



Energy & Water Dashboard

Enrollment and Dashboard Navigation Guide

Last updated: July 2024



What is Empower and how does it work?

- Empower is an online energy and water information dashboard developed by Naperville's Electric Utility.
- This personalized view helps you better understand how and when you use your utilities by the day, week, month, or year.
- Rather than wait for a monthly bill, you can evaluate your usage more often and use that data to make cost-saving changes.
- Empower receives data from your electric meter, which generates readings in 15-minute increments. For water, the data is received from your water meter in one-hour increments.
- Your data is available on a 24-hour delay and can be accessed for up to 36 months.



**Enrolling and
Logging in to
Your Empower
Account**


Access Empower at

www.empowernaperville.com




Create your Empower account


All you need to get started using Empower is your email address and the account number from your electric bill.




Enter Username




Enter email address



Enter password




Confirm password



Enter account number

☐ I agree with the [Terms and Conditions](#)

☐ I'm not a robot


reCAPTCHA
[Privacy](#) • [Terms](#)

Register

[I already have an account](#)

Create a Username between 6 and 30 characters long.


Follow the step-by-step sign-up process to create your account.


Create a username between 6 & 30 characters long.





Create your Empower account


All you need to get started using Empower is your email address and the account number from your electric bill.

 utilitycustomer

 Enter email address


 Enter password

 Confirm password

 Enter account number

☐ I agree with the [Terms and Conditions](#)

☐ I'm not a robot


reCAPTCHA
[Privacy](#) • [Terms](#)

Register

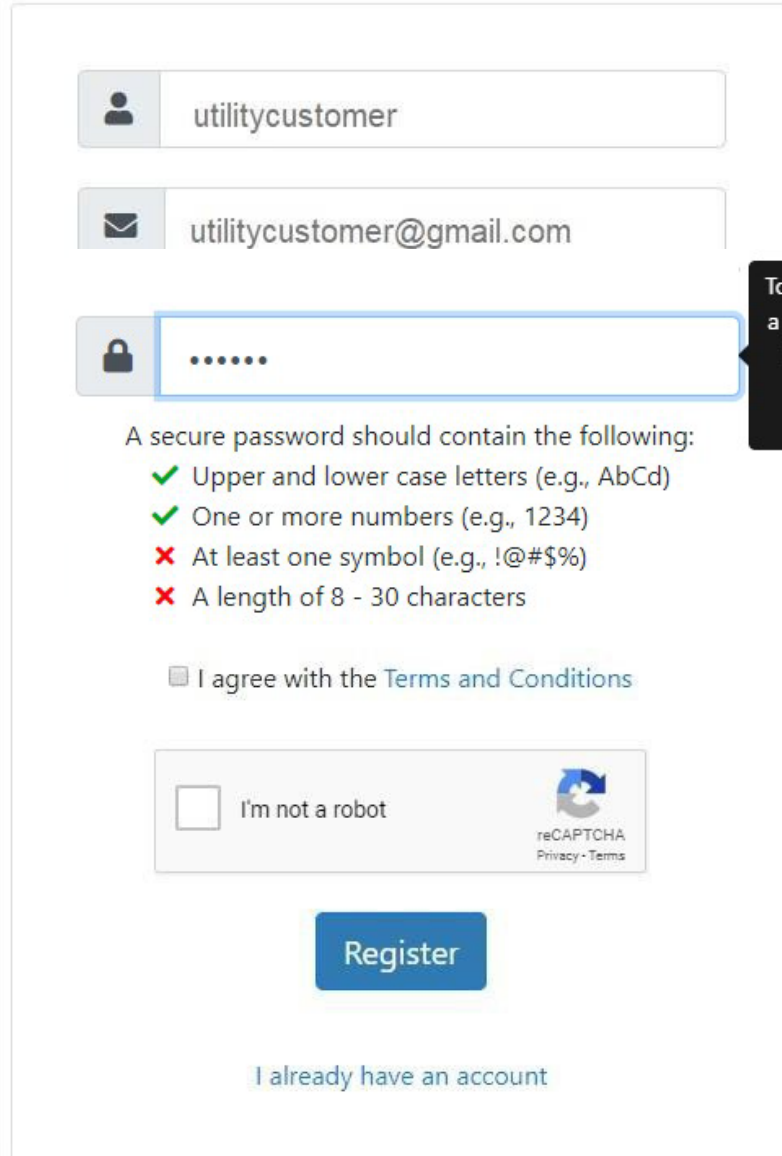
[I already have an account](#)

Enter an email address to help recover a forgotten username or password.

Enter your email address.

Create your Empower account

All you need to get started using Empower is your email address and the account number from your electric bill.



The screenshot shows the Empower account creation form. It includes three input fields: a username field with 'utilitycustomer', an email field with 'utilitycustomer@gmail.com', and a password field with masked characters. Below the password field is a list of password requirements with green checkmarks for 'Upper and lower case letters' and 'One or more numbers', and red X marks for 'At least one symbol' and 'A length of 8 - 30 characters'. There is a checkbox for 'I agree with the Terms and Conditions' and a reCAPTCHA 'I'm not a robot' checkbox. A blue 'Register' button is at the bottom, with a link 'I already have an account' below it.

utilitycustomer

utilitycustomer@gmail.com

.....

A secure password should contain the following:

- ✓ Upper and lower case letters (e.g., AbCd)
- ✓ One or more numbers (e.g., 1234)
- ✗ At least one symbol (e.g., !@#\$%)
- ✗ A length of 8 - 30 characters

☐ I agree with the [Terms and Conditions](#)

☐ I'm not a robot

reCAPTCHA
Privacy • Terms

Register


[I already have an account](#)


To secure your account, enter a password you haven't used before and avoid using a family member or pet's name.


- ## Create a password that meets the following criteria:
- Upper & lower case letters (Aa, Bb, ...)
 - One or more numbers (1, 2, 3, ...)
 - At least one symbol (#, !, &, %, ...)
 - Is a length of 8 to 30 characters


Create your Empower account


All you need to get started using Empower is your email address and the account number from your electric bill.

utilitycustomer

utilitycustomer@gmail.com


Secretp@ssw0rd2019

Confirm password

Enter account number

☐ I agree with the [Terms and Conditions](#)

☐ I'm not a robot


reCAPTCHA
[Privacy](#) • [Terms](#)

Register


[I already have an account](#)

Enter your password again to confirm it was typed correctly.

Confirm your password.

You will need your Account Number

IF YOU RECEIVE YOUR BILL ELECTRONICALLY (eBILL)



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


Service Address: 1234 Lincoln Lane, Naperville, IL 60540

Account Number	Cycle	Bill Date	Due Date
123456-78910	55-02	7/25/16	8/1/16

Rate Class: RESIDENTIAL

Your account number is on your monthly utility bill in the upper left corner under the Service Address.

IF YOU RECEIVE YOUR BILL IN THE MAIL



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

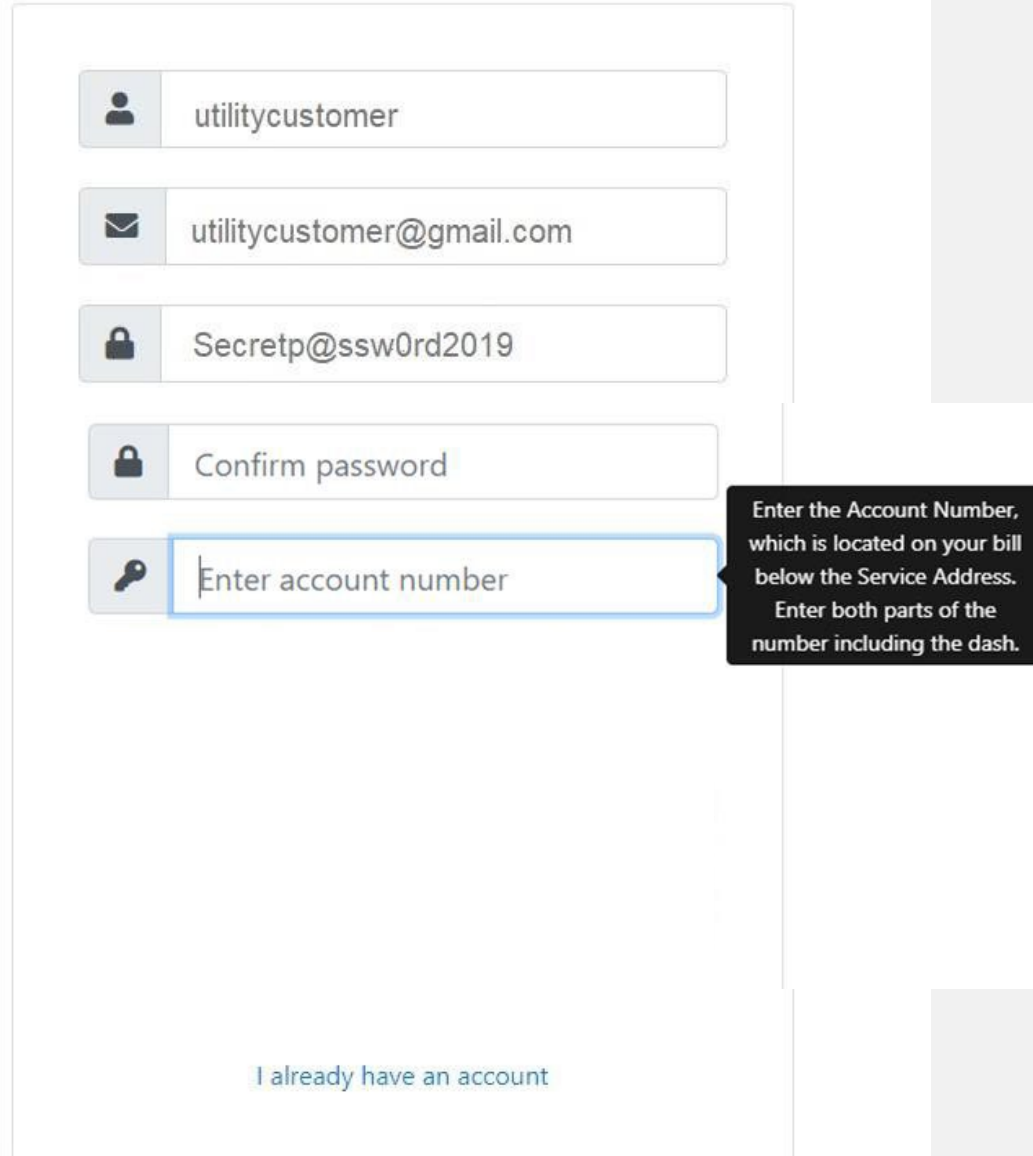
Account Number	#####-####
Name	CUSTOMER NAME
Service Address	SERVICE ADDRESS
Bill Date	5/13/24
Due Date	6/10/24
Last Bill Amount	\$135.81
Payments	-\$135.81
Adjustments	\$0.00
Balance Forward	\$0.00
TOTAL BALANCE	\$143.58

