



**How to
Navigate
Empower**

Access Empower at
<https://www.empowernaperville.com>





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 that data, or view comparison data. These features are covered later in this PowerPoint.



Meter Number

12345678

Customer Information

UTILITY CUSTOMER
1234 LINCOLN LN
NAPERVILLE, IL 60540

Account Information

Status: ACTIVE
Begin Date: 08/07/1990
End Date: NONE

Months from 04/19 to 10/19

The chart displays monthly usage totals for the range of months.

Previous

Next

Total Usage kWh

393563.71

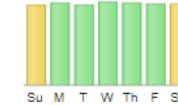
Total usage for months

Peak Usage kW

101.95

Peak occurred Fri 19th at 4pm

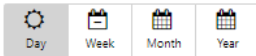
Weekly Distribution



Daily Distribution



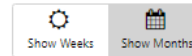
Display Period



Information Displayed



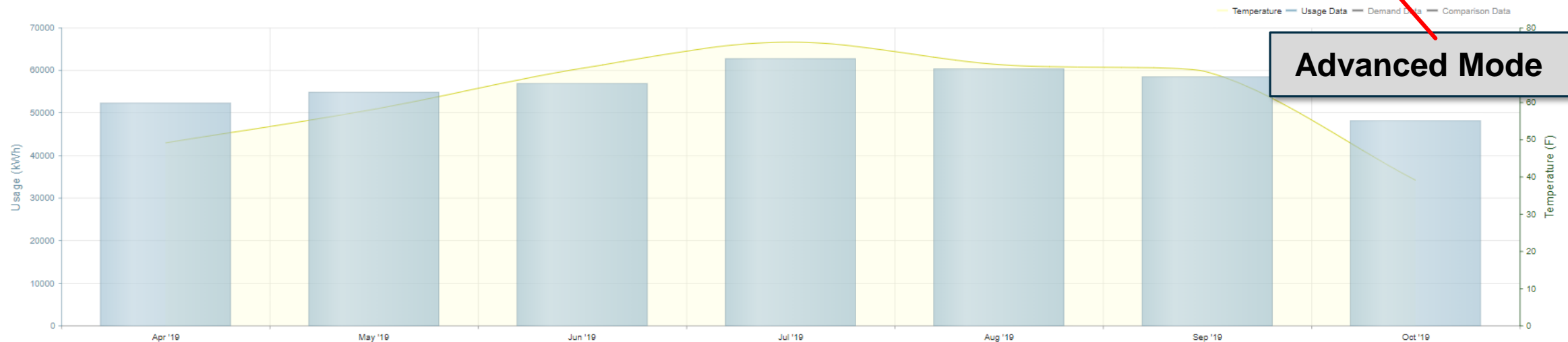
Usage Interval



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



Advanced Mode





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 1, 2019.
- Daily energy usage is displayed in hourly increments and shown in the blue bars.
- Actual daily temperatures are displayed within the yellow shaded area.



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12345678

Customer Information

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NAPERVILLE, IL 60540

Account Information

Status: ACTIVE
Begin Date: 08/07/1990
End Date: NONE

Monday, April 1st 2019

The chart displays hourly usage for the day.

