



# **Empower Energy Dashboard**

**Enrollment and Dashboard Navigation Guide**

*Last updated: May 2021*



# What is Empower and how does it work?

- Empower is an online energy information dashboard developed by Naperville's Electric Utility.
- This personalized view helps you better understand how and when you use electricity 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 energy saving changes.
- Empower receives its data from your electric meter, which generates readings in 15-minute 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**  
**<https://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

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☐ I'm not a robot

  
reCAPTCHA  
[Privacy](#) • [Terms](#)

Register

[I already have an account](#)

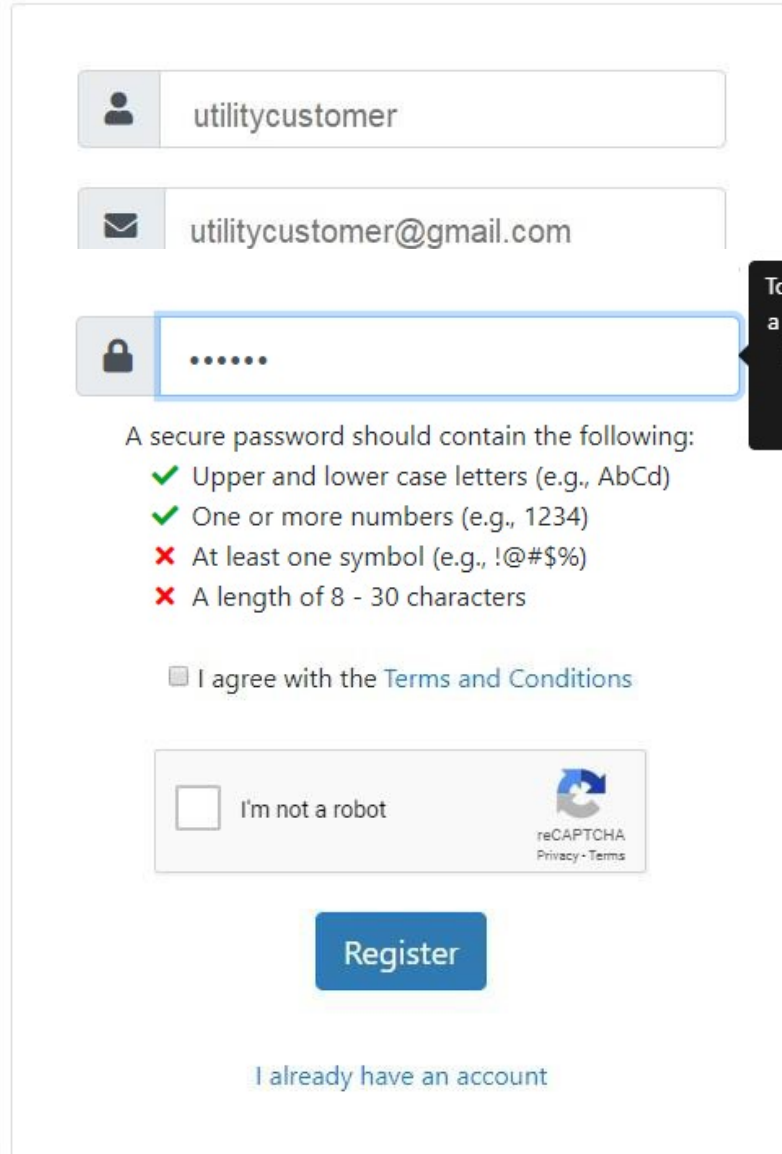
Enter an email address to help recover a forgotten username or password.

**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



**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](http://www.naperville.il.us)*

Service Address: 1234 Lincoln Lane, Naperville, IL 60540

Page 1

**Account Number**

123456-78910

**Cycle**

55-02

**Bill Date**

7/25/16

**Due Date**

8/20/16

**Last Bill Amount**

\$86.55

Payments

\$86.55-

Adjustments

\$ .00

Balance Forward

\$ .00

**Total Balance:**

\$88.27


Rate Class: RESIDENTIAL


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


utilitycustomer

utilitycustomer@gmail.com

Secretp@ssw0rd2019

Confirm password

Enter account number

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

Service Address: 1234 Lincoln Lane, Naperville, IL

Account Number	Cycle	Bill Date	Due Date
123456-78910	55-02	7/25/16	8/20/16

Rate Class: RESIDENTIAL

[I already have an account](#)

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

**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](http://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](http://www.naperville.il.us/empower) for a video and how-to guide.


