



# **Empower Energy Dashboard**

**Enrollment and Dashboard Navigation Guide**  
*Last updated: March 2022*



# 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 3 years (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.

I agree with the [Terms and Conditions](#)  
 I'm not a robot   
[Privacy](#) · [Terms](#)  
  
[I already have an account](#)

# 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.

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.

I agree with the [Terms and Conditions](#)  
 I'm not a robot   
[Privacy - Terms](#)  
  
[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: 07/31/2014  
End Date: NONE

Months from 08/21 to 02/22

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

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Total Usage kWh

5476.74

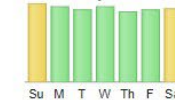
Total usage for months

Peak Usage kW

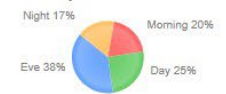
8.78

Peak occurred Sat 7th at 8pm

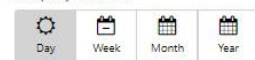
Weekly Distribution



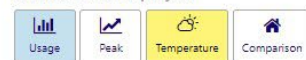
Daily Distribution



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 Aug. 1, 2021.
- 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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### 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

Sunday, August 1st 2021

The chart displays hourly usage for the day.

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Total Usage kWh

41.68

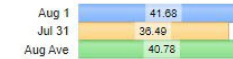
Total usage for the day

Peak Usage kW

5.96

Peak occurred at 7pm

Usage Comparison



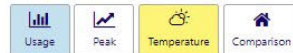
Daily Distribution



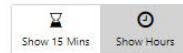
### Display Period



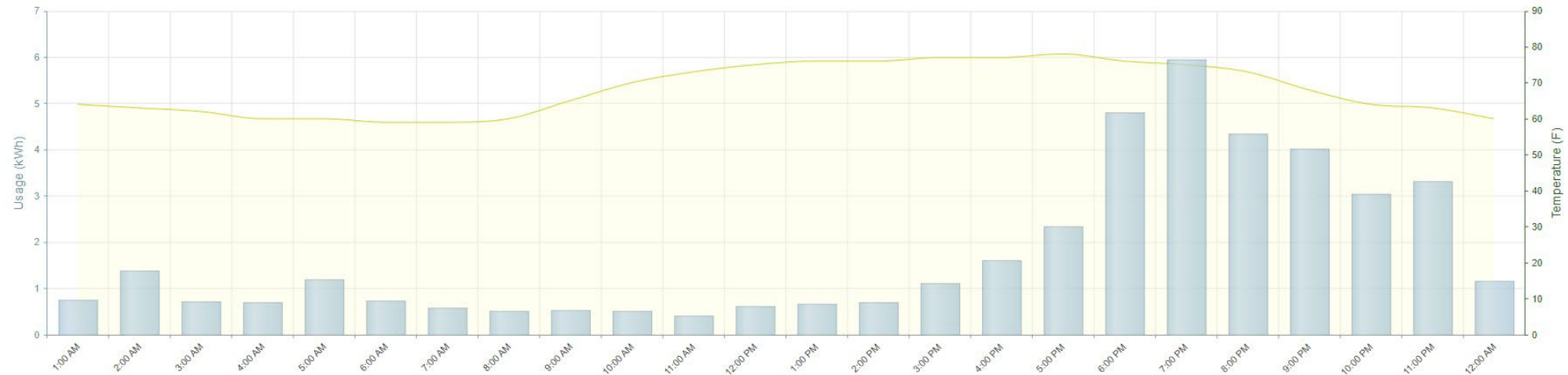
### Information Displayed



### 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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[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

Week of 8/1/21 thru 8/7/21

The chart displays daily usage for the week.

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Total Usage kWh

262.31

Total usage for the week

Peak Usage kW

8.78

Peak occurred Sat at 8pm

Usage Comparison



Daily Distribution



**Usage Comparison -**  
compare usage data  
for different time  
periods

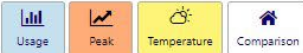
**Daily Distribution -** Shows the  
breakdown of when you used energy  
in a day

Four time periods:  
 Morning (12 a.m. – 6 a.m.)  
 Day (6 a.m. – 12 p.m.)  
 Evening (12 p.m. – 6 p.m.)  
 Night (6 p.m. – 12 a.m.)

