

Empowering our members beyond electricity



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President & Chief Executive Officer

Empowering our members is at the heart of everything we do at Great Lakes Energy. This goes well beyond providing the reliable electric service that powers your day-to-day lives. It also means giving you the tools to better understand how your electric use affects your monthly costs.

Just like all of you, GLE faces many cost pressures that are out of our control, such as the cost of generating power, fuel, vehicles, and equipment. Last month I wrote about how important it is that GLE's electric rates provide sufficient revenue to cover these ever-increasing costs. As the rate adjustments that our board of directors approved in November go into effect on members' bills rendered this month, it may be helpful to remember that these rate adjustments are critical to ensuring that GLE will remain a reliable source of energy for our members well into the future.

In the face of the challenges that rising costs present for GLE and our members, I'm excited about a **new tool** GLE began offering in January that can help our members take steps to understand their energy costs. As a GLE member, you now have access to an enhanced suite of consumer analytics tools through your online accounts and the GLE mobile app that will provide much more detailed information about your home's electric use.

Previously, you could see your homes' kilowatt-hour usage data broken down by month, day, or hour. You could use this information to make some educated guesses about what activities were driving your electric bills. But our newly enabled consumer analytics tools will cut out much of this guesswork.

These new tools use a **process known as disaggregation** to analyze the same power consumption data from your home's meter that is used to calculate your electric bill. The system uses computer models to look for distinct "fingerprints" of power use in this data that can be attributed to the appliances and systems in your home. Although these estimates are typically good, you do have the option of completing a survey about your home that will help the system provide an even better analysis of your home's electric use.

Not only will the system provide you with a detailed breakdown of your home's electric use that you can evaluate on your own, but it will also provide energy-saving recommendations based on your home's use data.

You can also sign up to receive email alerts that will provide you with regular updates on your home's energy use and offer you energy- and money-saving tips.



Log in your online account to explore these empowering tools gtlakes.com/.

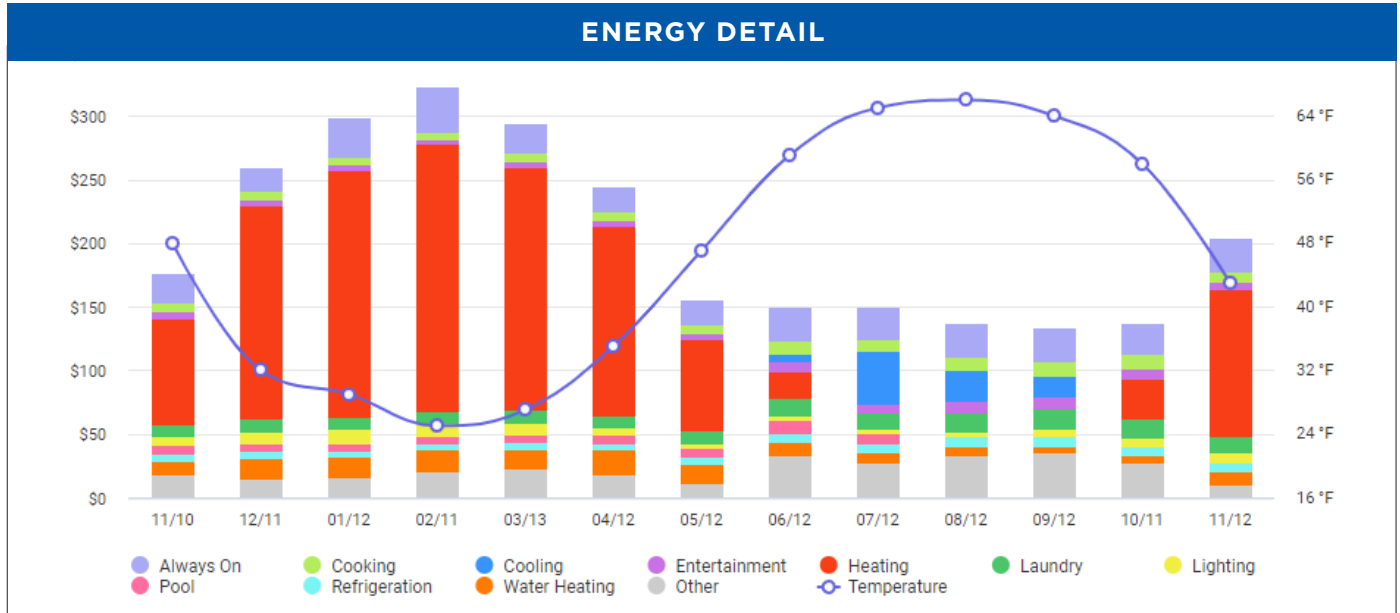
“I encourage all GLE members to log in to their online accounts to explore the energy-saving opportunities that these empowering tools may reveal.”



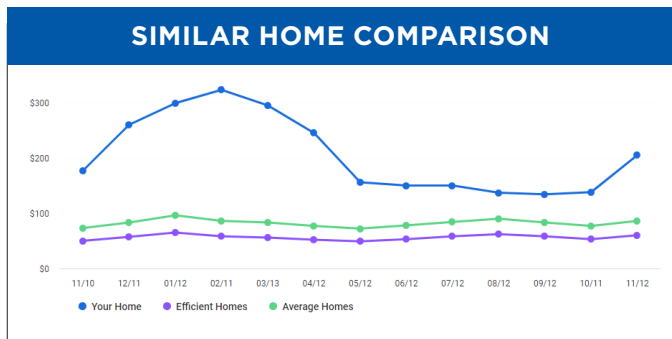
A Closer Look



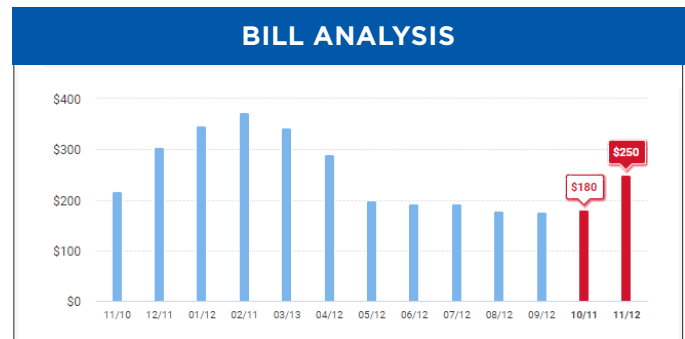
These new tools provide you with much more detailed information about your home's energy use beyond the basic kilowatt-hour tracking that has been previously available through your online account and the mobile app.



Your total monthly energy usage disaggregated across multiple categories.



Compare your energy use to average homes and highly efficient homes in your zip code.



Compare your home's energy costs during the most recent billing to other past months.



For a complete breakdown of all the new consumer analytics features, read more in our latest blog post by visiting gtlakes.com/analytics/ or see them in action today by accessing your online account or GLE mobile app.



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