*Crowd source energy efficiency powered by AWS*

**FAQs**

**Mobile App FAQs:**

1. **How different is this mobile app compared to EWA mobile app?**   
   SustainBH mobile app provides additional functionalities that are not provided in EWA app. These functionalities include an AC calculator that allows the user to forecast his new bill upon the replacement of his uncertified AC with a EWA certified AC. It also provides a checklist of best practices for energy efficiency. Besides these two functionalities, users will be able to compare their electricity and water consumption relative to other customers of the same household size at an area level instead of a national level.
2. **What is the purpose of the chatbot inside the application?**

The chatbot is used to offer a 24/7 support for the users and suggest general tips for questions related to minimizing energy consumption of a particular device.

1. **How is my data will be protected?**

Your data will be kept confidential and used only for statistics for SEA managers and comparison charts without any specific reference to you by name or EWA account number.

1. **Is there a step-by-step guide within the app for how to use it?**

No. The mobile app is simple to use with descriptive user interface and does not require guidance. A simple video illustrating the use of the app in the play store will be sufficient.

1. **How can I use the service?**

Citizens and residents in Bahrain will need to download the mobile application from the play store and create an account with their phone number.

1. **Do I need to sign up to be able to use the app?**  
   yes.
2. **Do I need to upload some documents like passport and smart card?**  
   No.
3. **Does the app follow privacy regulations?**

Yes.

1. **Is the app compatible with different OSs?**   
   The mobile app was tested on Android but can easily be ran on iOS.
2. **Does the app support different languages?**   
   No, it currently only supports the English language.
3. **Does the mobile app provide customer support service?**

Yes, customers can talk to a chatbot 24/7.

1. **Is the mobile app free or paid?**

Free.

**Stakeholders FAQs:**

1. **How many students are working on the project?**   
   4 students.
2. **Is Tamkeen funding the pilot?**  
   Yes.
3. **Which university is leading?**    
   University of Bahrain.
4. **Is it going to be live or prototype?**

It is going to be prototype.

**SEA Stakeholders FAQs (Dashboard users):**

1. **Who can access the dashboard?**

SEA managers only. Additional users can be created and shared with other interested stakeholders and organizations.

1. **How can I access the dashboard?**

Each SEA user will be able to access the dashboard using a dedicated account and password.

1. **What types of data are being visualized in the dashboard? And from where it come from?**

There are different charts that capture comparisons of electricity and water consumption based on different filters. Also, there are charts that illustrates the application users demographics. All charts are built based on the data collected from the users by the mobile application.

1. **Can I export the dashboard to pdf?**

Yes.