### Display Period



### Information Displayed



### Usage Interval





# Month Display Period also shows:

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



<b>Meter Number</b> <b>12345678</b>	<b>Customer Information</b> UTILITY CUSTOMER 1234 LINCOLN LN NAPERVILLE, IL 60540	<b>Account Information</b> Status: ACTIVE Begin Date: 07/31/2014 End Date: NONE
----------------------------------------	--------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------

Month of August 2021  
The chart displays daily usage totals for the month.

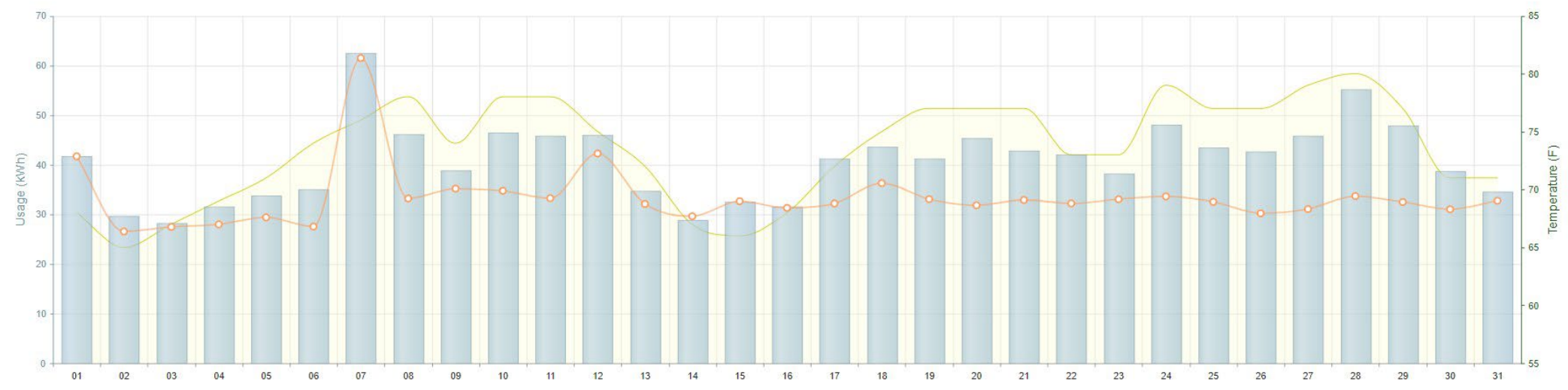
<b>Total Usage kWh</b> <b>1264.09</b> Total usage for the month	<b>Peak Usage kW</b> <b>8.78</b> Peak occurred Sat 7th at 8pm	<b>Usage Comparison</b> <table border="1"> <tr><td>August</td><td>1264.09</td></tr> <tr><td>July</td><td>1241.14</td></tr> <tr><td>Aug 2020</td><td>1318.36</td></tr> </table>	August	1264.09	July	1241.14	Aug 2020	1318.36	<b>Daily Distribution</b> Night 16% Morning 11% Day 22% Eve 52%
August	1264.09								
July	1241.14								
Aug 2020	1318.36								

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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**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

