navigation bar, there are input fields for "[Your email]" and "Your account no.", with the latter also circled in red and annotated with "If you have multiple accounts this is where you will select them". Below the navigation bar, the main content area displays a "TOTAL ACCOUNTS BALANCE" of "\$275.00" with a "VIEW/PAY BILLS" button. To the right, there are "Quick Links" for "Update Profile Settings", "Business Customer Resources", "Reference Guide", and "Rebates and Savings". At the bottom left, there is a section titled "Managing multiple accounts?" with an "EXPLORE PORTFOLIOS" button. A small number "4" is visible in the bottom right corner of the dashboard area.

When you click on “Energy usage” you will get options for “Electricity Rate”, “Gas Usage” or “Rate Comparison”. Select either “Electricity Rate” or “Gas Usage”. They will both show the same thing!

The resulting screen should look like this:



A spreadsheet will be downloaded. If it doesn't open automatically, go to your downloads, and open it. It should look like this:

Billing History By Business Partner Id: 1110613814 and Invoice Date Range for Period From Date: 01/01/2023 to Date: 12/31/2023

Bill Year	Bill Month	Business Partner	Business Partner Id	Current Account Status	Contract Account #	Contract Account Name	Premises Street	Premises City	Premises State	Invoice Date	Reading Start Date	Reading End Date	Rate Code	Actual Demand (kW)	Billed Demand (kW)	On Peak Demand (kW)	Off Peak Demand (kW)	Actual Usage (kWh)	On Peak Usage (kWh)	Off Peak Usage (kWh)	Power Factor On	Power Factor Off	Power Factor CCF	Gas Usage (CCF)	Total Bill Charge	Gas Supplier Charge	Taxes	Gas Supplier ID	Electric Supplier Charge	Electric Supplier ID
2023	1	ST SMOON	110613814	Active	9101837821	ST SMOON S DR	CINCINN OH	01/01/2023	01/01/2023	01/01/2023	01/01/2023	01/01/2023	FF.6	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	420.00	\$709.33	\$438.35	\$24.11	100057236	\$0.00	0
2023	2	ST SMOON	110613814	Active	9101837821	ST SMOON S DR	CINCINN OH	02/01/2023	02/01/2023	02/01/2023	02/01/2023	02/01/2023	FF.6	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	459.00	\$711.86	\$472.31	\$26.54	100057236	\$0.00	0
2023	3	ST SMOON	110613814	Active	9101837821	ST SMOON S DR	CINCINN OH	03/01/2023	03/01/2023	03/01/2023	03/01/2023	03/01/2023	FF.6	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	286.00	\$496.39	\$294.29	\$22.95	100057236	\$0.00	0
2023	4	ST SMOON	110613814	Active	9101837821	ST SMOON S DR	CINCINN OH	04/01/2023	04/01/2023	04/01/2023	04/01/2023	04/01/2023	FF.6	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	315.00	\$532.34	\$324.14	\$25.28	100057236	\$0.00	0
2023	5	ST SMOON	110613814	Active	9101837821	ST SMOON S DR	CINCINN OH	05/01/2023	05/01/2023	05/01/2023	05/01/2023	05/01/2023	FF.6	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	144.00	\$318.43	\$148.18	\$11.56	100057236	\$0.00	0
2023	6	ST SMOON	110613814	Active	9101837821	ST SMOON S DR	CINCINN OH	06/01/2023	06/01/2023	06/01/2023	06/01/2023	06/01/2023	FF.6	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	12.00	\$155.81	\$9.47	\$0.74	100057236	\$0.00	0
2023	7	ST SMOON	110613814	Active	9101837821	ST SMOON S DR	CINCINN OH	07/01/2023	07/01/2023	07/01/2023	07/01/2023	07/01/2023	FF.6	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.00	\$142.01	\$1.58	\$0.12	100057236	\$0.00	0
2023	8	ST SMOON	110613814	Active	9101837821	ST SMOON S DR	CINCINN OH	08/01/2023	08/01/2023	08/01/2023	08/01/2023	08/01/2023	FF.6	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.00	\$142.00	\$1.58	\$0.12	100057236	\$0.00	0
2023	9	ST SMOON	110613814	Active	9101837821	ST SMOON S DR	CINCINN OH	09/01/2023	09/01/2023	09/01/2023	09/01/2023	09/01/2023	FF.6	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.00	\$142.00	\$1.58	\$0.12	100057236	\$0.00	0
2023	10	ST SMOON	110613814	Active	9101837821	ST SMOON S DR	CINCINN OH	10/01/2023	10/01/2023	10/01/2023	10/01/2023	10/01/2023	FF.6	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.00	\$142.00	\$1.58	\$0.12	100057236	\$0.00	0
2023	11	ST SMOON	110613814	Active	9101837821	ST SMOON S DR	CINCINN OH	11/01/2023	11/01/2023	11/01/2023	11/01/2023	11/01/2023	FF.6	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	108.00	\$246.87	\$65.21	\$6.65	100057236	\$0.00	0
2023	12	ST SMOON	110613814	Active	9101837821	ST SMOON S DR	CINCINN OH	12/01/2023	12/01/2023	12/01/2023	12/01/2023	12/01/2023	FF.6	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	257.00	\$465.50	\$202.77	\$15.82	100057236	\$0.00	0