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



#### 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

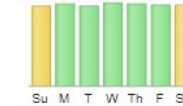
Total usage for months

Peak Usage kW

101.95

Peak occurred Fri 19th at 4pm

Weekly Distribution



Daily Distribution



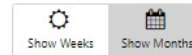
#### Display Period



#### Information Displayed



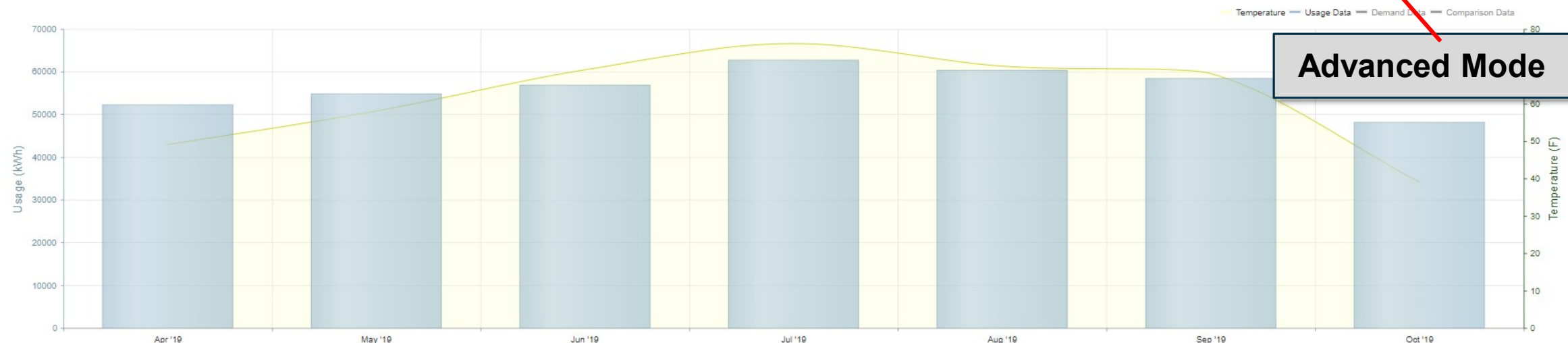
#### Usage Interval



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.



### 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

Monday, April 1st 2019

The chart displays hourly usage for the day.

Previous Next

Total Usage kWh

1921.61

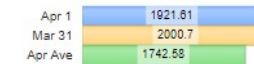
Total usage for the day

Peak Usage kW

90.75

Peak occurred 8am

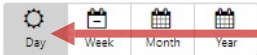
Usage Comparison



Daily Distribution



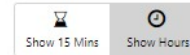
### Display Period



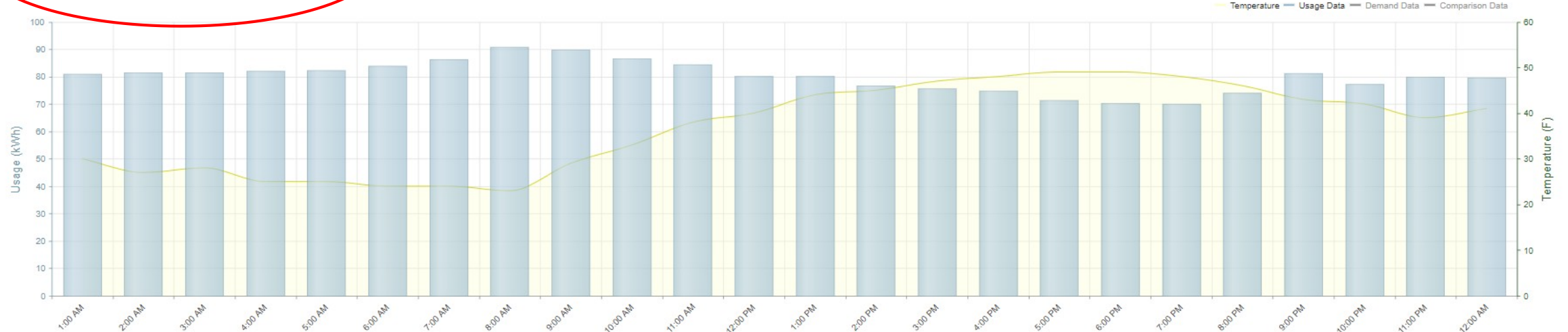
### Information Displayed



### 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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1234 LINCOLN LN  
NAPERVILLE, IL 60540

### Account Information

Status: ACTIVE  
Begin Date: 08/07/1990  
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	12871.56
2 Weeks Ago	13484.28