Months from 01/21 to 12/21

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

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Total Usage kWh

10704.47

Total usage for months

Peak Usage kW

8.78

Peak occurred Sat 7th at 8pm

**Weekly Distribution**



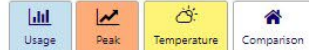
**Daily Distribution**



**Display Period**



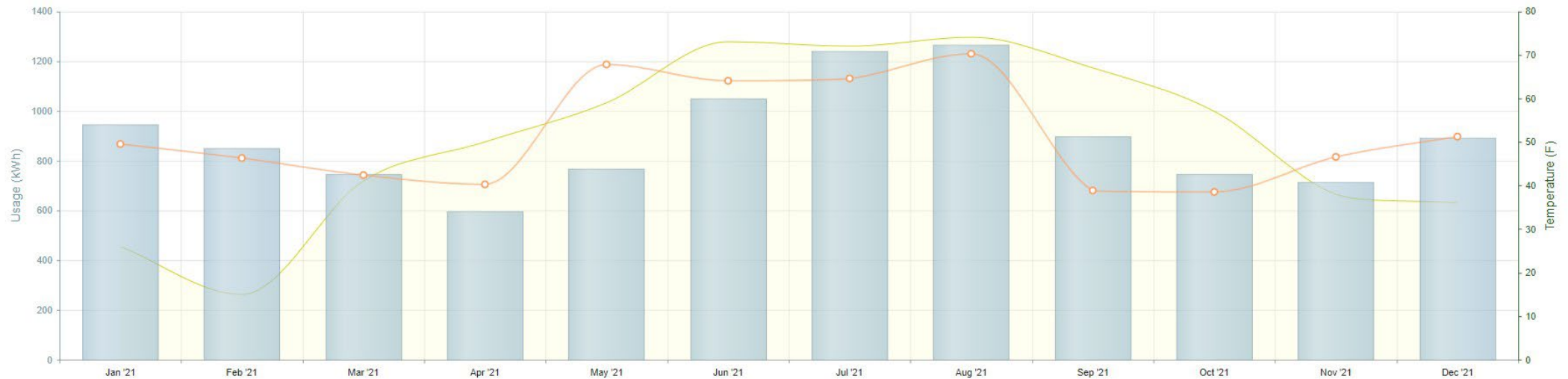
**Information Displayed**



**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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### 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

Friday, January 1st 2021

The chart below displays fifteen minute usage totals for the selected days.

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Total Usage kWh

29.34

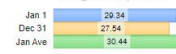
Total usage for the day

Peak Usage kW

2.42

Peak occurred at 1pm

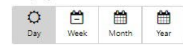
Usage Comparison



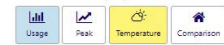
Daily Distribution



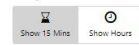
### Display Period



### Information Displayed

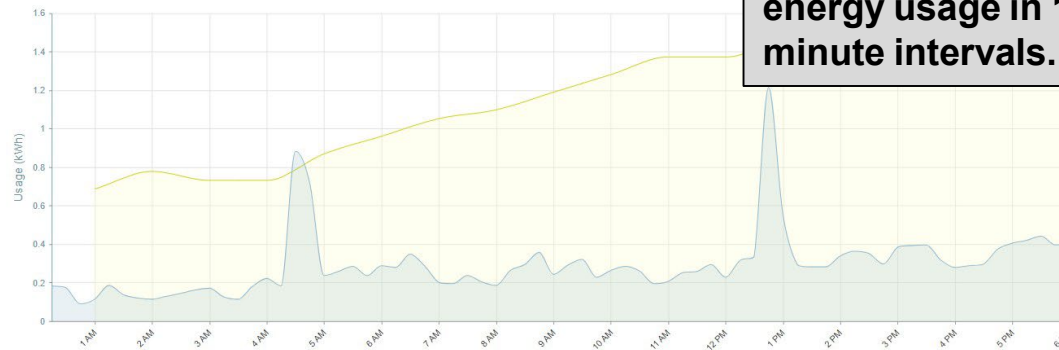


### Usage Interval



This chart shows energy usage in 15-minute intervals.

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



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### 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

Friday, January 1st 2021

The chart below displays the hourly usage totals for the selected days.

