2020-2022 Business Electric Assessments

Frequently Asked Questions

What are Business Electric Assessments?

This custom report includes helpful information on why your bill went up or down, how you're using energy this year compared to last, and tips and techniques to help you save.

Where did Georgia Power get the information about my business?

We use the information you provided while establishing your electric services account to produce your Business Electric Assessments. Additionally, the reports include information collected from third parties, public records, commercial building studies, and from analyses of your historical energy usage.

Is my business information being shared with others?

No. The analyses on this report are compiled anonymously and kept confidential. This means other business customers who receive this report will never know how much energy you are using or see how much you are paying for your electric services.

How do I update the information you have about my business?

Please visit **georgiapower.com/bizreports** or email us at **bizreports@southernco.com**.

My business uses a lot more energy than most, how do these reports help me?

We understand that some businesses may have challenges reducing their energy use. We provide you with this custom report to help you understand your energy expenses and help your business keep a healthy bottom line.

- Learn what factors contribute to changes in your bill year over year.
- Learn that energy costs are controllable operating expenses.
- Understand your energy consumption and identify energy efficiency opportunities.

Aside from providing a wide range of no cost and low-cost energy saving recommendations, we offer additional incentives and rebates to help your business take steps towards energy usage reductions.

Where can I learn more about incentives and rebates for my business?

You can learn more about incentives and rebate offers at **georgiapower.com/commercialsavings**.

What else can I do to save money?

Each report you receive will feature low and no cost actions you can take in your facility to help save. If you are ready to take bigger actions, go to **georgiapower.com/commercialsavings** to learn about the rebates and incentives available for energy efficient retrofits in your facility.

How often will I receive Business Electric Assessments?

You will receive Business Electric Assessments every other month. Reports may not be generated for a business if there are issues with data quality.

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Can my additional buildings or businesses receive Business Electric Assessments?

Reports are delivered to a segment of Georgia Power commercial customers. Our team can check if your other facilities are receiving reports if you have the account number or name of the business available. Additional buildings or accounts are not eligible for enrollment but the tips on your reports may be beneficial for all your locations.

Can I receive my Business Electric Assessments via email?

Currently the reports are only distributed by mail.

Who can I contact with additional questions about my Business Electric Assessments?

You may continue to ask your questions by calling **1-877-310-5607** or emailing **bizreports@southernco.com**.

I do not want to receive this report; can I opt-out of the program?

You can opt you out of the program at any time by visiting **georgiapower.com/bizreports**, emailing **bizreports@southernco.com** or calling **1-877-310-5607**.

I have completed projects at my facility already, why is my energy usage not better than what is shown in the report?

There are many factors that contribute to energy usage. The Business Energy Performance Reports section entitled "What Impacts Your Bill" is there to help provide other reasons as to why your energy usage has increased or decreased over the past year. These factors include outside weather, changes in the rate you pay per kWh, the number of days you were billed for, and business activities. The business activities can be anything from increased business production, facility growth, increase or decrease in number of employees, etc.

How can I use less energy in my business?

Each Business Electric Assessment offers low cost and now cost tips to help you save. If you would like to take the next step and save more, Georgia Power offers rebates and incentives for energy efficiency projects. Go to **georgiapower.com/commercialsavings** to learn more about available programs, rebates, and incentives.

Can someone assist me with understanding my bill, payment arrangements, service orders for my business, etc?

Yes, please go to **georgiapower.com/business** or contact the Business Customer Service at **1-888-655-5888** Monday-Friday, 8AM – 6PM to learn more about the options and services we provide.

I don't know why I am getting this at my home. This is a house, not a business.

Our apologies. This report is designed for business customers. We can remove your account from the program, so you no longer receive these reports if you will please email us at **bizreports@southernco.com** or call us at **1-877-310-5607**.

This report is not correct in some of its assumptions about my business. What can I do about that?

The report is designed to be a gauge for energy use in your business. The report takes into consideration some assumptions about your facility which are data points that the utility does not have about your facility, like hours of operation, square footage, etc. We can update information regarding your business type if you feel as though this is incorrect in our data. Please let us know the correct info for your business by visiting **georgiapower.com/bizreports**, emailing **bizreports@southernco.com** or calling **1-877-310-5607**.

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