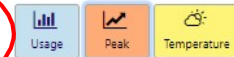
Daily Distribution



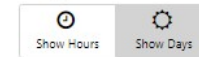
### Display Period



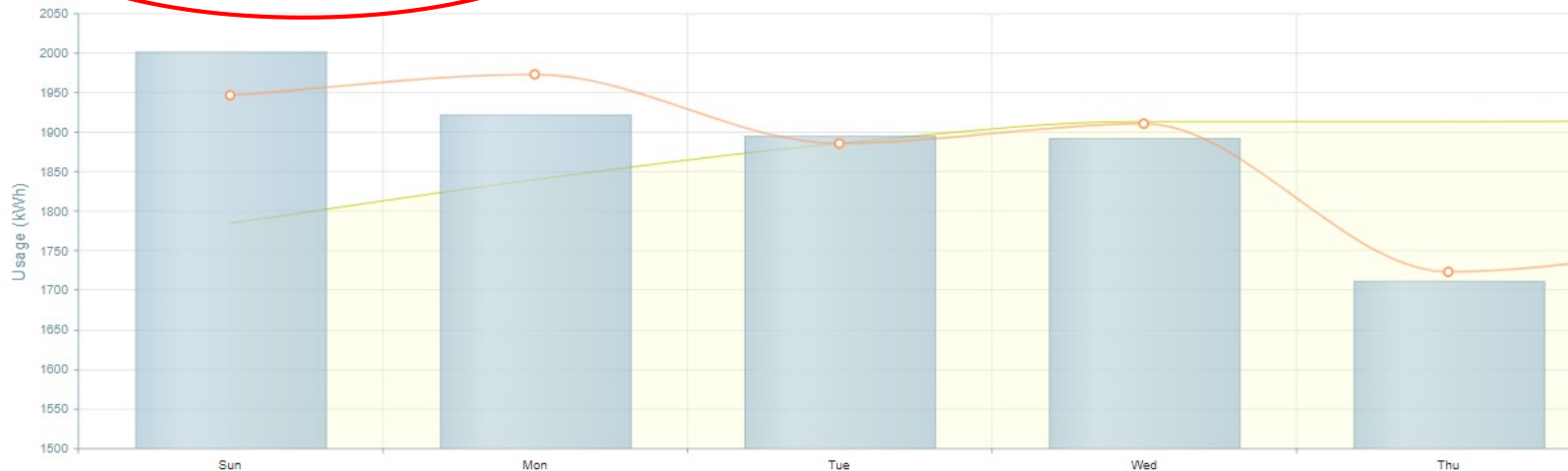
### Information Displayed



### 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
- Usage Comparison
- Average Daily Temperature
- Peak energy usage
- Daily Distribution



### 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

### 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	64079.53
February	63242.04
Mar 2018	67030.02

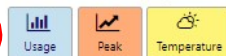
### Daily Distribution



### Display Period



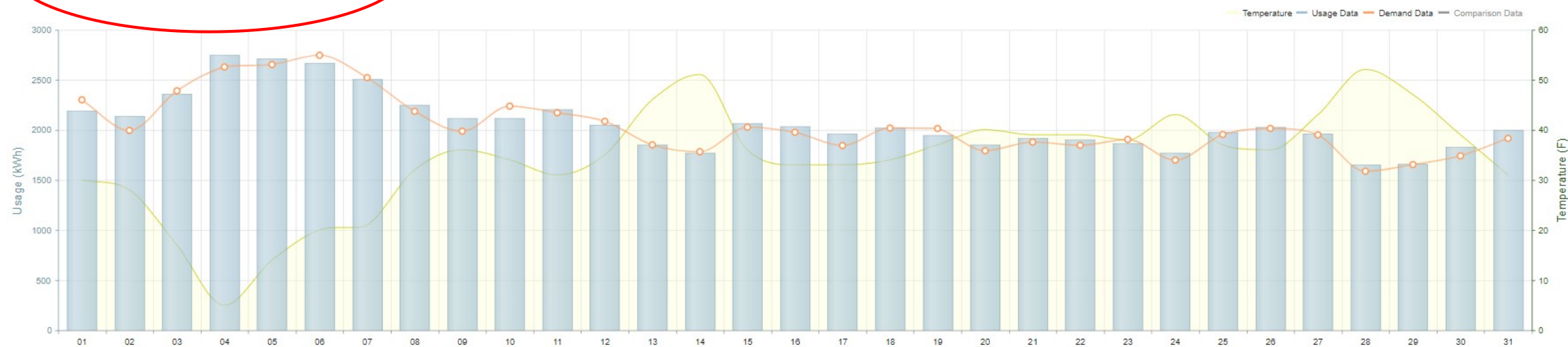
### Information Displayed



### 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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#### Customer Information