MESSAGE CENTER
Your utility bill has a new look!

Your account number is on your monthly utility bill in the upper right corner.

Create your Empower account

All you need to get started using Empower is your email address and the account number from your electric bill.



The form contains five input fields with icons on the left: a person icon for the username 'utilitycustomer', an envelope icon for the email 'utilitycustomer@gmail.com', a padlock icon for the password 'Secretp@ssw0rd2019', a padlock icon for the 'Confirm password' field, and a key icon for the 'Enter account number' field. A black tooltip box points to the account number field with the text: 'Enter the Account Number, which is located on your bill below the Service Address. Enter both parts of the number including the dash.' At the bottom left is a link that says 'I already have an account'.

utilitycustomer

utilitycustomer@gmail.com

Secretp@ssw0rd2019

Confirm password

Enter account number

Enter the Account Number, which is located on your bill below the Service Address. Enter both parts of the number including the dash.

[I already have an account](#)

Enter your utility account number, including the dash.

Agree with the terms and conditions, confirm you are not a robot, then select Register.

An email to confirm your account is on the way!

Thank you for signing up for Empower.

Before we can activate your account we would like you to verify your email address.

Please check for an email from Empower and click on the link to activate your account.

If you did not receive an email, please check your spam and junk folders.

If you need another confirmation email sent to you, please go to the Empower login page and enter your login/password. A new confirmation email will then be sent to you.

[Click here to sign into Empower](#)

**A confirmation email
will be sent to the email
address you used to
enroll. The email will
contain a link to
activate your account.**

**Click on the link to
activate your account.**

Confirm your email for Empower enrollment

Trash x



Empower empower@naperville.il.us via dynect.net
to me ▾

Thu, Oct 31, 11:36 AM (1 day ago)



Thank you for registering for Empower!
Your account has been created and is waiting for you to learn more about how you use energy.

To activate your account, please [click here](#).

This email address is not monitored. If you have a question about Empower or how to use the dashboard, visit www.naperville.il.us/empower or submit a [Help Center request](#).



Your email address has not been confirmed yet!

A confirmation email has been sent to the email address you used to register.
Before we can activate your account we would like you to verify your email address.

Please check for an email from Empower and click on the link to activate your account. If you did not receive an email, please check your spam and junk folders.

If you need another confirmation email sent to you, please go to the Empower login page and enter your login/password. A new confirmation email will then be sent to you.

[Click here to sign into Empower](#)

If you do not confirm your email, you will not be able to access Empower, and you will receive this email each time you try to log in.

Your email has been confirmed!

Thank you for confirming your email.

Your account has been activated and you may now sign in.

For information on how to use Empower, please visit www.naperville.il.us/empower


[Click here to sign into Empower](#)


Once your email is confirmed, you can log in to your account.



You can now sign in to your account.

Sign In

 Enter Username

 Enter Password

[Forgot your username or password?](#)

[Log in](#)

[Don't have an account? Sign Up Here](#)

Username

Password

If you forget your username or password, click here. A recovery email will be sent to the email address on file for your Empower account.

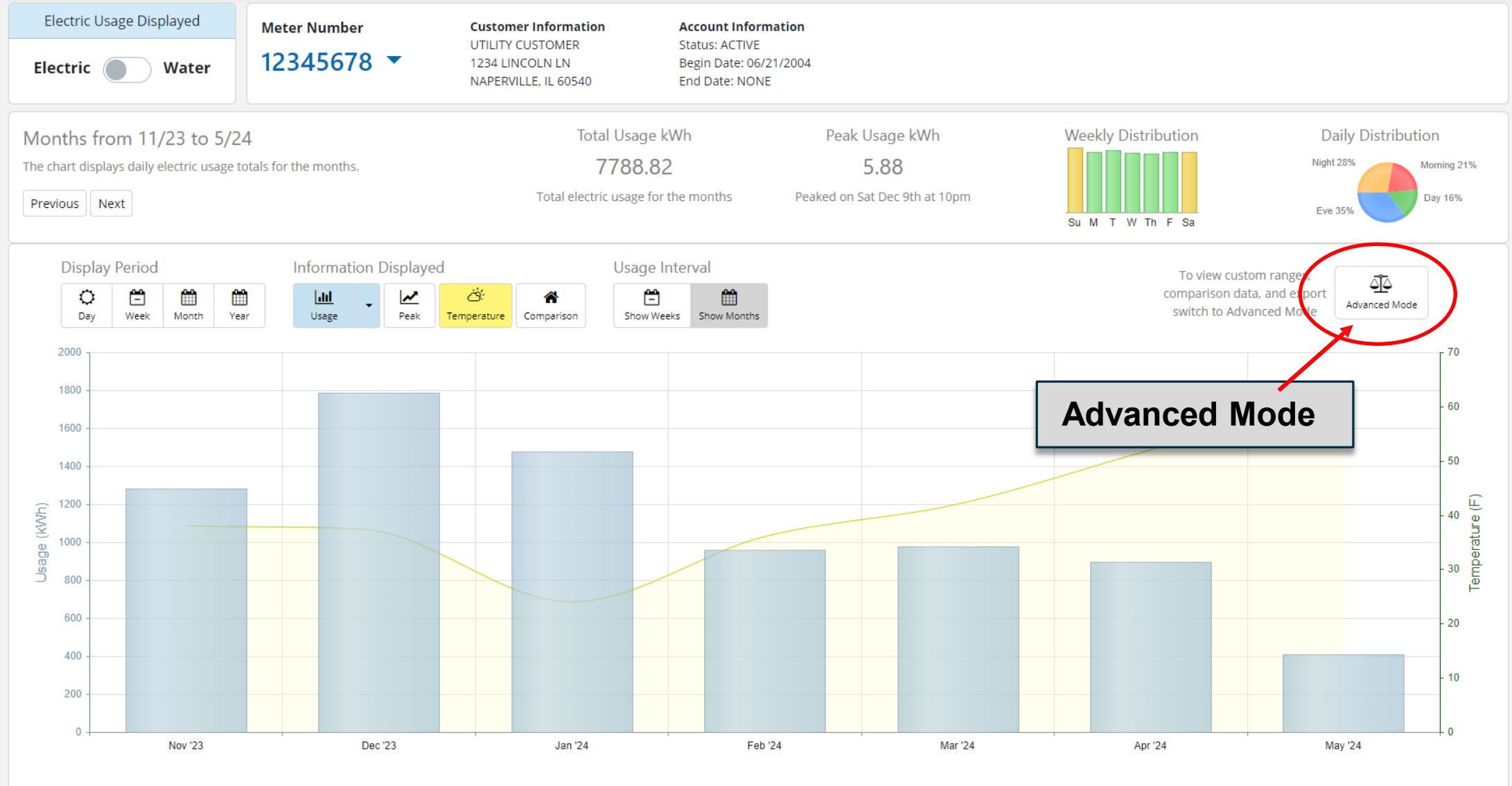


**How to
Navigate
Empower**



Once you log in to your account, this is the first screen you will see. It is the **Basic Mode** of display. This lets you see simple displays of your data. The default timeframe will be the past six months of your use.

- For more features, select the icon that says **Advanced Mode**.
- Advanced Mode lets you view your data in custom ranges, export data, or view comparison data. These features are covered later in this guide.



Months from 11/23 to 5/24

The chart displays daily electric usage totals for the months.