Previous

Next

Total Usage kWh

1921.61

Total usage for the day

Peak Usage kW

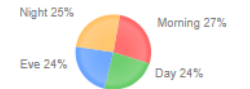
90.75

Peak occurred 8am

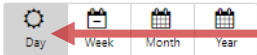
Usage Comparison



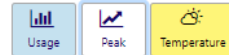
Daily Distribution



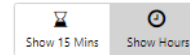
Display Period



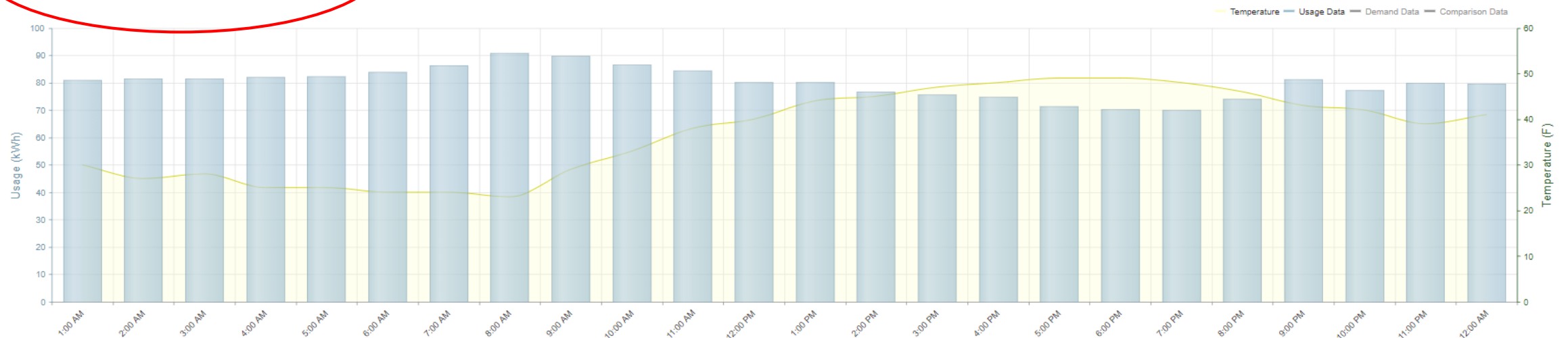
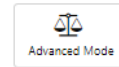
Information Displayed



Usage Interval



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





Week Display Period shows:

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



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End Date: NONE

Week of 3/31/19 thru 4/6/19

The chart displays daily usage for the week.

Previous

Next

Total Usage kWh

12830.94

Total usage for the week

Peak Usage kW

90.75

Peak occurred Mon at 8am

Window Snip

Usage Comparison

This Week	12830.94
Last Week	12871.58
2 Weeks Ago	13484.28

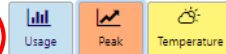
Daily Distribution



Display Period



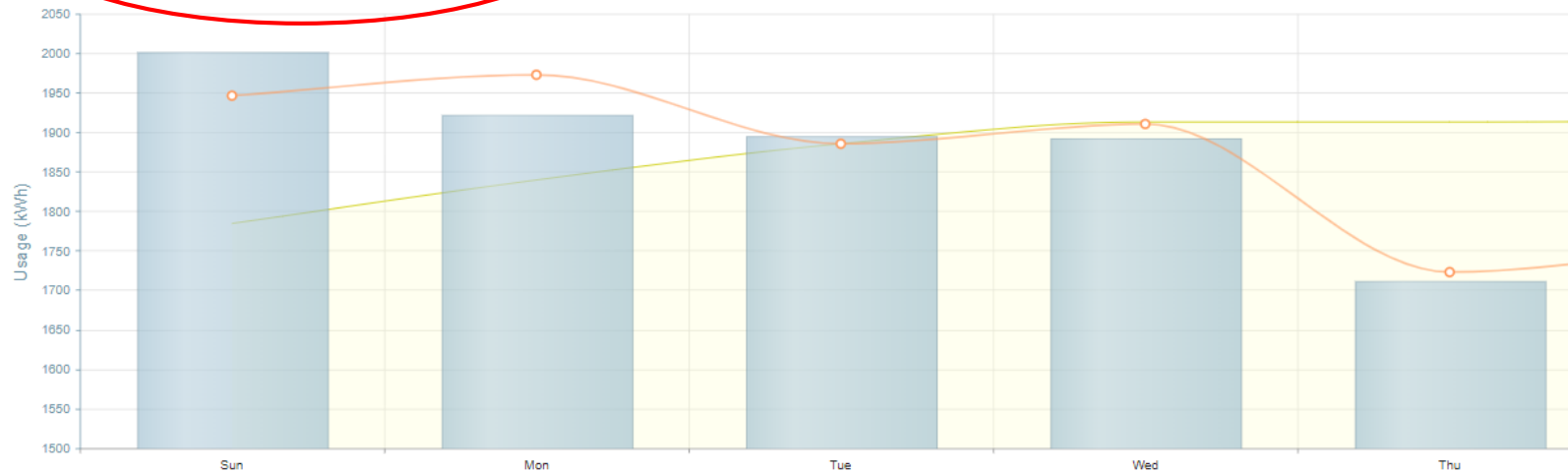
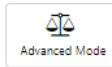
Information Displayed



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 (5-11 a.m.)
 - Day (11 a.m.-5 p.m.)
 - Evening (5-11 p.m.)
 - Night (11 p.m.- 5 a.m.)