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Total Usage kWh

29.34

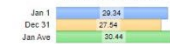
Total usage for the day

Peak Usage kW

2.42

Peak occurred at 1pm

Usage Comparison



Daily Distribution



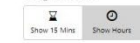
### Display Period



### Information Displayed

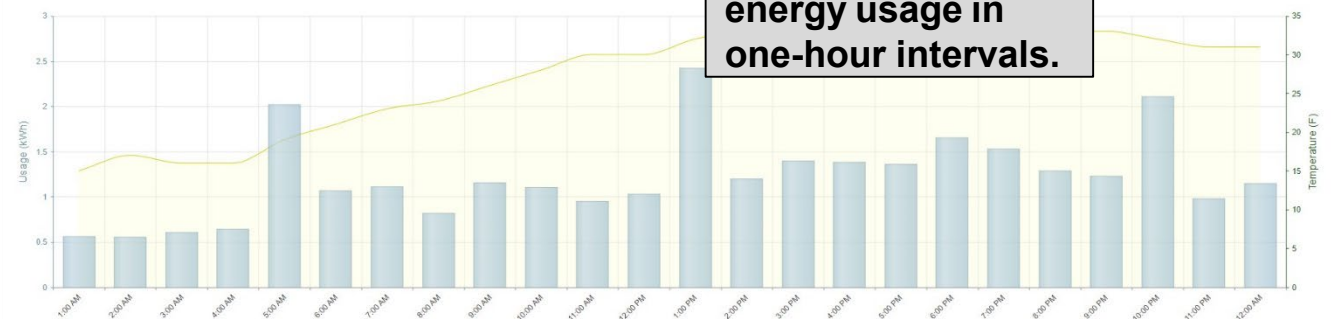


### Usage Interval



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.



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**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