Previous Next

Total Usage kWh

7788.82

Total electric usage for the months

Peak Usage kWh

5.88

Peaked on Sat Dec 9th at 10pm

Weekly Distribution

Su M T W Th F Sa

Daily Distribution

Night 28% Morning 21% Day 16% Eve 35%

Display Period

Day Week Month Year

Information Displayed

Usage Peak Temperature Comparison

Usage Interval

Show Weeks Show Months

To view custom ranges, comparison data, and export switch to Advanced Mode

Advanced Mode

Usage (kWh)

Temperature (F)

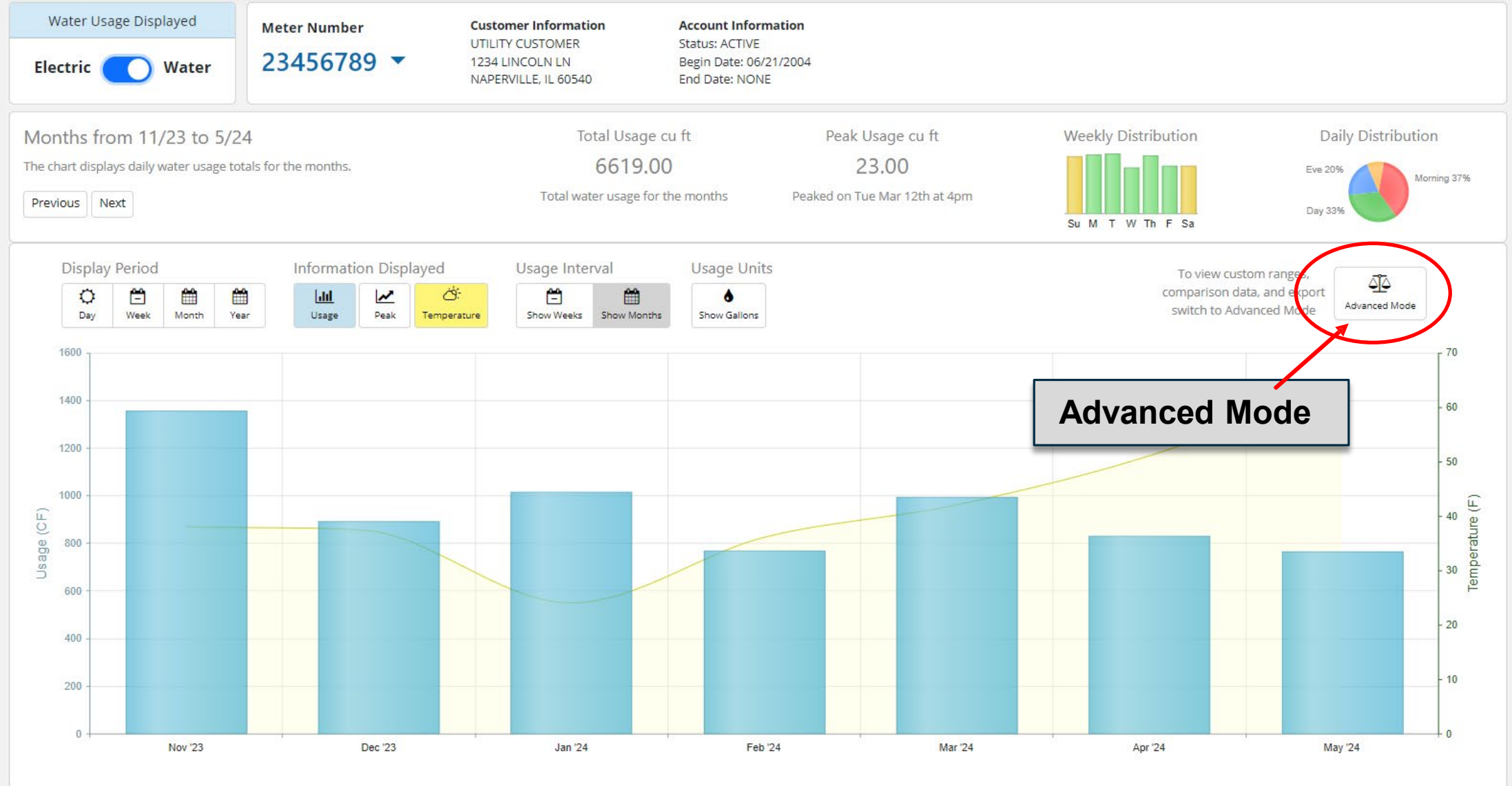
Nov '23 Dec '23 Jan '24 Feb '24 Mar '24 Apr '24 May '24

Advanced Mode



To view water data, click on the button in the upper left-hand corner of the screen and slide from Electric to Water. This is the Basic Mode of display in the water dashboard, which allows you to see simple data displays.

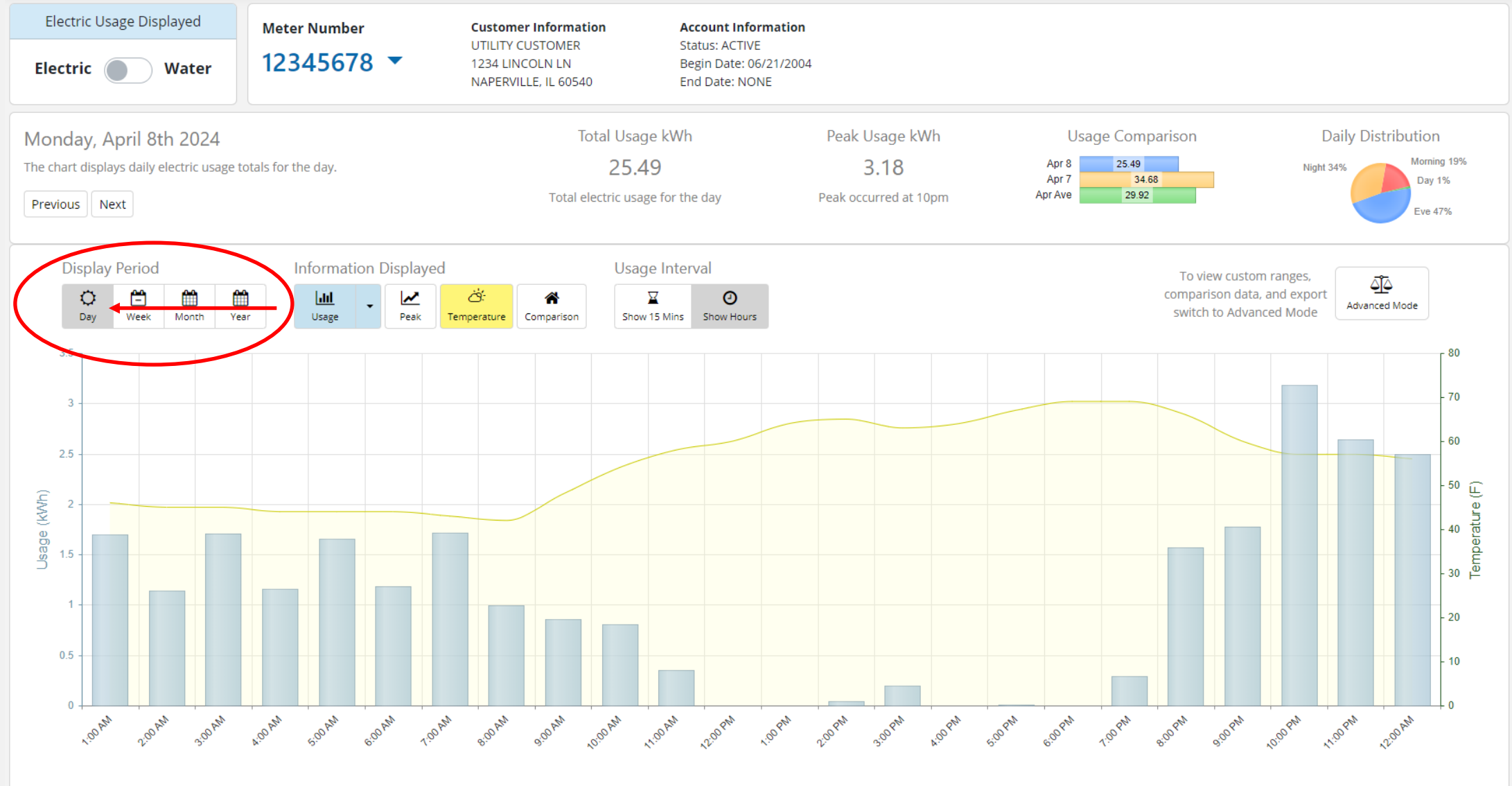
For more features, select **Advanced Mode**. Advanced Mode lets you view data in custom ranges, export data, or view comparison data. These features are covered later in the guide.





Display Period lets you change the timeframe for how you view usage data.

- You can view data by day, week, month, or year.
- The below image is the Day Display Period for April 8, 2024.
- Daily energy usage is displayed in hourly increments and shown in the blue bars.
- Actual daily temperatures are displayed within the yellow-shaded area.





Week Display Period shows:

- **Total Usage** in kilowatt hours (blue bars)
- **Peak Usage** in kilowatt hours (orange line and circles)
- **Temperature** (yellow shading)

Electric Usage Displayed

Electric ☒ Water ☐

Meter Number

12345678 ▼

Customer Information

UTILITY CUSTOMER

1234 LINCOLN LN

NAPERVILLE, IL 60540

Account Information

Status: ACTIVE

Begin Date: 06/21/2004

End Date: NONE

Week of 4/7/24 thru 4/13/24

The chart displays daily electric usage totals for the week.