Month Display Period also shows:

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



Meter Number

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Customer Information

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Account Information

Status: ACTIVE
Begin Date: 08/07/1990
End Date: NONE

Month of March 2019

The chart displays daily usage totals for the month.

Previous Next

Total Usage kWh

64079.53

Total usage for the month

Peak Usage kW

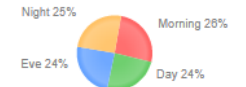
128.00

Peak occurred Wed 6th at 8am

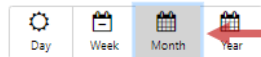
Usage Comparison

March	84079.53
February	63242.04
Mar 2018	87030.02

Daily Distribution



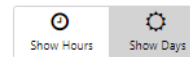
Display Period



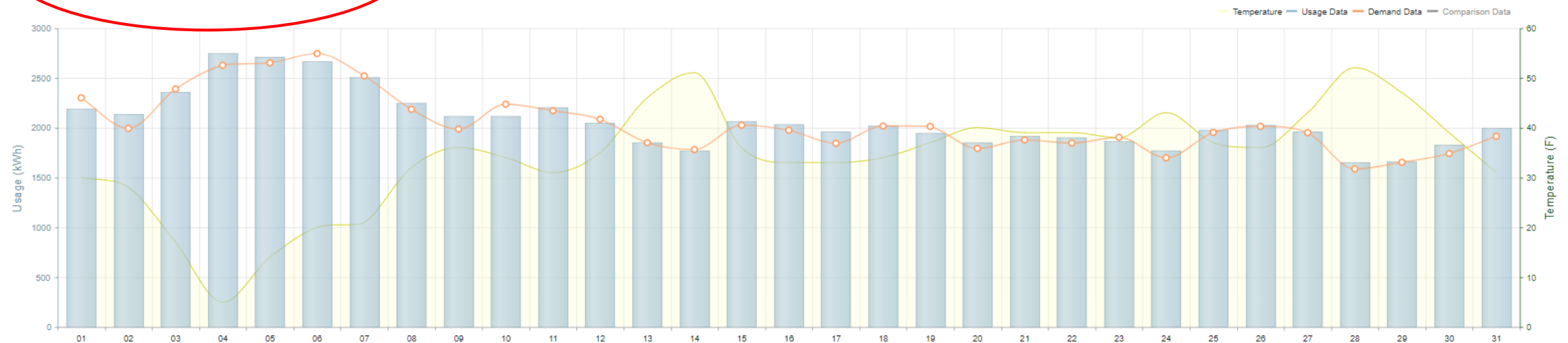
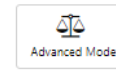
Information Displayed



Usage Interval



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





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



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Months from 01/18 to 12/18

The chart displays monthly usage totals for the range of months.

Previous

Next

Total Usage kWh

778860.27

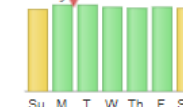
Total usage for months

Peak Usage kW

159.50

Peak occurred Tue 2nd at 8am

Weekly Distribution



Daily Distribution



Display Period



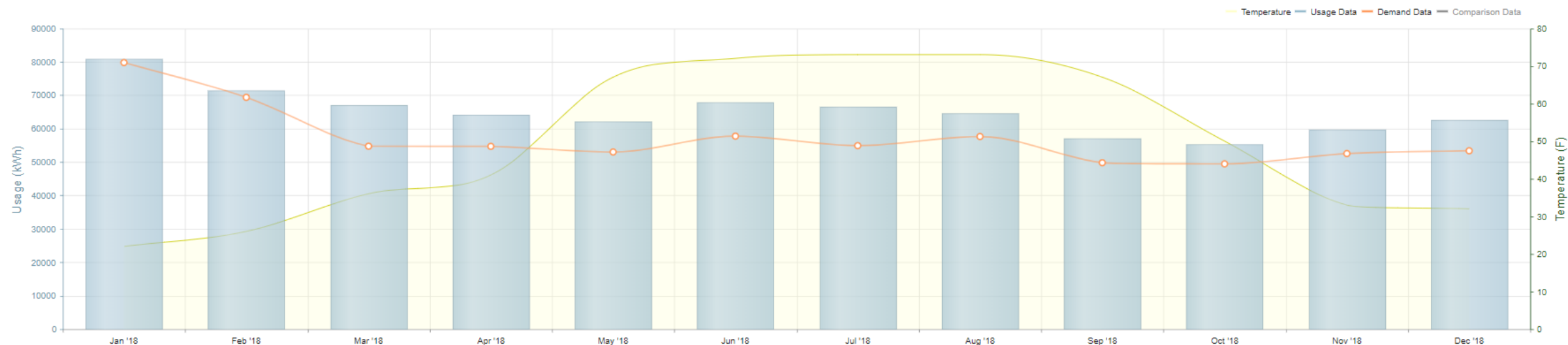
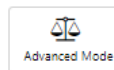
Information Displayed