UTILITY CUSTOMER  
1234 LINCOLN LN  
NAPERVILLE, IL 60540

#### Account Information

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

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

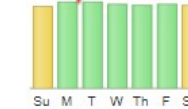
Total usage for months

Peak Usage kW

159.50

Peak occurred Tue 2nd at 8am

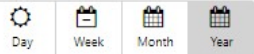
#### Weekly Distribution



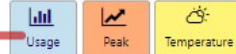
#### Daily Distribution



#### Display Period



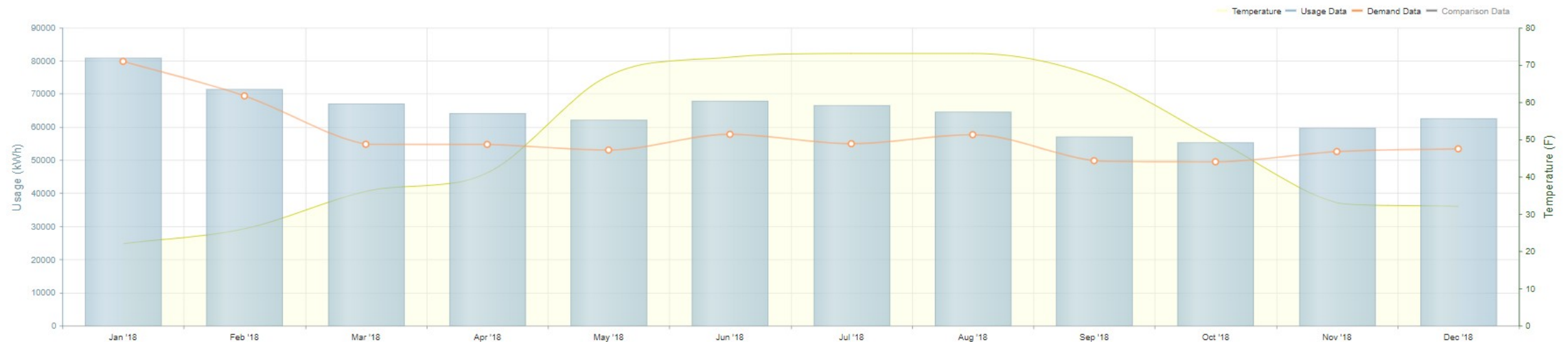
#### Information Displayed



#### 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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12345678

#### Customer Information

UTILITY CUSTOMER  
1234 LINCOLN LN  
NAPERVILLE, IL 60540

#### Account Information

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

Monday, January 1st 2018

The chart displays hourly usage for the day.

Previous

Next

Total Usage kWh

3250.53

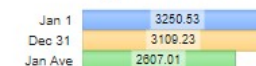
Total usage for the day

Peak Usage kW

142.16

Peak occurred 8am

Usage Comparison



Daily Distribution



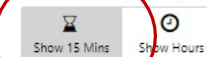
#### Display Period



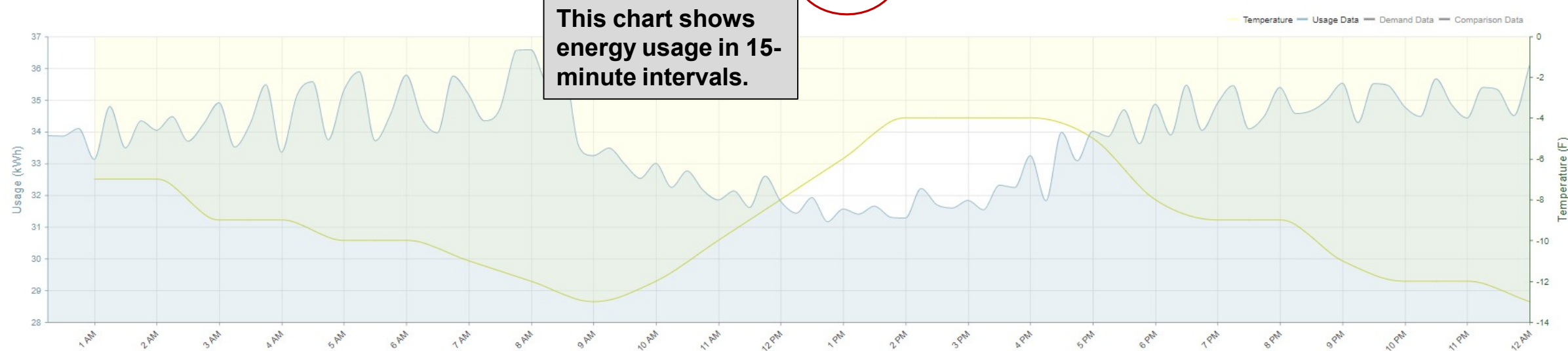
#### Information Displayed



#### Usage Interval



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**.

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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