Previous

Next

Total Usage kWh

194.29

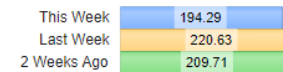
Total electric usage for the week

Peak Usage kWh

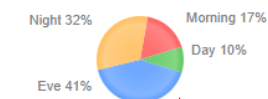
4.19

Peak occurred Wed at 8pm

Usage Comparison



Daily Distribution



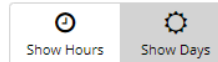
Display Period



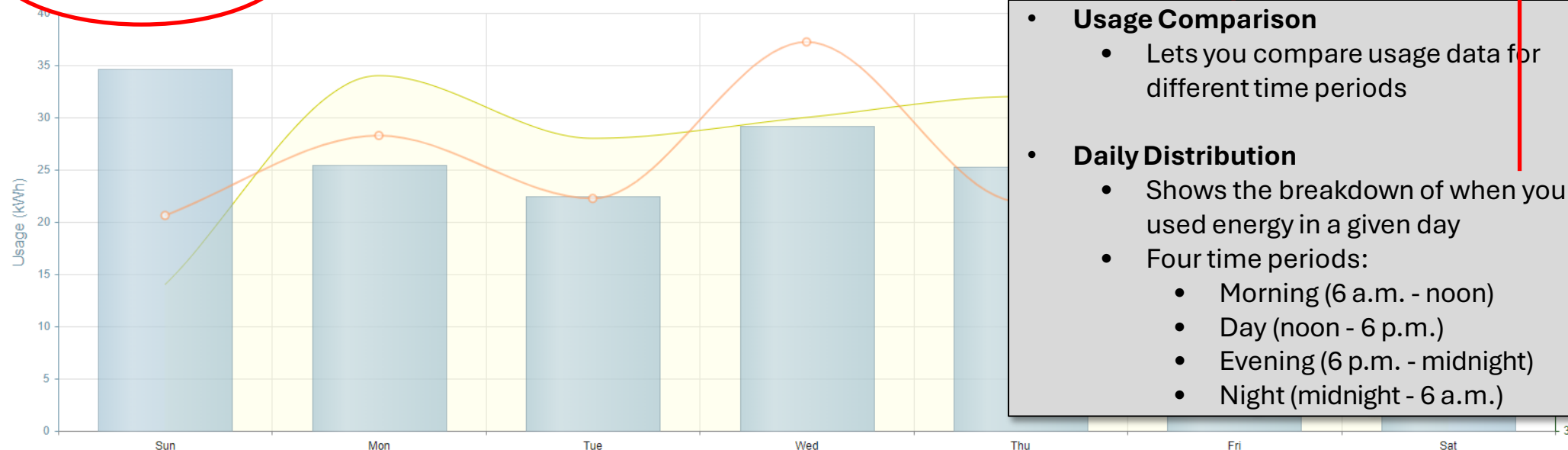
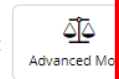
Information Displayed



Usage Interval



To view custom ranges, comparison data, and export switch to Advanced Mode



- **Usage Comparison**
 - Lets you compare usage data for different time periods
- **Daily Distribution**
 - Shows the breakdown of when you used energy in a given day
 - Four time periods:
 - Morning (6 a.m. - noon)
 - Day (noon - 6 p.m.)
 - Evening (6 p.m. - midnight)
 - Night (midnight - 6 a.m.)



Month Display Period also shows:

- Total usage for the month
- Usage Comparison
- Average Daily Temperature
- Peak energy usage
- Daily Distribution

Electric Usage Displayed

Electric ☐ Water ☐

Meter Number

12345678 ▼

Customer Information

UTILITY CUSTOMER
1234 LINCOLN LN
NAPERVILLE, IL 60540

Account Information

Status: ACTIVE
Begin Date: 06/21/2004
End Date: NONE

Month of April 2024

The chart displays daily electric usage totals for the month.

Previous Next

Total Usage kWh

897.61

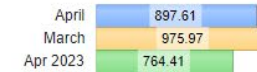
Total electric usage for the month

Peak Usage kWh

5.76

Peaked on Sun 14th at 9pm

Usage Comparison



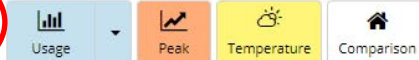
Daily Distribution



Display Period



Information Displayed



Usage Interval



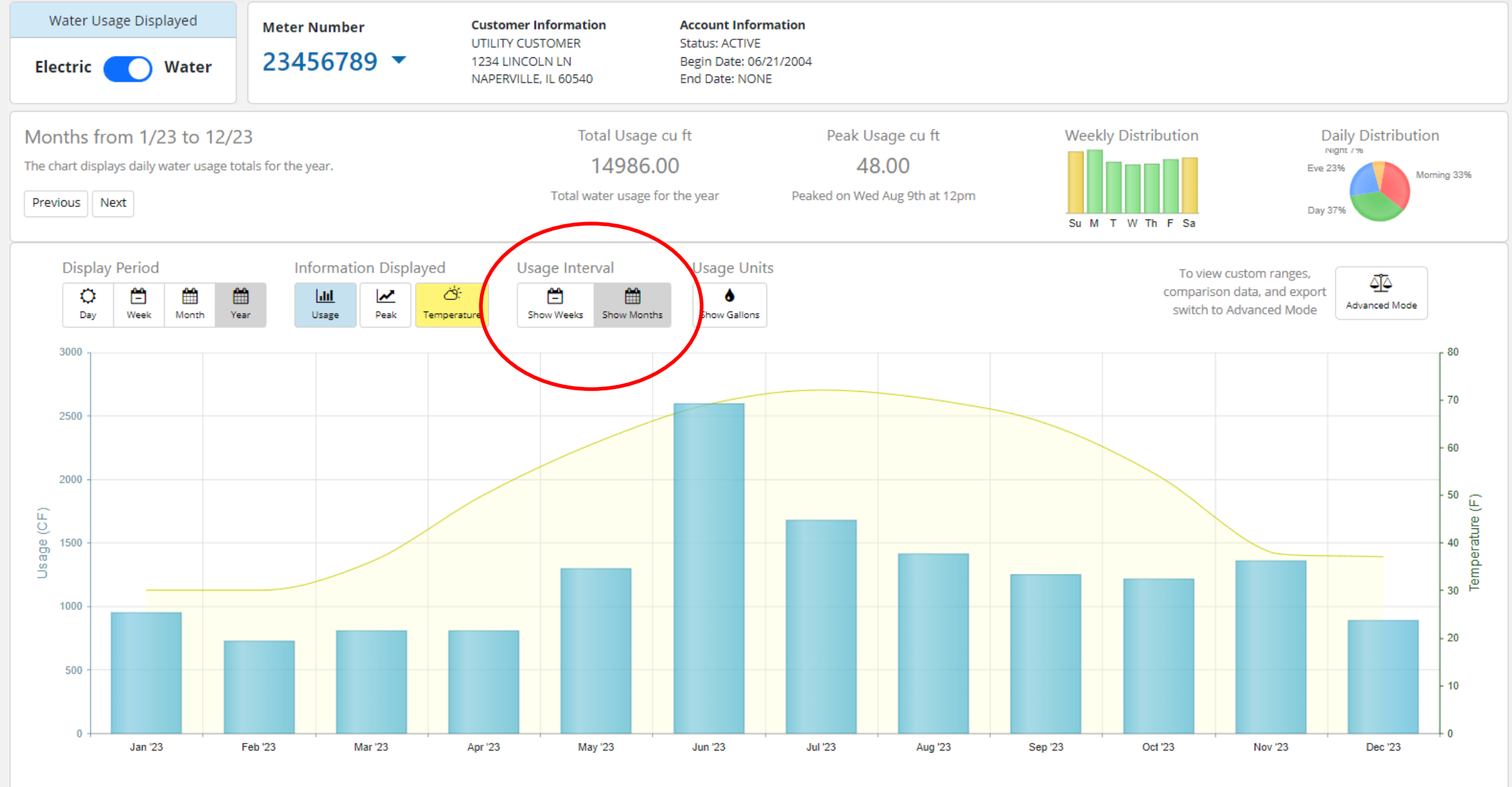
To view custom ranges, comparison data, and export switch to Advanced Mode





