

How will Sense help me save money?

Please visit <https://sensesaves.sense.com> for stories from the Sense community on how they are using Sense home energy monitor to save energy.

Who qualifies for this rebate?

- All NHEC members in good standing qualify for the Sense rebate if they choose to purchase and install the Sense product at their NHEC account location.

I tried the Purchase Sense link and it didn't work?

- Sense will use a simple zip code validation to ensure that only NHEC members are using the Sense rebate. To receive the Sense discount, follow the "Buy Now" link <https://www.nhec.com/sense/>. Purchase is limited to one Sense per member email. If you have further trouble please contact member service at (800) 698-2007 or email solutions@nhec.com

Will NHEC install the sense for me?

- No. NHEC does not own, install or operate Sense products. If you choose to purchase Sense, you will need to arrange for the installation. Sense should only be installed by a licensed electrician. Installation itself is quick and easy, but it requires opening up your electrical panel and connecting current sensors to the service mains. These wires are live, even with your main breaker switched off, and are thus very dangerous. For more information, please see <https://sense.com/installation>.

Can Sense detect all devices?

- Even before Sense discovers devices in your home, it's easy to see how much energy they consume just by turning them on and off and watching the Power Meter in real time. Check [this video](#) to learn more. Once you purchase and install Sense, it completes the [signal check](#) process and it will start detecting devices in your home. Sense is able to identify many electrical devices in typical homes, and continues to expand their device detection abilities via crowdsourced data as more Sense monitors come online. However, it likely won't detect every electric appliance. Low-wattage consumer electronics like computers, smart devices, and game consoles can be especially tough to track. In the meantime, many users have had great success tracking these more challenging loads via a [smart plug integration](#). Learn more about the machine learning technology that undergirds Sense [here](#).

How do I install Sense?

- Sense should only be installed by a licensed electrician. Installation itself is quick and easy, but it requires opening up your electrical panel and connecting current sensors to the service mains. These wires are live, even with your main breaker switched off, and are thus very dangerous. When speaking with your electrician, let them know that Sense is an energy monitor that installs in your electrical panel with two clamp-on current sensors around the mains, and a 240V breaker which Sense uses for its power supply and also to measure voltage on both legs. Unless you have a spare 240V breaker in your panel, your electrician will likely need to provide a new one. You may also wish to share with your electrician [this blog post and video](#) to help them get a

better idea for what's required. A set of [installation instructions](#) is also included in the package, and available online.

Will my data be kept secure?

- All communications between the Sense monitor, the Sense cloud servers, and Sense apps are the sole responsibility of Sense and are encrypted with AES 128-bit encryption and TLS/SSL (HTTPS). Sense uses Amazon Web Services (AWS) for cloud servers and online storage. Personally identifiable information like email address and Sense account information is stored in physically separate systems from any application data. Physical security is managed by Amazon and access to these production systems is limited to a very small group of Sense engineering team members. Automated systems process the data collected from Sense monitors to detect devices, send notifications, generate report emails, and power the Sense apps. Sense never shares any of this data with 3rd parties without explicit user opt-in on a case-by-case basis (for example, when a utility wishes to provide discounts/services to their customers in exchange for sharing limited power data.) Sense support employees will on occasion need to access some of this data to troubleshoot issues, but again, they will only access this data with explicit permission from you. You can read Sense's full privacy policy [here](#).

When will Sense detect my devices?

- After your Sense monitor is installed and [the signal check process](#) is complete, Sense will start pulling in data to feed its device detection algorithms. The device detection process is not immediate; Sense needs to see many on/off event cycles of a device in order start building up a model for it. Most customers will start seeing detections within the first one to two weeks. The first devices identified are often common devices that cycle frequently and consume large amounts of power, like your refrigerator or washing machine. Less commonly used, smaller load, or complex signature devices like coffee makers, televisions, and electric vehicles tend to take longer to find. Please note that due to variances across homes in terms of power quality and in the types of device present, total detection coverage of your entire home is unlikely. To better understand how you can help Sense learn about your home, please see [this Help Center article](#).

Can I help Sense learn?

- Sense needs to see devices in their usual context with their regular usage pattern to be able to accurately identify them. That means that “training” Sense by turning devices on/off and labeling them is not an effective method to help Sense learn. You can learn more about the challenges of implementing a “learning” mode [here](#).
- While you cannot “train” Sense in such a way, we have introduced a variety of features that take advantage of user input to help improve device detection in your home and for the entire userbase.
- [Network Identification](#) allows Sense to see some of the simple “handshake” messages put out by your networked devices.

- Integrations with smart bulbs from Philips Hue and smart plugs from TP-Link Kasa and Belkin Wemo will net you instant detections for connected devices and provides great data to the Data Science team.
- [Renaming](#) your devices, supplying the make/model, taking advantage of the [Community Names feature](#), and filling out your [Home Details](#) feeds the Data Science team great data that improves detection for everybody.
- When Sense finds a device, but you're finding the detections to be inaccurate, you can [report it as "not on."](#) This feeds Sense's Data Science team valuable information so they can continue to refine the detection model.
- Remember, even without native detections, you can still take advantage of Sense insights. The [Power Meter](#) is a fantastic tool that provides a real-time view of your energy consumption. Try turning on and off your devices while watching in the Power Meter, to identify how much they consume. You can do the same for the "[Always On](#)" devices in your home, identifying how much they're costing you every day.

How is this different than the information available to NHEC members in Smarthub?

- Sense uses real time monitoring and high rate sampling to provide real time access to users. Using this information, Sense can identify unique power signatures of loads that are not available to NHEC and are not reported in Smarthub.

What happens if Sense reports different use in my home than New Hampshire Electric Cooperative?

- If there is a discrepancy between data provided by Sense and the New Hampshire Electric Cooperative metering system, NHEC will utilize the data reported in the utility metering system as the sole basis for account statements.

Will New Hampshire Electric Cooperative use the Sense to monitor my electric usage?

- The usage reported by sense will not be retained by New Hampshire Electric Cooperative (NHEC) but will be available to NHEC through Sense. This information may be used to further improve and develop energy efficiency programs and demand response programs that are intended to benefit all NHEC members.

What is the Sense's return policy?

- Please see: <https://help.sense.com/hc/en-us/articles/207104517>Returns>.

What happens when the Pilot is over?

- Once purchased, Sense becomes the property of the member. The initial and continued use of Sense are completely voluntary and up to the decision of the member. You can discontinue use or have the sense product disconnected at any time.

I rent. Can I install a Sense?

- Consult your landlord or property manager before installing a Sense in your rental residence.