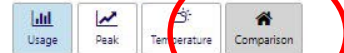
Daily Distribution



Display Period



Information Displayed

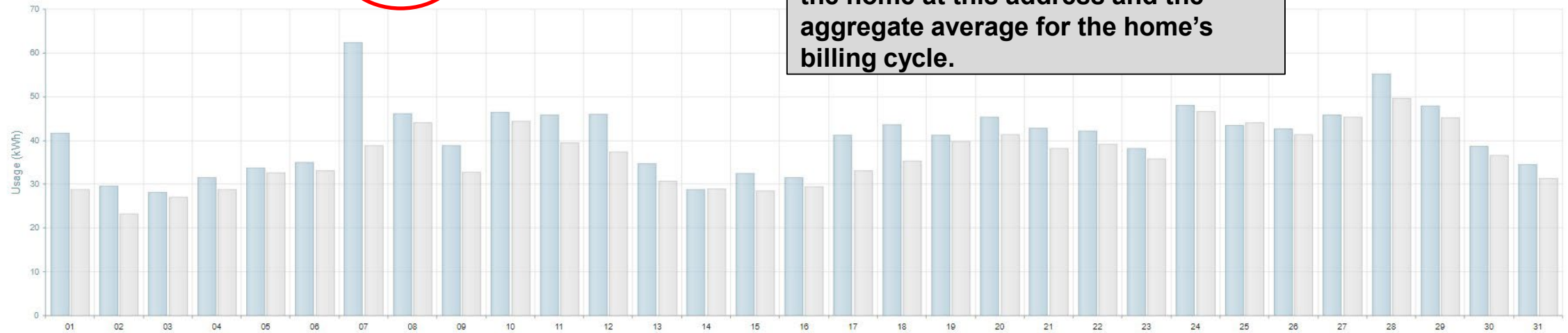


Usage Interval



**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.**

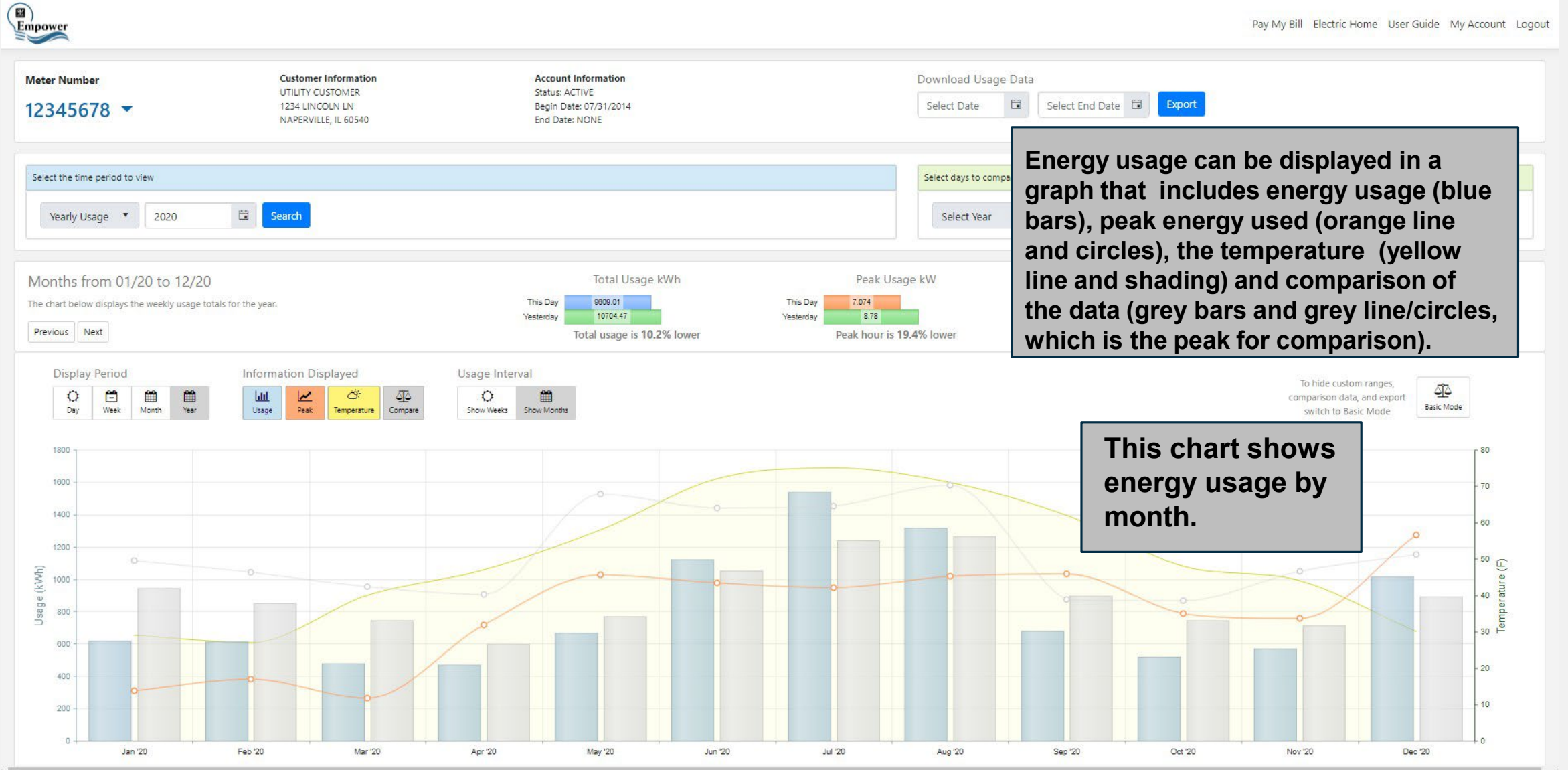
To view custom ranges, comparison data, and export switch to Advanced Mode