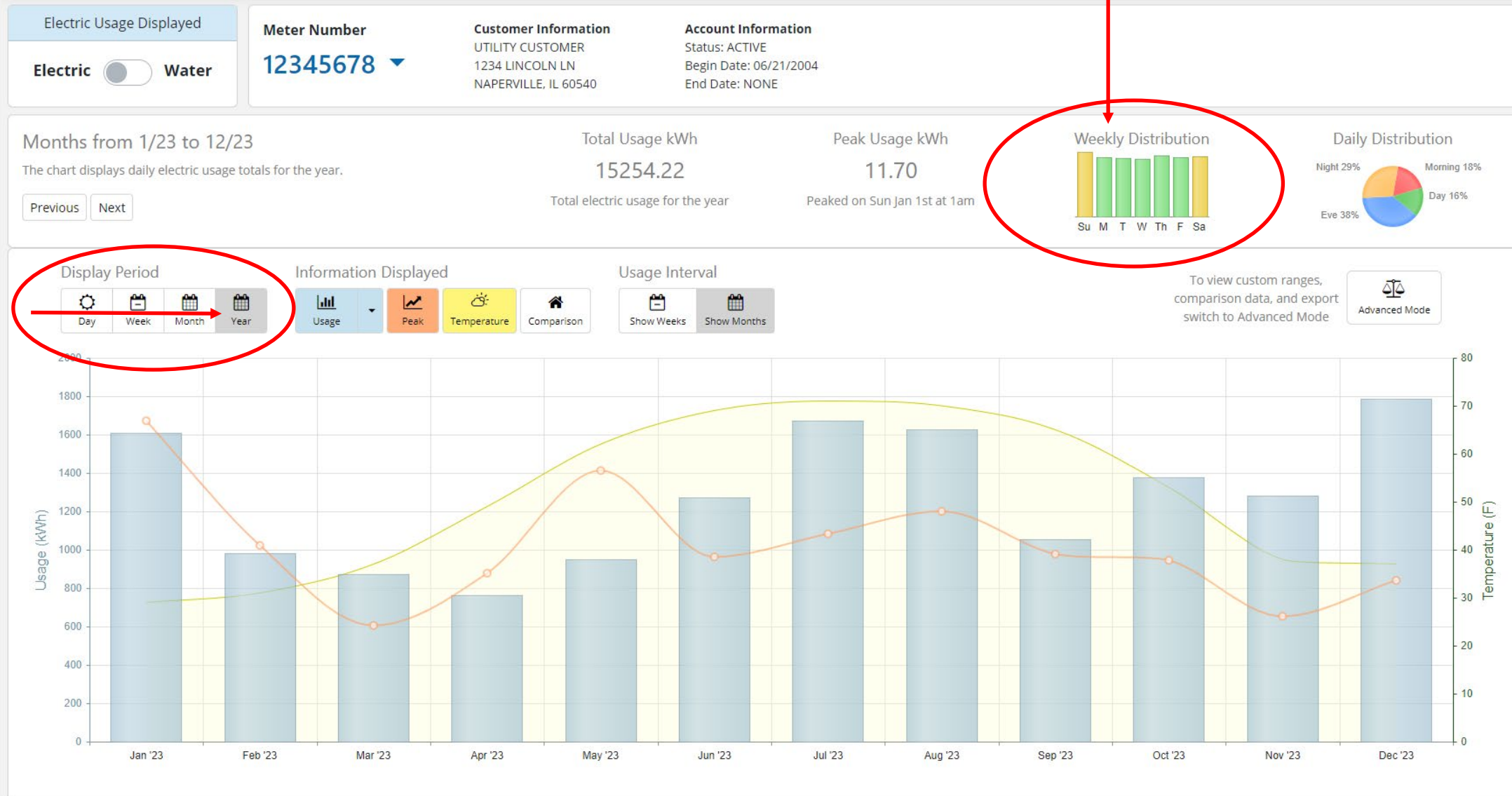
Empower offers options to view your water usage with the **Usage Interval**.

- Provides monthly or weekly data based on the display period chosen.





Year Display Period offers the same features but also has a Weekly Distribution graph that shows the average usage for each day of the week.





Empower offers additional options to view your energy usage with the **Usage Interval**.

- **Show 15 minutes:** shows energy usage in 15-minute intervals
- **Show Hours:** shows energy usage in hours

Electric Usage Displayed

Electric ☐ Water

Meter Number

12345678 ▼

Customer Information

UTILITY CUSTOMER
1234 LINCOLN LN
NAPERVILLE, IL 60540

Account Information

Status: ACTIVE
Begin Date: 06/21/2004
End Date: NONE

Sunday, April 7th 2024

The chart displays daily electric usage totals for the day.

Previous Next

Total Usage kWh

34.68

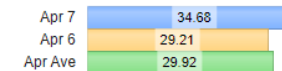
Total electric usage for the day

Peak Usage kWh

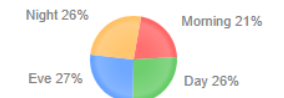
2.32

Peak occurred at 9pm

Usage Comparison



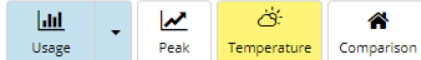
Daily Distribution



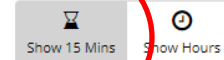
Display Period



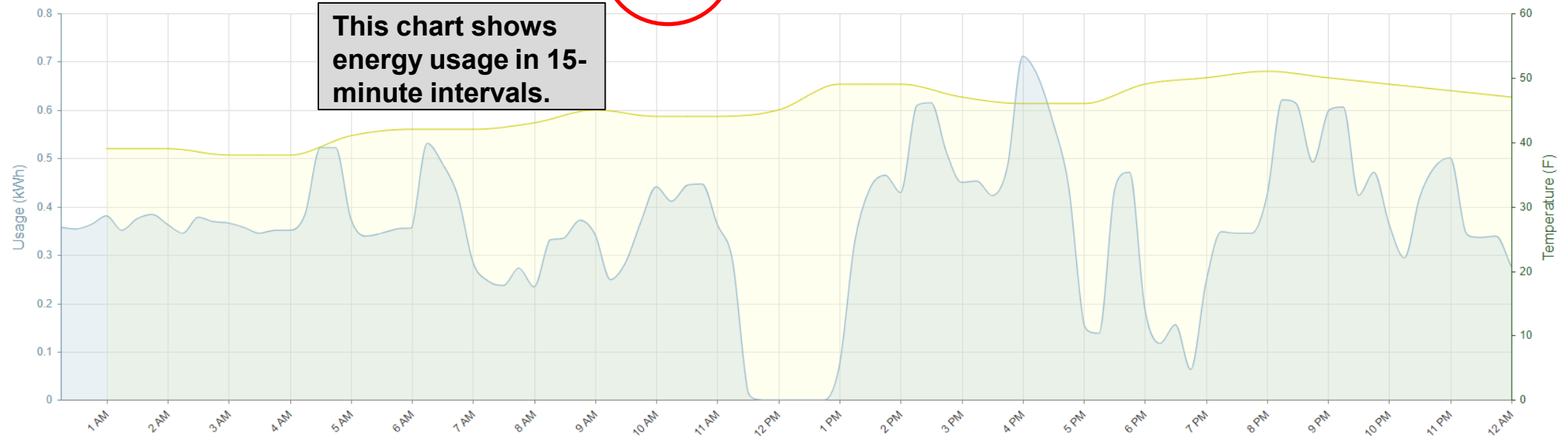
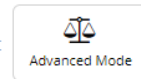
Information Displayed



Usage Interval



To view custom ranges, comparison data, and export switch to Advanced Mode





Empower offers additional options to view your energy usage with the **Usage Interval**.

- **Show 15 minutes:** shows energy usage in 15-minute intervals
- **Show Hours:** shows energy usage in hours

Electric Usage Displayed

Electric ☐ Water

Meter Number

12345678 ▼

Customer Information

UTILITY CUSTOMER
1234 LINCOLN LN
NAPERVILLE, IL 60540

Account Information

Status: ACTIVE
Begin Date: 06/21/2004
End Date: NONE

Sunday, April 7th 2024

The chart displays daily electric usage totals for the day.

Previous Next

Total Usage kWh

34.68

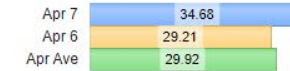
Total electric usage for the day

Peak Usage kWh

2.32

Peak occurred at 9pm

Usage Comparison



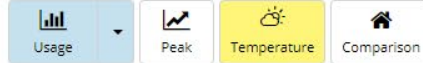
Daily Distribution



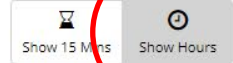
Display Period



Information Displayed

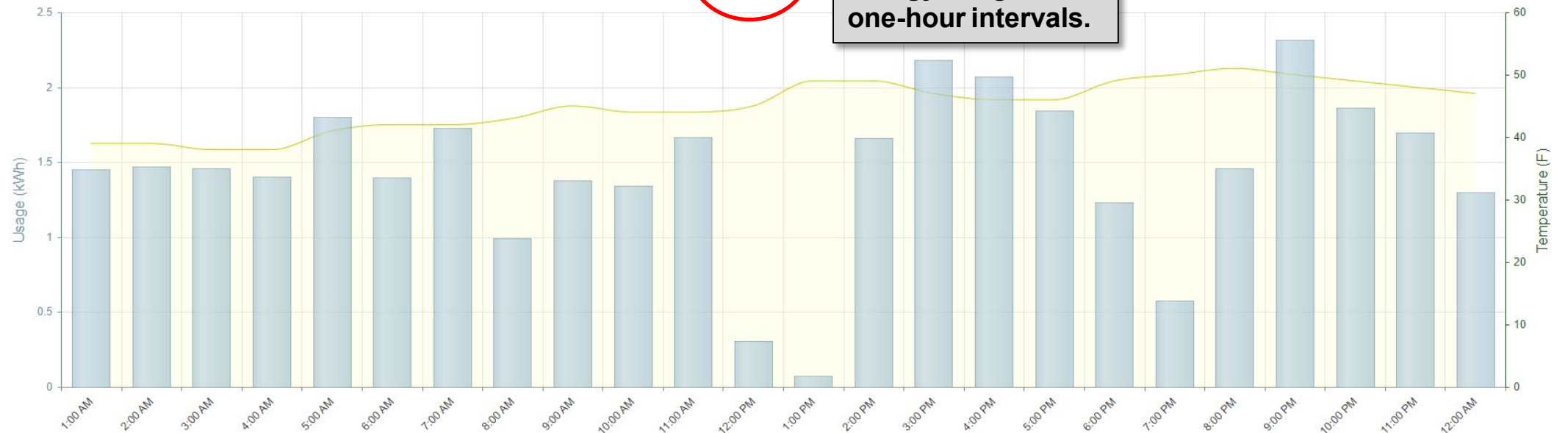


Usage Interval



This chart shows energy usage in one-hour intervals.

To view custom ranges, comparison data, and export switch to Advanced Mode





Residential customers can select **Comparison** to compare their home's energy use with the aggregate average use of all residential customers in their same billing cycle. You can compare by day, week, month, or year. Your home's usage will be in blue; the aggregate average for your billing cycle will be in grey.