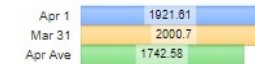
Total usage for the day

Peak Usage kW

90.75

Peak occurred 8am

Usage Comparison



Daily Distribution



#### Display Period



#### Information Displayed

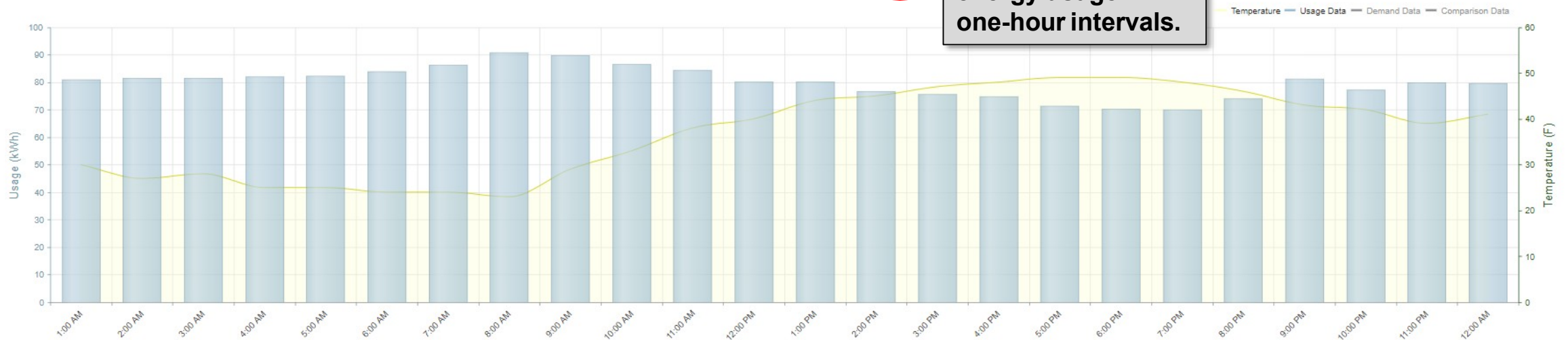


#### Usage Interval



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

Download Usage Data

Select Date

Select End Date

Export

Select days to compare

Select Year

2017

Add to Chart

Peak Usage kW

This Day

Yesterday

Peak hour is 12.6% higher

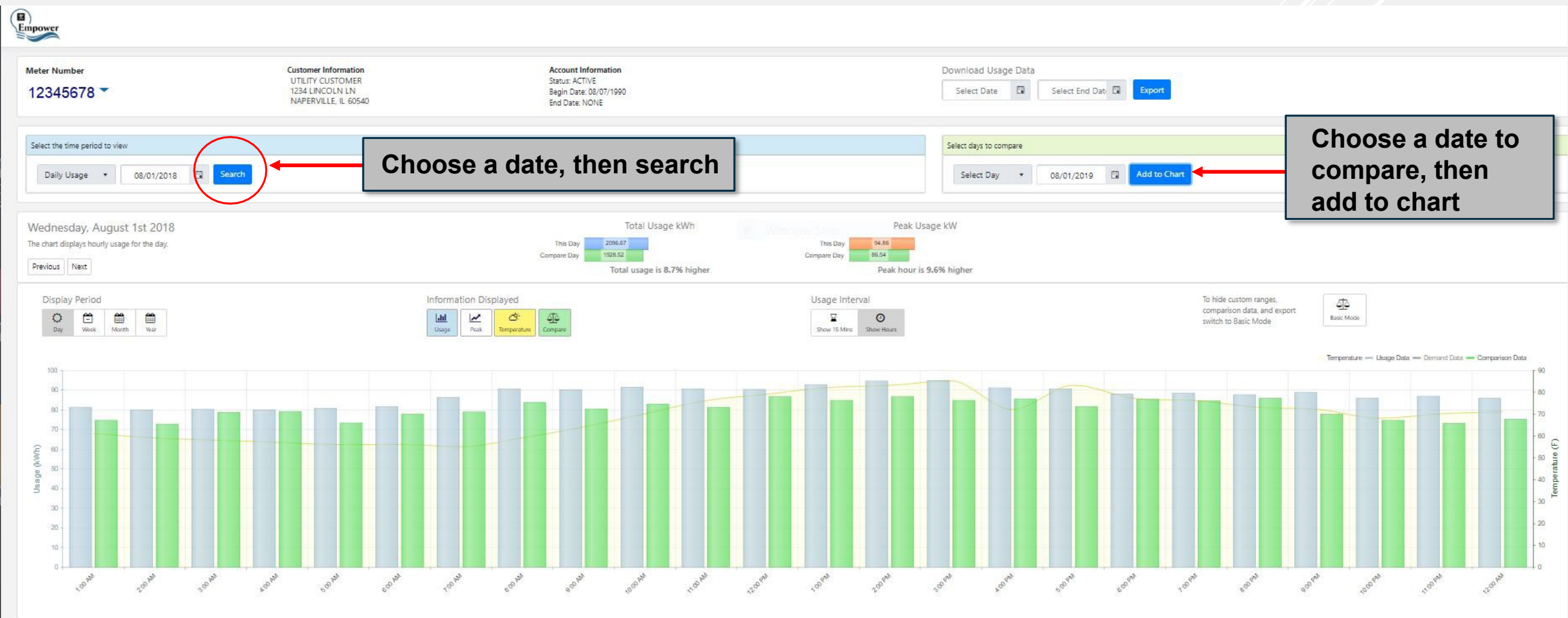
This chart shows energy usage by month.





