



Frequently Asked Questions

General Usage Questions

What is Empower?

Empower is a secure online dashboard that lets residential and commercial utility customers view their energy and water usage data.

Why did the City create Empower?

Empower was developed as a customer service tool to inform Naperville's Electric Utility customers about their energy usage. In 2024, water usage data was added to the dashboard. With Empower, customers can see the days and times they use energy and water the most and, as a result, reduce their consumption.

How does Empower work?

- Empower displays a customer's energy usage as frequently as 15-minute intervals and every hour for water usage.
- Available usage information will be approximately 24 hours old.
- Colorful charts show how much energy or water a customer uses by the month, day or hour.
- Customers can view and compare usage by day, week, month, or custom ranges and see the variables impacting their utility bill, such as the weather.

How can customers reset their password?

If an Empower user forgets their username or password, a process is built into the app to recover the username or reset the password using the user's email address. The process is similar to most sites that have username/password recovery.

How far back in time can customers go to compare their energy consumption?

Customers can go back a maximum of 36 months (3 years) as long as they were City of Naperville utility customers during that time period.

Can customers have more than one utility account/meter on the same Empower account?

If all meters have the same customer ID, they will be under the same Empower account.

Can Non-Wireless Meter Alternative customers use Empower?

Yes. There will be a delay of one month's worth of data due to these customers having monthly manual reads.

Can customers pay their utility bill through Empower?

Paying your bill through the dashboard is not available. The City of Naperville's e-bill payment system can be accessed at www.naperville.il.us/ebill.

Who should customers call with a question about Empower?

Contact the City's Finance Department at (630) 420-6059. Calls will be escalated through the customer care process as needed.



Frequently Asked Questions

How to Sign Up

How do customers sign up for Empower?

Visit www.empowernaperville.com.

What will customers need to access their energy information?

Customers will need their account number, which can be found on their utility bills.

As of July 2024, customers who receive their bills by mail can find their account number in the upper right corner of their monthly utility bill.



City of Naperville

Finance Department
400 S. Eagle Street
Naperville, IL 60540
www.naperville.il.us

In-person hours: Monday-Friday 8 a.m. to 4:30 p.m.

For billing/payment questions:

Contact the Call Center at (630) 420-6059

Monday-Friday 7 a.m. - 7 p.m.

Saturday 8 a.m. - Noon


Outages or After Hours Reporting (630) 420-6060

MESSAGE CENTER

Your utility bill has a new look!

Account Number	#####
Name	CUSTOMER NAME
Service Address	SERVICE ADDRESS
Bill Date	5/13/24
Due Date	6/10/24
Last Bill Amount	\$135.81
Payments	-\$135.81
Adjustments	\$0.00
Balance Forward	\$0.00
TOTAL BALANCE	\$143.58

As of July 2024, customers who receive their bills electronically (eBill) can find their account number in the upper left corner under the Service Address.



City of Naperville
Finance Department
400 S. Eagle Street
Naperville, IL 60540

630-420-6059
*For questions, service problems or
address changes, please call or visit
www.naperville.il.us*

Service Address: 1234 Lincoln Lane, Naperville, IL 60540 Page 1

Account Number	Cycle	Bill Date	Due Date	Last Bill Amount	\$86.55
123456-78910	55-02	7/25/16	8/20/16	Payments	\$86.55-
				Adjustments	\$.00
				Balance Forward	\$.00
				Total Balance:	\$88.27

Rate Class: RESIDENTIAL



Frequently Asked Questions

Empower's Data

How is a customer's data made available through Empower?

Thanks to Naperville's integrated system of meters, communications networks, and data management systems, the data generated from each customer's meter is available through Empower.

Besides myself, who can see my data?

A limited number of City employees in the Finance Department, the Electric Utility, Water Utility, and Legal Department have access to customer data. This is so they can assist customers with any questions they might have about their utility bill or Empower.

I just enrolled in Empower and logged in for the first time. My data is not displaying. What do I do?

It may take a few minutes for a customer's historical usage data to populate in their dashboard after they first enroll in Empower. They should log out and try again after a few minutes. Once their data has populated for the first time, they will not experience this lag time again.

Will the information provided on Empower exactly match my electric bill?

Thanks to the advanced mode feature, you can use Empower to compare your energy usage data to your monthly bill. However, there are some key differences between how Empower was built and how data is collected for monthly billing that will cause minor data discrepancies. Here's what you need to know before comparing Empower's data with your bill:

1) **Choose the correct time interval for your billing cycle:** In Empower, you can use the custom range field function to request specific dates and download your usage data. Let's say your billing cycle starts and ends on the 10th day of each month, and you want to see how you used energy between January 10 and February 10.

It's important to note that the energy usage on the "From" date (in this case, January 10) will have already been accounted for in your previous month's utility bill. To account for this, in Empower, you will need to start your custom range one day later than the start date of your monthly billing cycle (in our scenario, January 11). You can still end your custom range on the actual last day of your billing cycle (in our scenario, February 10).

2) **Account for Daylight Saving Time:** Empower has been built to automatically adjust for the beginning and end of Daylight Saving Time. This is to help customers recognize how they use energy during this unique annual time period. However, the utility's monthly billing system remains consistent with standard time. This means that during Daylight Saving Time (March to November), customers might see minor discrepancies between what Empower shows and their total monthly billing due to the one-hour forward time shift in Empower.



Frequently Asked Questions

How do customers download their usage data from Empower?

By entering the beginning and ending date, customers can download their usage data into a spreadsheet that shows the energy used every 15 minutes and water used every hour.

Where can I find more information about how to interpret my data?

A dashboard how-to guide is available on the City's website at www.naperville.il.us/empower.

Can customers see their water/wastewater usage data in Empower?

Yes. This feature was added to the dashboard in July 2024.

Empower's Security

What data security precautions have been taken?

The Empower dashboard was developed in-house at the City of Naperville and has gone through multiple high-level cybersecurity reviews to make sure the data is and remains secure. There is a triple firewall, among other precautions that were taken to ensure customers' data is safe.

Can someone tell what activity I'm doing by looking at my Empower dashboard?

No, the dashboard only records overall energy and water usage, which could be attributable to many different activities.

If I am out of the country for a period of time, can I use Empower?

Due to Empower's stringent security requirements and precautions, customers are unable to access Empower from countries outside of the United States.