[Pay My Bill](#) [Electric Home](#) [User Guide](#) [My Account](#) [Logout](#)

Meter Number

12345678 ▾

Customer Information

UTILITY CUSTOMER
1234 LINCOLN LN
NAPERVILLE, IL 60540

Account Information

Status: ACTIVE
Begin Date: 07/31/2014
End Date: NONE

Month of August 2021

The chart displays daily usage totals for the month.

[Previous](#) [Next](#)

Total Usage kWh

1264.09

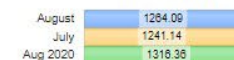
Total usage for the month

Peak Usage kW

8.78

Peak occurred Sat 7th at 8pm

Usage Comparison



Daily Distribution



Display Period



Information Displayed

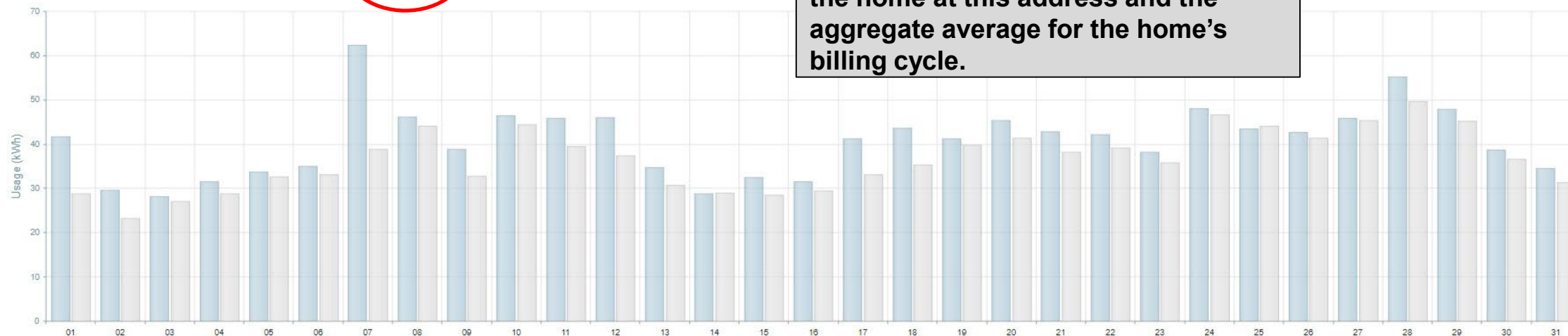


Usage Interval



This chart shows a usage comparison for each day in August 2021 between the home at this address and the aggregate average for the home's billing cycle.

To view custom ranges, comparison data, and export switch to Advanced Mode

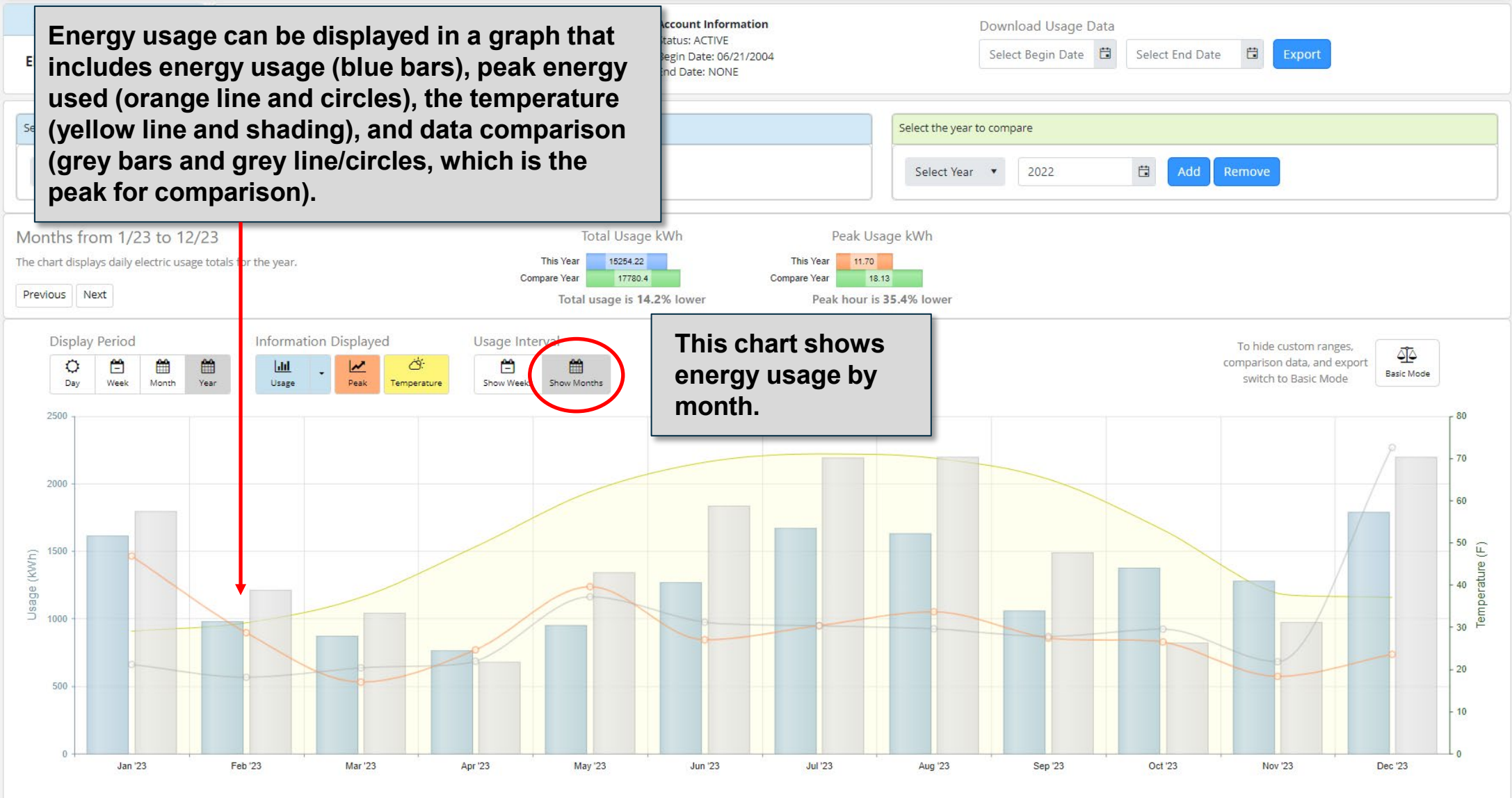




In **Advanced Mode**, you can view your data in custom ranges, export that data, or view comparison data.

- This chart shows a yearly comparison between 2023 and 2022.

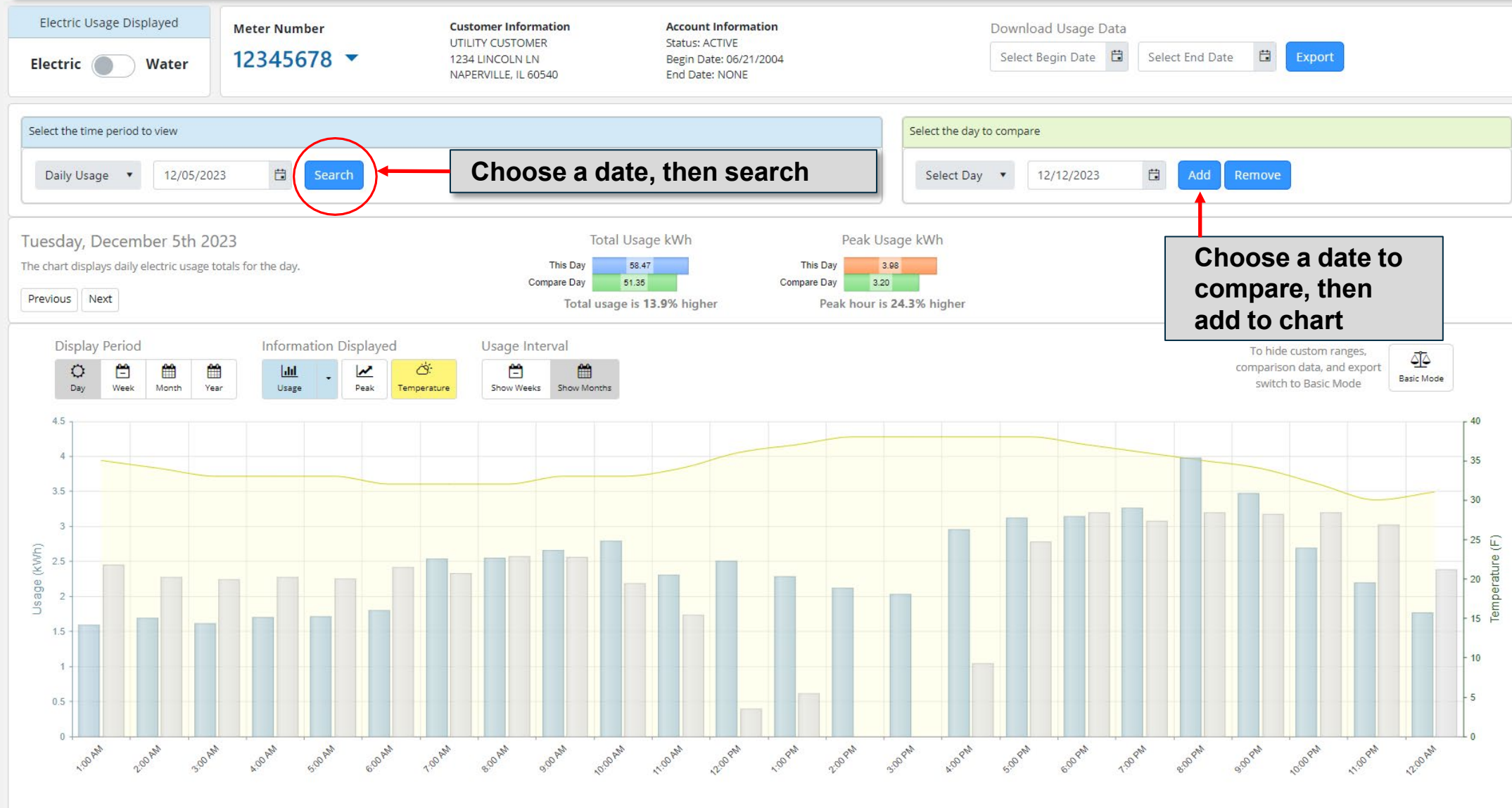
Energy usage can be displayed in a graph that includes energy usage (blue bars), peak energy used (orange line and circles), the temperature (yellow line and shading), and data comparison (grey bars and grey line/circles, which is the peak for comparison).