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



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Account Information

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Monday, January 1st 2018

The chart displays hourly usage for the day.

Previous Next

Total Usage kWh

3250.53

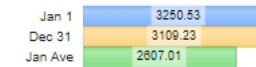
Total usage for the day

Peak Usage kW

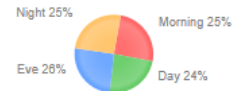
142.16

Peak occurred 8am

Usage Comparison



Daily Distribution



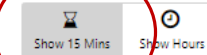
Display Period



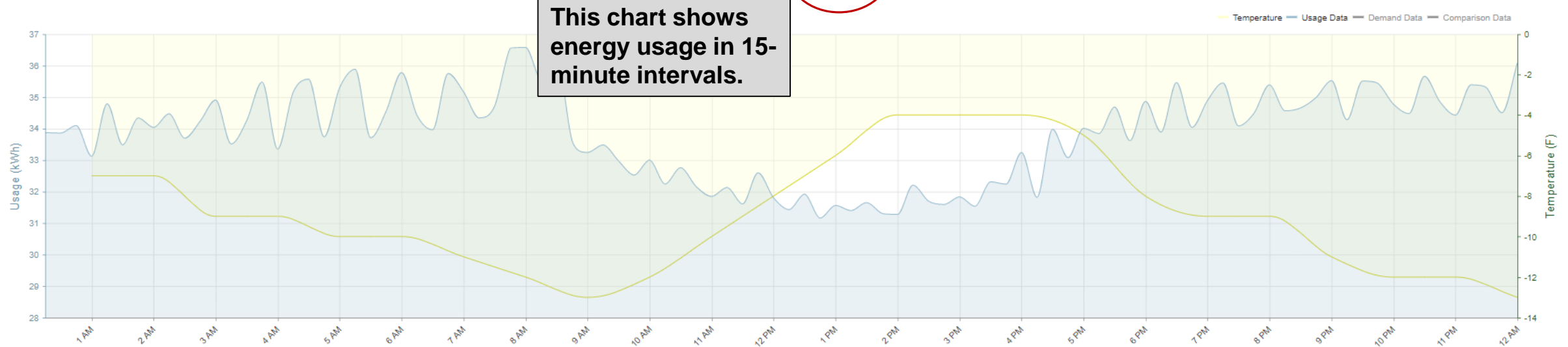
Information Displayed



Usage Interval



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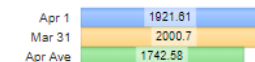
Total usage for the day