I've shown it here really small so you can see the entire width. There are lots of columns!

The columns that matter are:

- Col C - your organization name
- Col F - The account number
- Col M - the reading start date
- Col N - the reading end date
- Col O - actual demand (if not zero)
- Col S - Actual Usage (kWh)
- Col Z - Gas Usage (CCF)
- Col AA - Total Bill Charge (either electricity or gas)

If you have both electricity and gas on the same account (this is typical) then the electricity will be on one line and gas on the next line. If you look at column B, you'll see two entries for each month. One row will have only the electricity data and the other will have only the gas data.

To make it simpler for us you can delete all columns except the ones listed above and send us the resulting smaller spreadsheet. Send the information to Facilities@fcgg.org

Be sure to do this for ALL your accounts – many houses of worship have more than one!

Option 2) HOW TO GET YOUR UTILITY BILLS IF YOUR FAITH COMMUNITY DOES NOT HAVE AN ON-LINE ACCOUNT and DOES NOT WANT TO GET ONE.

You can get your utility usage for the past 12 months or more by calling Duke Energy and requesting it.

Before you call you should have the following information:

- a) The name and address of your building – as it is on Duke Energy’s latest bill.
- b) Your congregation’s federal Tax ID number.
- c) The email or surface address you want the information sent to. That should be you or a member of your congregation.
- d) The name and title of the person requesting the information. If you/they don’t have a title, just make one up: “Utility Manager” should do.

Call Duke Energy’s Business Customer Support line at 1-800-774-1202. It’s also on their web site. You will go through an automated system.

- Ask for a “representative”.
- If they ask why, tell them you “want to get a record of your utility use and cost for the past year.”
- You will likely have to wait, perhaps as much as an hour. In some cases, they will take your number and give you a callback. That has worked for me.
- Once you get to talk to a live person, explain what you want and answer their questions that will identify you to them as a legitimate representative of your organization.
- Ask for 12 months (or one year) of utility usage and cost data. Be sure to ask for ALL your accounts – many houses of worship have more than one!
- They will email it to you.
- Once you get the information from Duke Energy, send it on to us. Our email address is: facilities@fcgg.org.
- Keep a copy for yourself.

IF YOU DON'T HAVE AN ONLINE UTILITY ACCOUNT WITH DUKE, BUT WANT ONE, FOLLOW THESE STEPS.

We encourage you to set an online utility account. To get one go to their web site, <https://www.duke-energy.com/my-account/sign-in>

- **Click on: "Register Now".**
- **Select the type of organization you are, normally "Business".**
- **On the next page enter the Social Security Number or Federal Tax ID associated with your account. If you don't know that, you can try calling Duke, but be prepared to answer a bunch of questions until they are satisfied you are who you say you are.**
- **Keep following the prompts until you are registered online.**
- **You will need to list an email address and a password for the online account.**