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

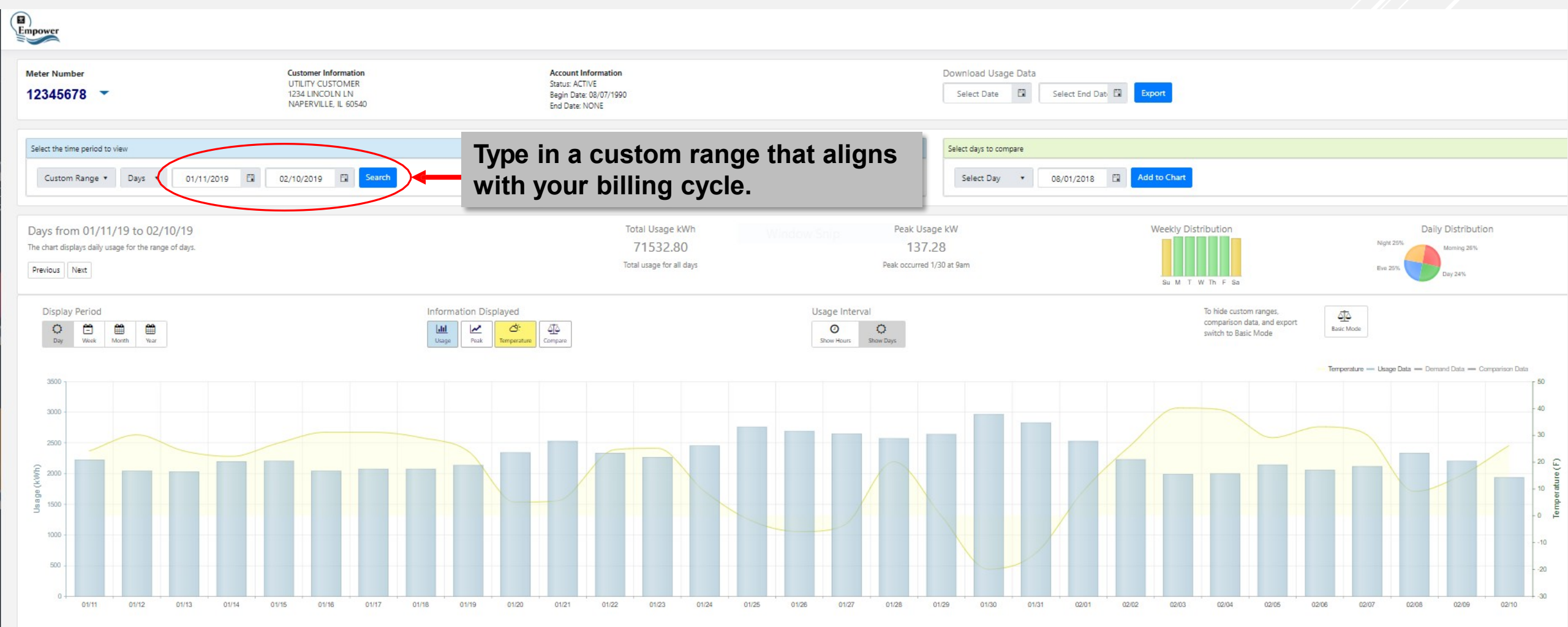
- This chart shows the Daily Usage comparison between August 1, 2018 and August 1, 2019.





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.







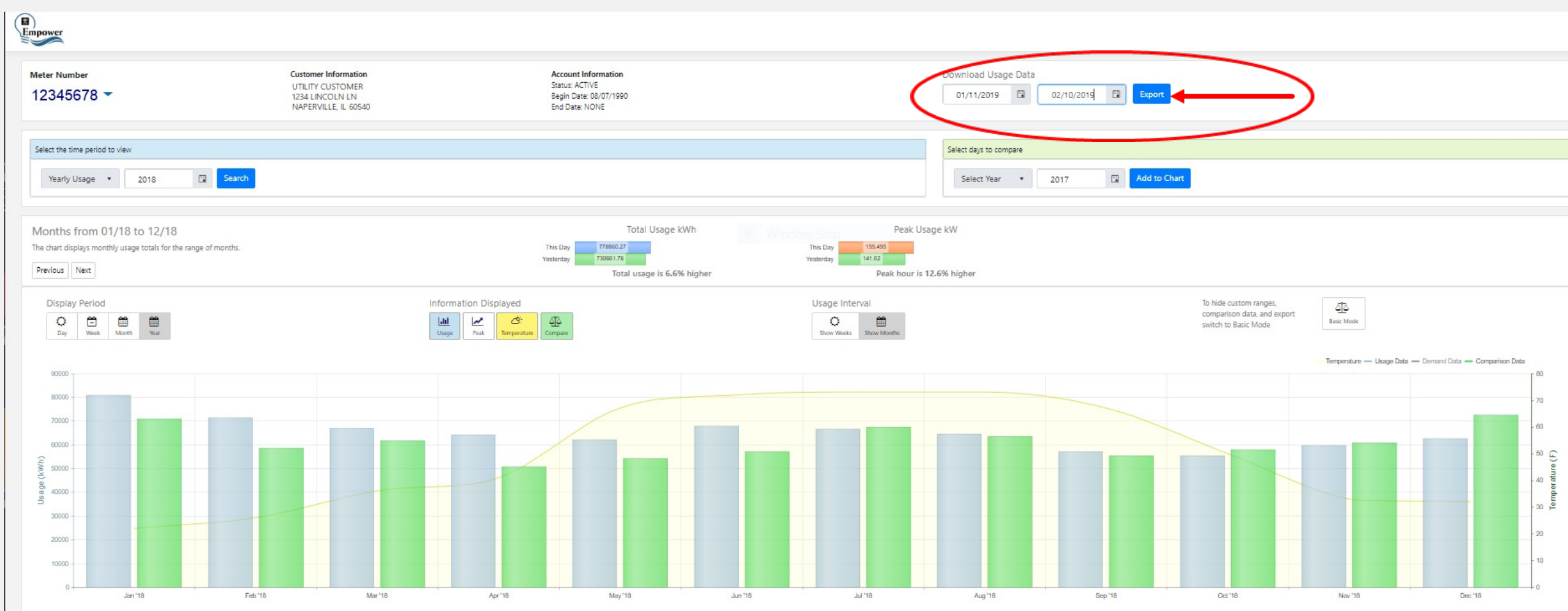
# What to Know About Comparing Empower with Your Utility Bill