Peak Usage kW

90.75

Peak occurred 8am

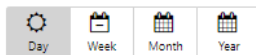
Usage Comparison



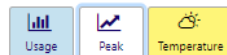
Daily Distribution



Display Period



Information Displayed

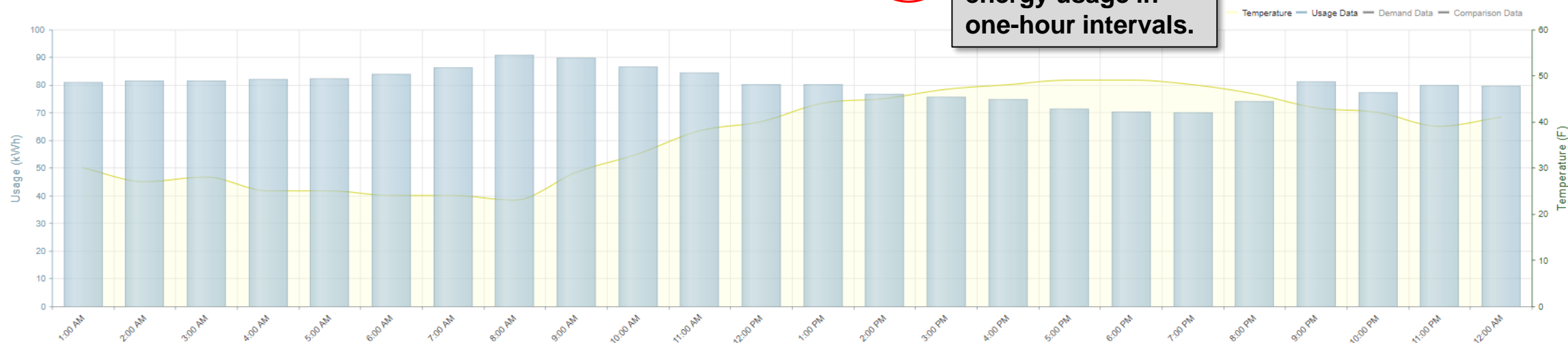
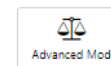


Usage Interval



This chart shows energy usage in one-hour intervals.

To view custom ranges, data, and export 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 2018 and 2017.



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 comparison of the data (green bars and green line/circles, which is the peak for comparison).

Meter Number

12345678

Select the time period to view

Yearly Usage

2018

Months from 01/18 to 12/18

The chart displays monthly usage totals for the range of months.

Previous

Next

Display Period

Day

Week

Month

Year

Information Displayed

Usage

Peak

Temperature

Compare

Usage Interval

Show Week

Show Months

Peak Usage kW

This Day 150.495

Yesterday 141.52

Peak hour is 12.6% higher

This Day 778860.27

Yesterday 730661.76

Total usage is 6.6% higher

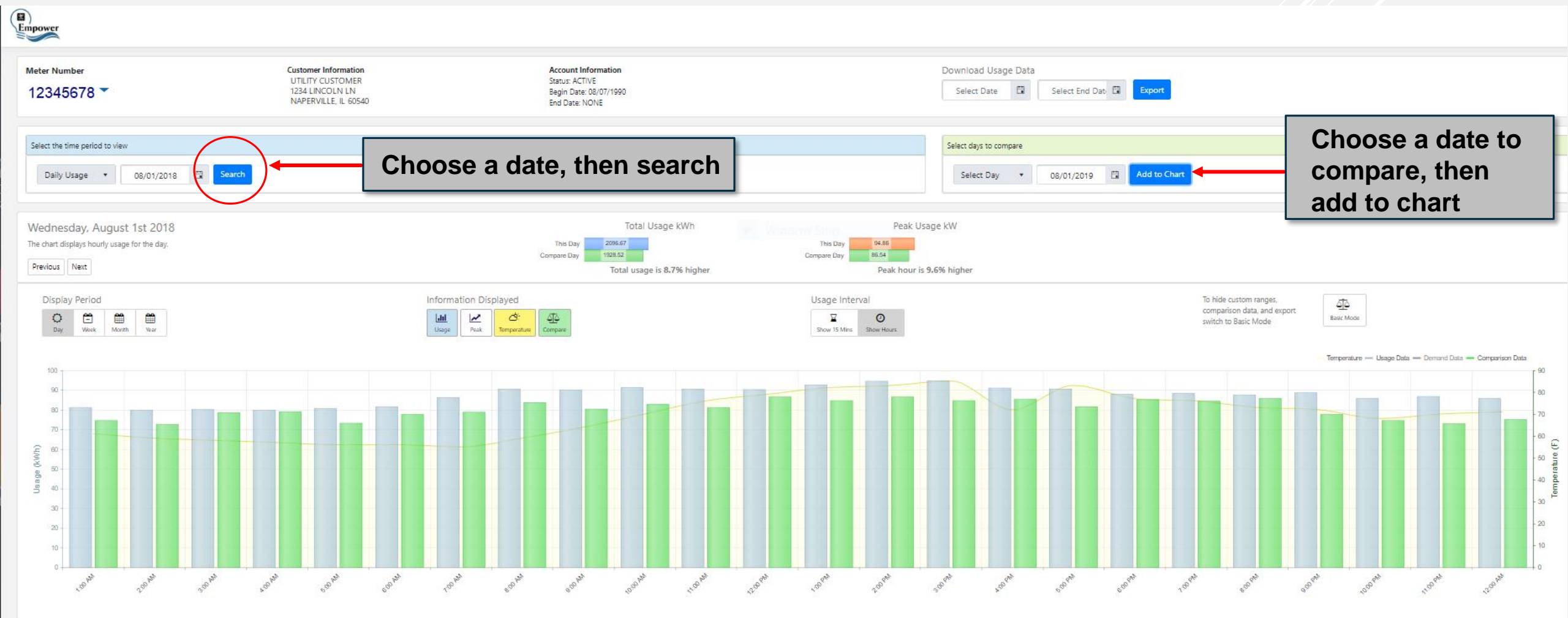
This chart shows energy usage by month.