This chart is an example of comparing **daily usage between two dates**.

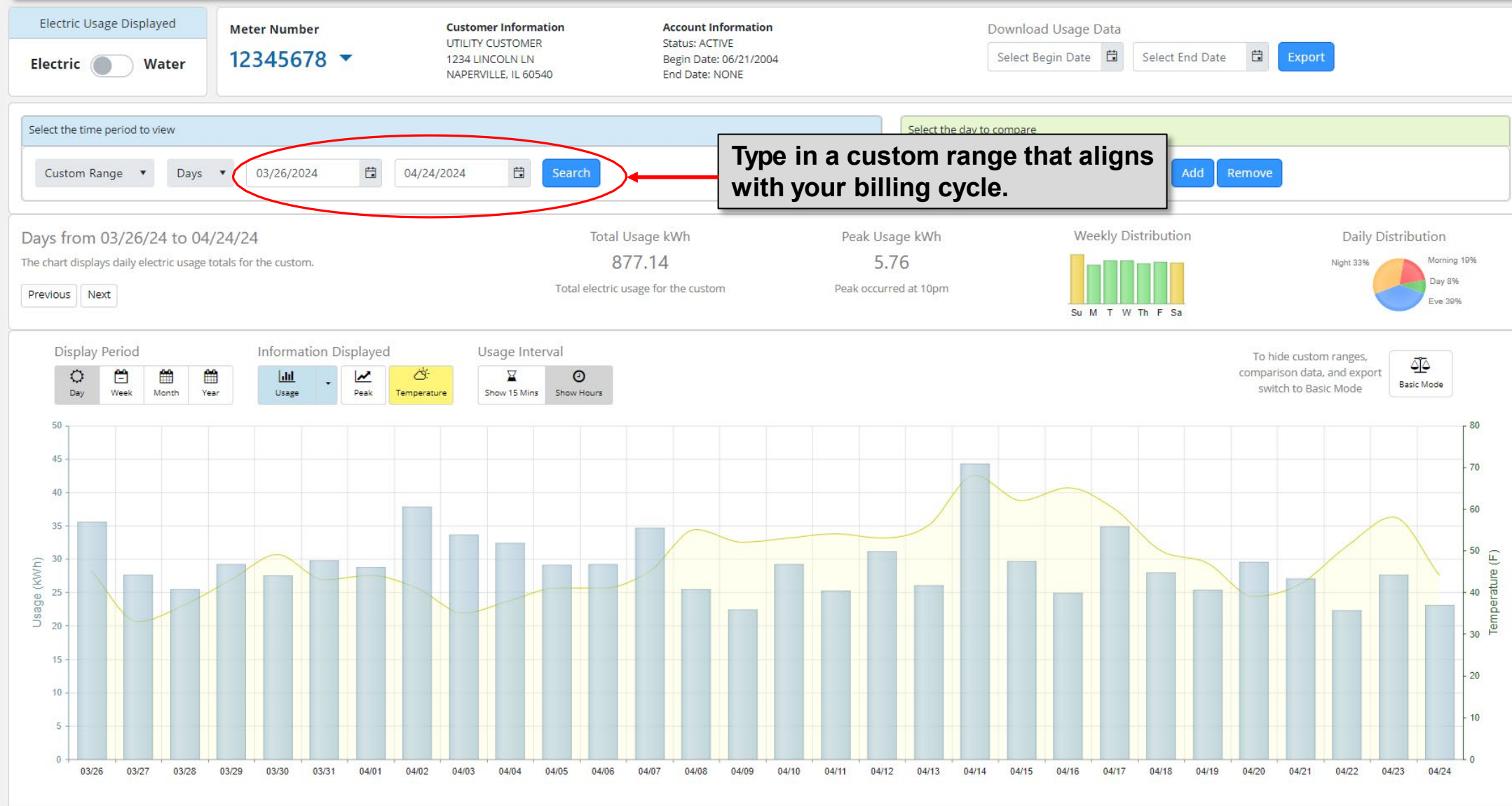
- This chart shows the Daily Usage comparison between December 5 and December 12, 2023.





The **custom range function** can be used to mirror your specific billing dates.

- See the next slide for specifics about matching what you see on Empower to your monthly bill.





What to Know About Comparing Empower with Your Utility Bill

- You must choose the **correct time interval** for your billing cycle.
 - Let's say your billing cycle starts and ends on the 10th day of each month, and you want to see your energy or water used between January 10 and February 10.
 - ***The energy or water usage on the "From" date (in this case, January 10) will have already been accounted for in the previous month's utility bill.***
 - To account for this in Empower, start the custom range one day later than the start date of the customer's monthly billing cycle (in our scenario, January 11).
 - You can still end your custom range on the actual last day of the billing cycle (in our scenario, February 10).
- **Daylight Savings Time plays a role.**
 - Empower automatically adjusts for the beginning and end of Daylight Saving Time to help customers recognize how they use energy and water during this unique annual time period.
 - Naperville's monthly utility billing system remains consistent with standard time year-round.
 - This means that during Daylight Saving Time (March to November), you might see minor discrepancies between what Empower shows and your total monthly billing due to the one-hour forward time shift in Empower.



Usage data can be exported into an Excel spreadsheet showing the raw data sent by your electric meter.

- Select a start date and end date, then **Export**.

Electric Usage Displayed

Electric ☒ Water

Meter Number

12345678

Customer Information

UTILITY CUSTOMER
1234 LINCOLN LN
NAPERVILLE, IL 60540

Account Information

Status: ACTIVE
Begin Date: 06/21/2004
End Date: NONE

Download Usage Data

Select Begin Date

Select End Date

Export

Select the time period to view

Weekly Usage 03/24/2024 Search

Select the week to compare

Select Week 04/24/2024 Add Remove

Week of 3/24/24 thru 3/30/24

The chart displays daily electric usage totals for the week.

Previous Next

Total Usage kWh

209.71

Total electric usage for the week

Peak Usage kWh

3.65

Peak occurred Mon at 9pm

Usage Comparison

This Week 209.71
Last Week 230.31
2 Weeks Ago 193.11

Night 34% Morning 21% Day 9% Eve 37%

Display Period

Day Week Month Year

Information Displayed

Usage Peak Temperature

Usage Interval

Show Hours Show Days

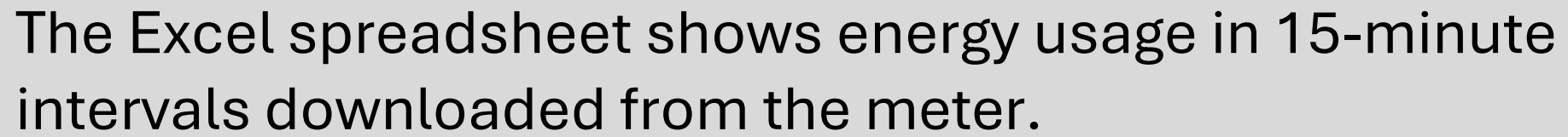
To hide custom ranges, comparison data, and export switch to Basic Mode

Basic Mode

Usage (kWh)

Temperature (F)

Sun Mon Tue Wed Thu Fri Sat



Ready 100%



Special Instructions for Solar Customers



Customers with solar panels can view their energy in two ways: their regular energy usage and the energy generated by their solar panels.

- Solar customers can toggle back and forth through the pull-down menu under **Usage**.
- When the blue usage button is shown, the customer's regular energy usage is displayed.

Electric Usage Displayed

Electric ☒ Water

Meter Number

12345678 ▼

Customer Information

UTILITY CUSTOMER
1234 LINCOLN LN
NAPERVILLE, IL 60540

Account Information

Status: ACTIVE
Begin Date: 06/21/2004
End Date: NONE

Monday, April 8th 2024

The chart displays daily electric usage totals for the day.