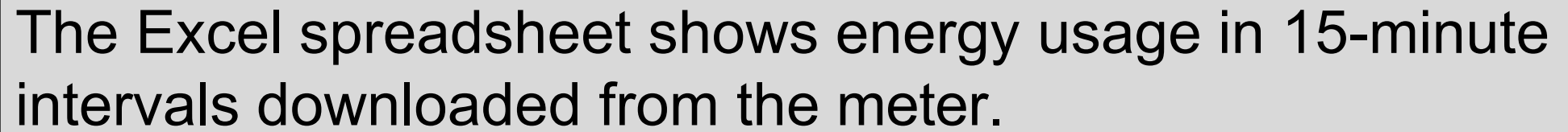
- You must choose the **correct time interval** for your billing cycle.
  - Let's say your billing cycle starts and ends on the 10<sup>th</sup> day of each month, and you want to see your energy used between January 10 and February 10.
  - ***The energy usage on the "From" date (in this case, January 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%

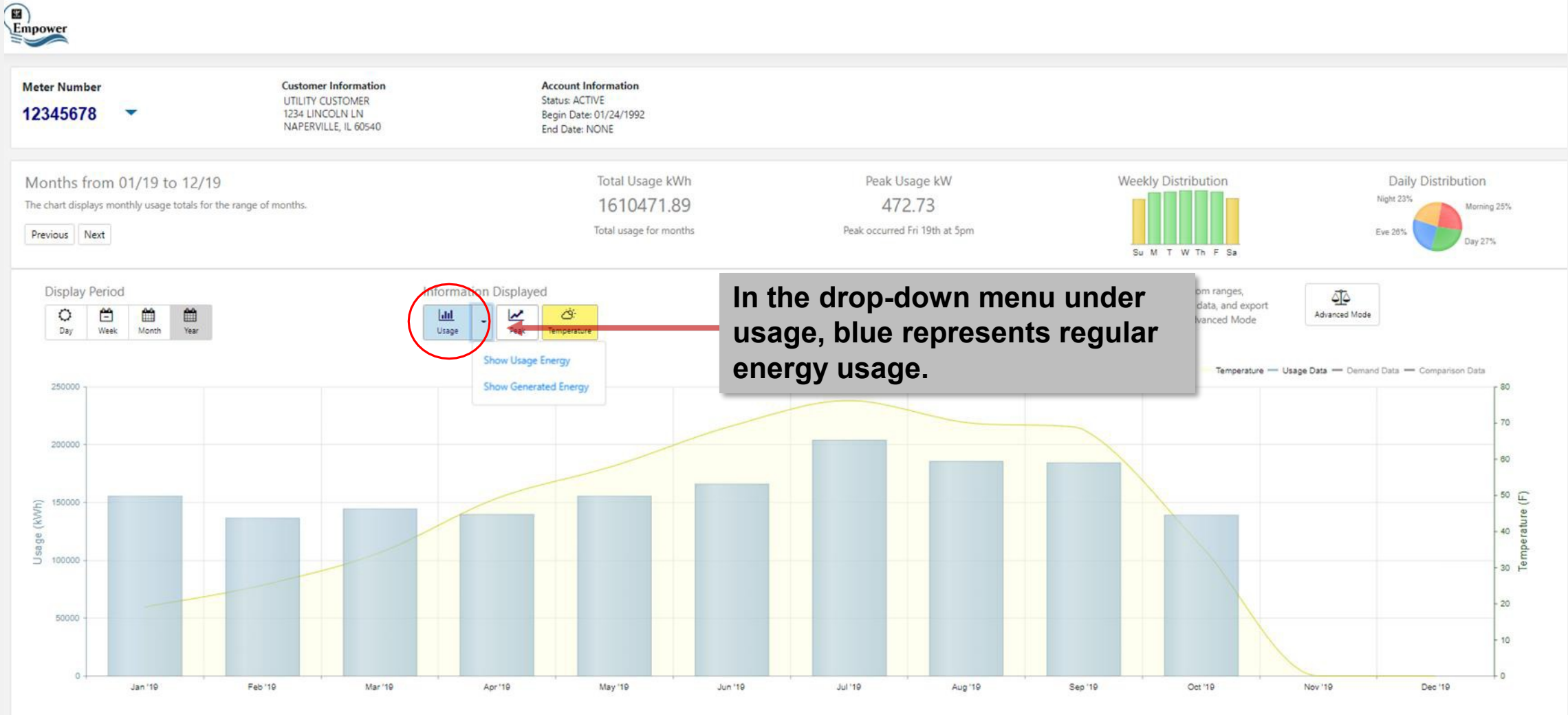


# **Special Instructions for Solar Customers**



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

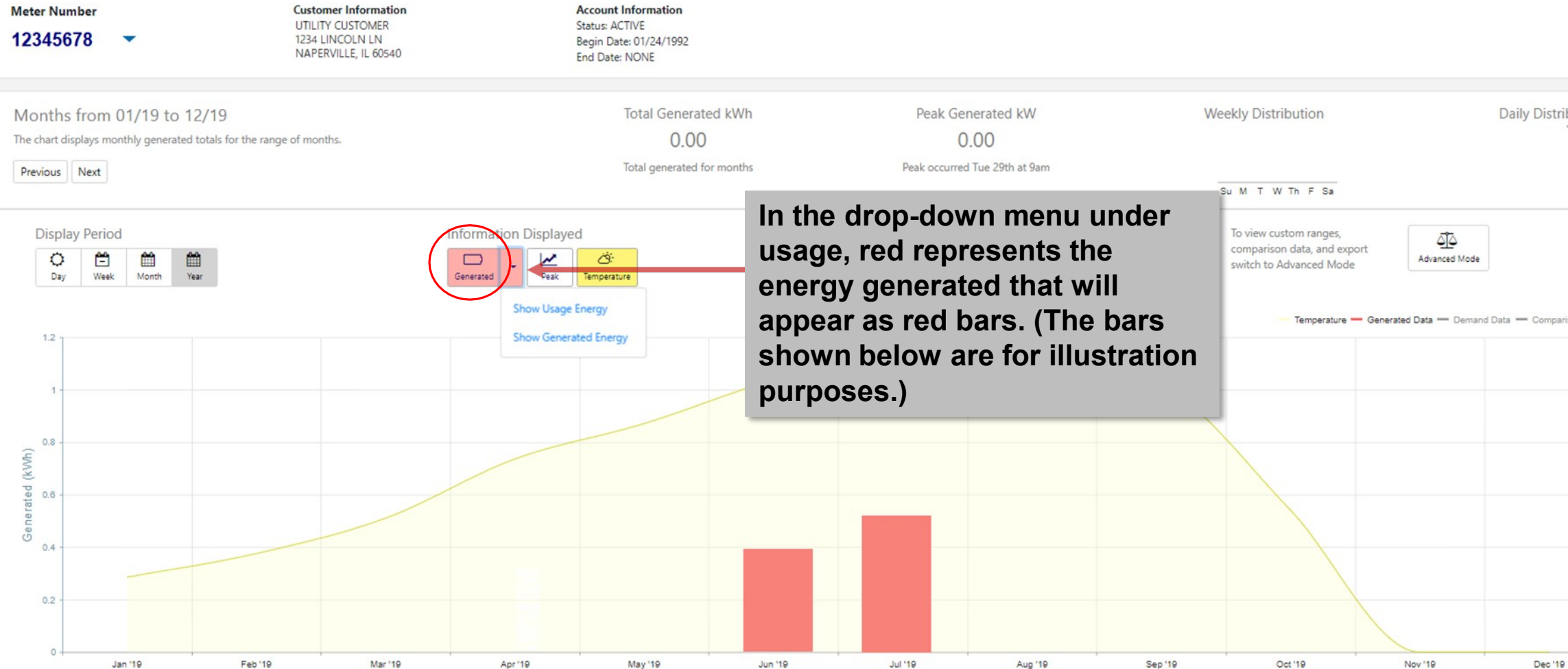
- Solar customers can toggle back and forth through the pull-down menu under **Usage**.
- When the blue usage button is shown, the customer's regular energy usage is displayed.





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

- The red pull-down menu (**Generated**) shows the energy generated by a customer's solar panels.



In the drop-down menu under usage, red represents the energy generated that will appear as red bars. (The bars shown below are for illustration purposes.)



**High  
Usage  
Alerts**



A new feature allows customers to receive alerts daily, weekly, or both when their usage exceeds 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 information about High Usage Notifications. You can choose either a daily or weekly notification. Indicate what percentage increase 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



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

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