This chart is an example of how you can **compare daily usage between two dates**.

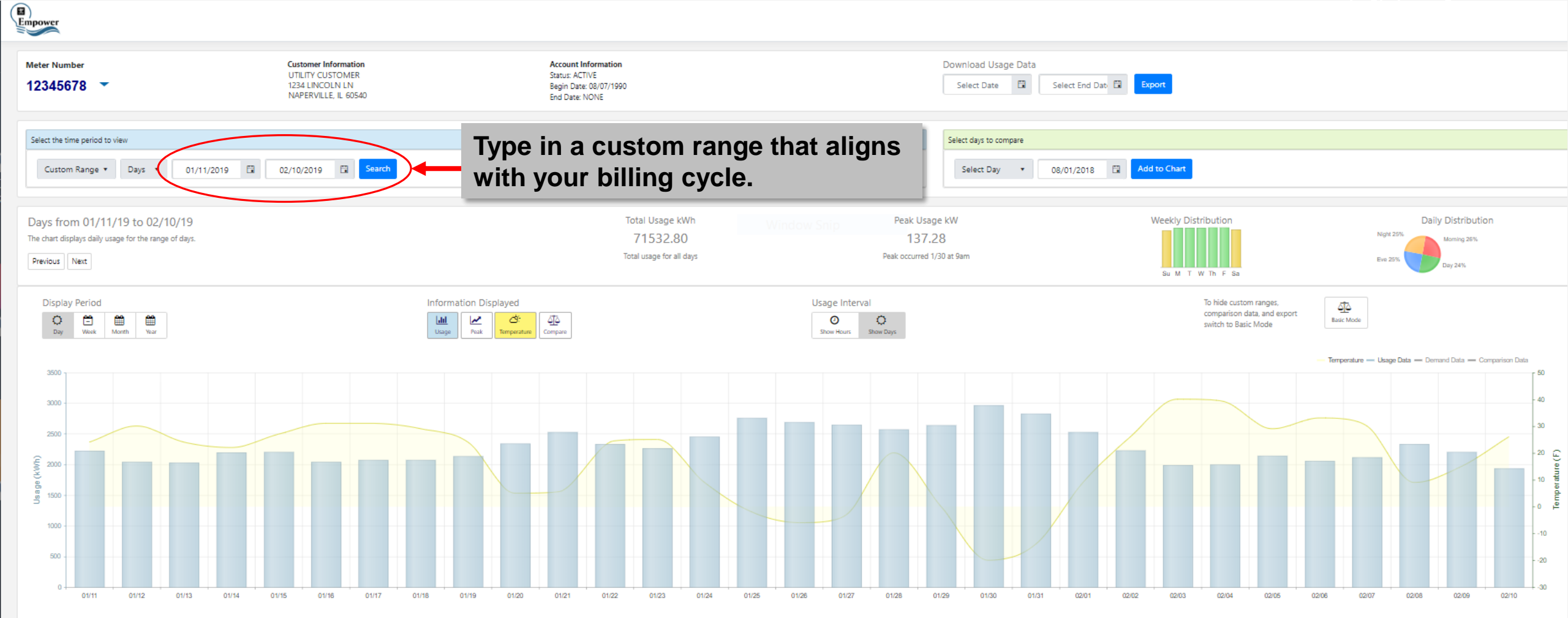
- This chart shows the Daily Usage comparison between August 1, 2018 and August 1, 2019.





