



Energy education

Understanding your myMTE monthly emails

Have you noticed a couple of new emails hitting your inbox each month from your myMTE account? At MTE, our goal is to help you understand your energy use and save money. These emails are designed to do just that. Here’s more information about each email and how to make the most of the energy insights provided.

myMTE account

MTE encourages all members to take advantage of the myMTE mobile app and web portal to easily manage their accounts. With them, you can conveniently view and report outages, take a closer look at your energy insights, customize your myEnergyPlan, pay your bill and more. Visit mte.com/myMTE to learn more or download the app.



Monthly summary

Members can see their bill total along with how it compared to the previous billing period.

This email provides a detailed summary of your energy consumption using data from your myMTE account. It lets you view how much of your bill went to a specific appliance (heating/cooling, cooking, laundry, refrigeration, water heating, etc.).

Members who want to get a more in-depth look at their data or make changes to their Home User Profile can click the “Explore Usage” button in the body of the email.

The email includes a few customized energy tips, providing members with easy action items to save energy and money.

You can also click the “Update Preferences” button at the bottom of the email to customize your notification settings for outage alerts, account changes and energy use alerts.



Projected bill

This email is sent halfway through your billing cycle to provide an idea of what the next bill could be if energy use doesn’t change. Our hope is that this email makes members more aware of their energy consumption in time to make changes and potentially lower their final bill.

The graphic in the email lists the dates for the current billing period. It shows a member:

- 1) What their projected bill is estimated to be by the end of the billing cycle if conditions remain the same.
- 2) How this projected cost compares to their usual amount.
- 3) How many days are left in the billing cycle.
- 4) How much they’ve spent so far on energy consumption as of the current date.

Members wanting to continue monitoring their projected energy costs or view additional data can click the “View Projected Energy Cost” button in the email.

This email also provides members with a few customized energy tips and contains the “Update Preferences” button so they can easily customize their myMTE notification settings.

The bill amount estimated in this email does include fixed charges like service charges and loans.

The projected amount is an estimate and does not factor in some myEnergyPlans like Levelized. Your customized myEnergyPlan and energy use throughout the billing month will determine your actual bill amount.