Previous Next

Total Usage kWh

25.49

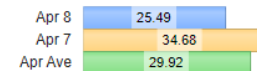
Total electric usage for the day

Peak Usage kWh

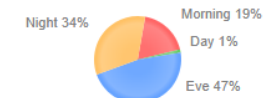
3.18

Peak occurred at 10pm

Usage Comparison



Daily Distribution



Display Period

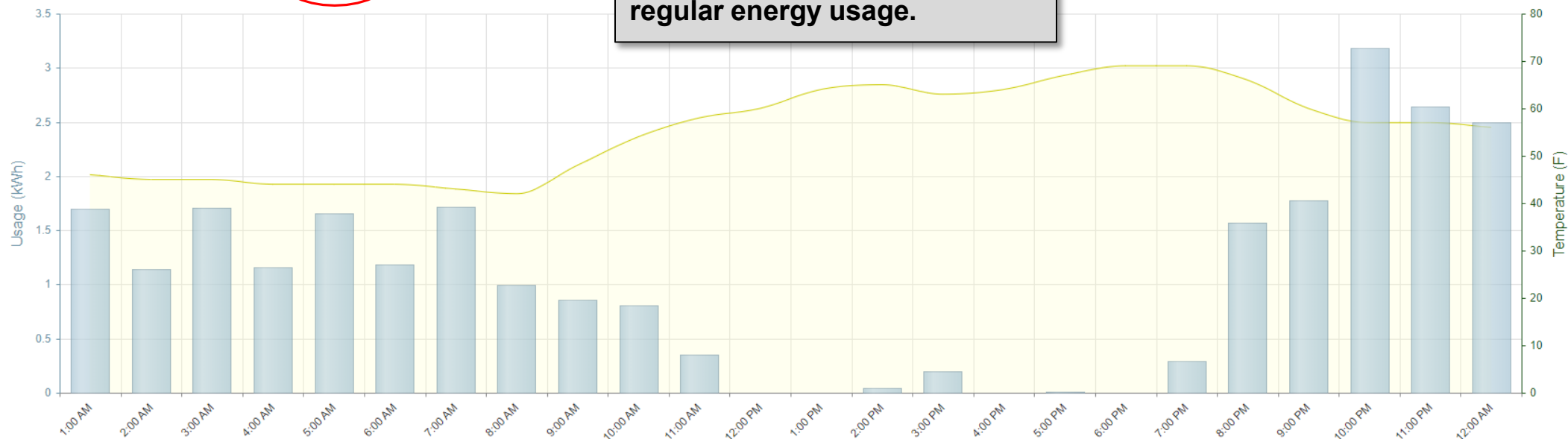
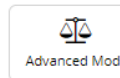


Information Displayed



In the drop-down menu under usage, blue represents regular energy usage.

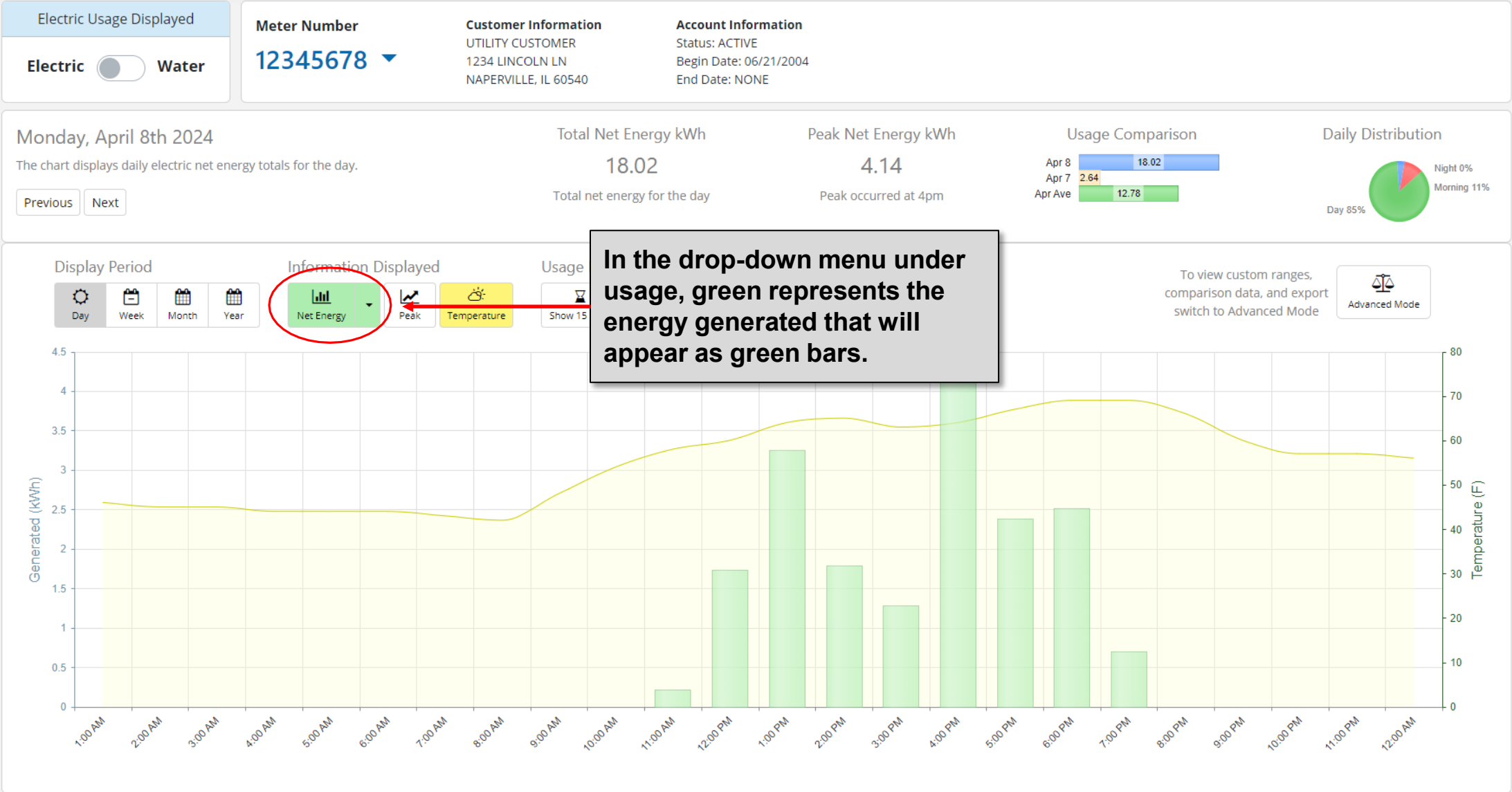
To view custom ranges, comparison data, and export switch to Advanced Mode





Customers with solar panels can view their energy in two ways: their regular energy usage and the energy generated by their solar panels.

- The green pull-down menu (**Net Energy**) shows the energy generated by a customer’s solar panels.



Monday, April 8th 2024

The chart displays daily electric net energy totals for the day.

Previous Next

Total Net Energy kWh

18.02

Total net energy for the day

Peak Net Energy kWh

4.14

Peak occurred at 4pm

Usage Comparison

Apr 8 18.02
Apr 7 2.64
Apr Ave 12.78

Daily Distribution

Day 85%
Morning 11%
Night 0%

Display Period

Day Week Month Year

Information Displayed

Net Energy Peak Temperature

Usage

Show 15

In the drop-down menu under usage, green represents the energy generated that will appear as green bars.

To view custom ranges, comparison data, and export switch to Advanced Mode

Advanced Mode

Generated (kWh)

Temperature (F)

1:00 AM 2:00 AM 3:00 AM 4:00 AM 5:00 AM 6:00 AM 7:00 AM 8:00 AM 9:00 AM 10:00 AM 11:00 AM 12:00 PM 1:00 PM 2:00 PM 3:00 PM 4:00 PM 5:00 PM 6:00 PM 7:00 PM 8:00 PM 9:00 PM 10:00 PM 11:00 PM 12:00 AM



High and Low Usage Alerts



Customers can receive daily and/or weekly alerts when their energy usage exceeds or is under a certain percentage. This feature is accessed after logging into your Empower account and clicking on **My Account**.

[Pay My Bill](#) [Electric Home](#) [User Guide](#) [My Account](#) [Logout](#)



After clicking on **My Account**, scroll down until you see the High and Low Usage Notifications information. You can choose a daily and/or weekly notification. Indicate what percentage increase or decrease in energy usage will trigger a notification. After you make your choice, click **Submit**.

empowernaperville.com/MyAccount

High Usage Notifications

Empower's optional high-use notification feature notifies customers by email when abnormally high usage for a certain time period is detected on their account. Choose from a daily or weekly notification that best matches how you're tracking energy for your home or business and enter what percentage increase in energy use should trigger a notification. If your energy use increases more than the percentage you chose for the timeframe you entered, you'll receive a notification at the email address associated with your Empower account.

Receive Daily Notifications

☒

When usage exceeds 10% of previous same day

Enter a number between 10 and 500 to set the percent increase requiring a notification.
In Empower, daily notifications compare your usage on a given day of the week to that same day the previous week. (For example, your Tuesday usage this week would be compared against last week Tuesday's usage.) So, for instance, a value of 50 would trigger a notification if the daily usage was 50% higher than the previous same day of the week.

Receive Weekly Notifications

☒

When usage exceeds 10% of previous week

Submit

Low Usage Notifications

Empower's optional low usage notification feature notifies customers by email when abnormally low usage for a certain time period is detected on their account. Choose from a daily or weekly notification that best matches how you're tracking energy for your home or business and enter what percentage decrease in energy use should trigger a notification. If your energy use decreases by more than the percentage you chose for the timeframe you entered, you'll receive a notification at the email address associated with your Empower account.

Receive Daily Notifications

☒

When usage is 10% less than previous same day

Receive Weekly Notifications

☒

When usage is 10% less than previous week

Enter a number between 10 and 100 to set the percent decrease requiring a notification.
For instance, a value of 50 would trigger a notification if the weekly usage was 50% lower than the previous week.

Submit



**How can I get my
Empower
questions
answered?**

- **Visit**
www.naperville.il.us/empower
- **Submit a question through the**
[City's Help Center](#)