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.





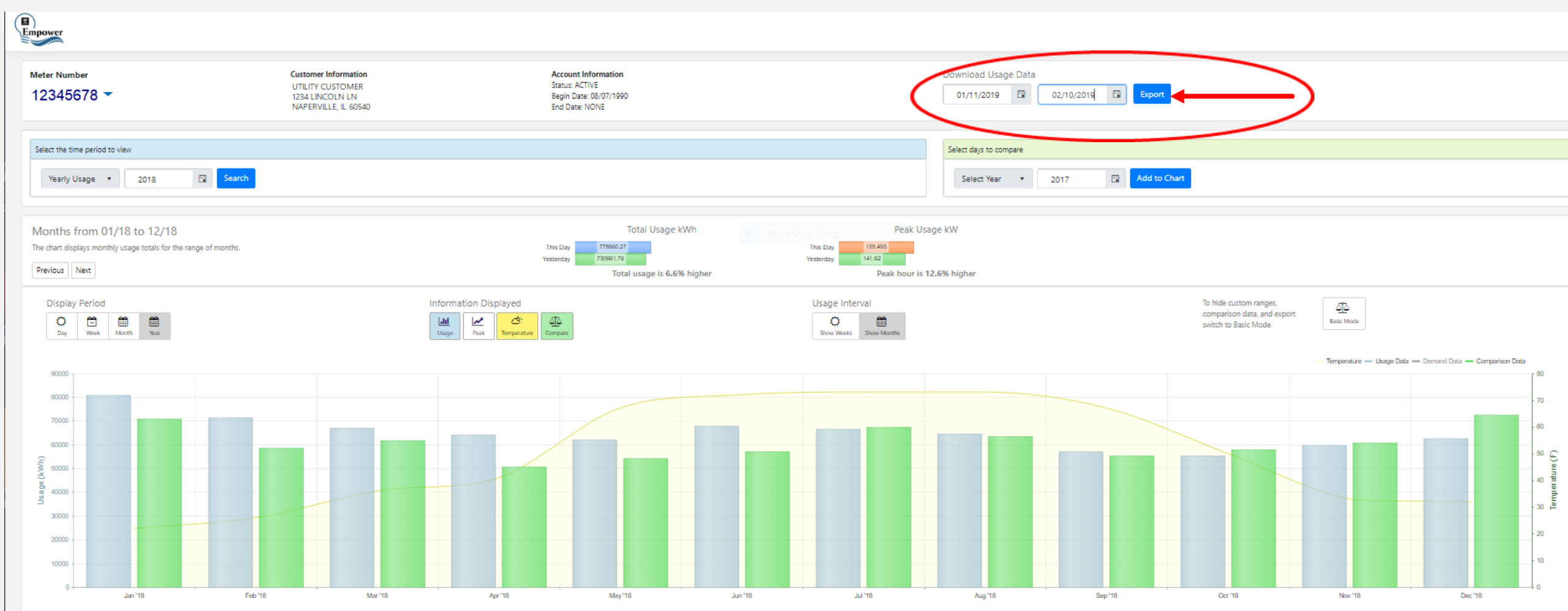
What to Know About Comparing Empower with Your Utility Bill

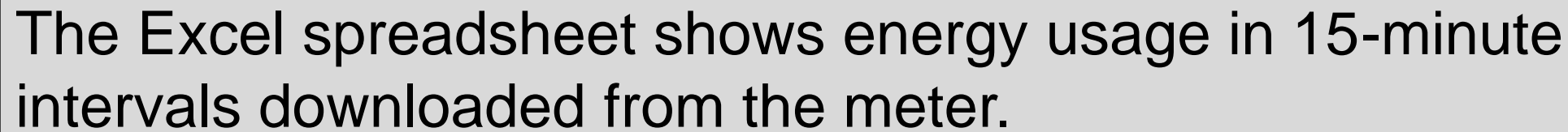
- You must choose the **correct time interval** for your billing cycle.
 - Let's say your billing cycle starts and ends on the 10th day of each month, and you want to see your energy used between January 10 and February 10.
 - ***The energy usage on the "From" date (in this case, January 10) will have 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 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 that will show the raw data sent by your electric meter.

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





Ready 100%



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

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