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

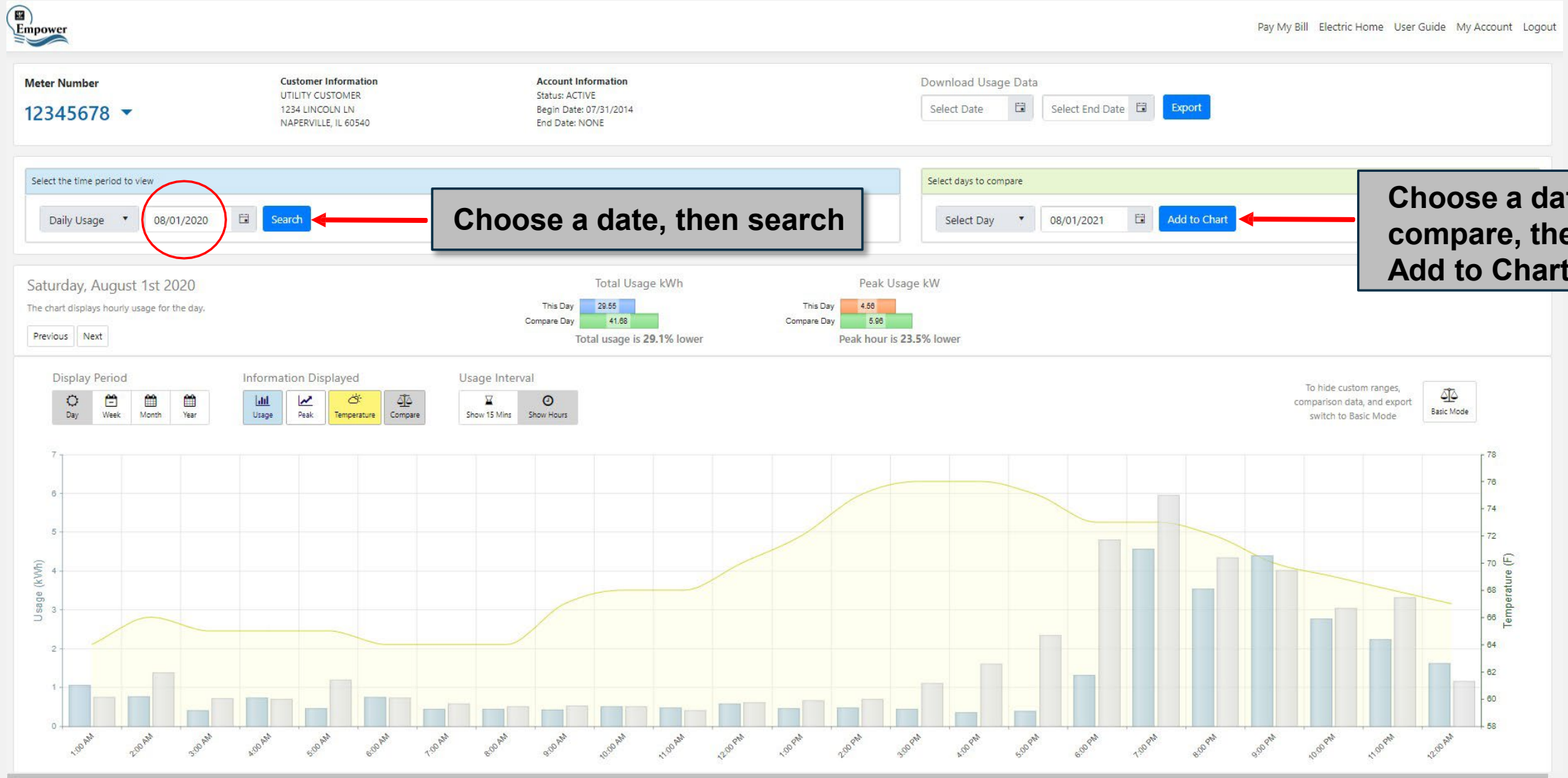
- This chart shows a yearly comparison between 2020 and 2021.





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, 2020 and August 1, 2021.





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.

The screenshot displays the Empower website interface. At the top left is the Empower logo. On the right, there are navigation links: Pay My Bill, Electric Home, User Guide, My Account, and Logout. Below the navigation is a header section with three columns: Meter Number (12345678), Customer Information (UTILITY CUSTOMER, 1234 LINCOLN LN, NAPERVILLE, IL 60540), and Account Information (Status: ACTIVE, Begin Date: 07/31/2014, End Date: NONE). To the right of this is a 'Download Usage Data' section with 'Select Date' and 'Select End Date' dropdowns and an 'Export' button.

The main content area features a 'Select the time period to view' section. It includes a 'Custom Range' dropdown, a 'Days' dropdown, and two date input fields containing '10/11/2021' and '11/10/2021', followed by a 'Search' button. A red circle highlights this entire input area, and a red arrow points from a text box to the 'Search' button. The text box contains the instruction: 'Type in a custom range that aligns with your billing cycle.' To the right of the date inputs is an 'Add to Chart' button.

Below this is a summary section for the period 'Days from 10/11/21 to 11/10/21'. It includes a 'Previous' and 'Next' button, 'Total Usage kWh' (654.77), 'Peak Usage kW' (4.67), and a 'Weekly Distribution' bar chart. The 'Daily Distribution' pie chart shows: Night 18%, Morning 20%, Eve 20%, and Day 20%.

The bottom section contains controls for 'Display Period' (Day, Week, Month, Year), 'Information Displayed' (Usage, Peak, Temperature, Compare), and 'Usage Interval' (Show Hours, Show Days). There is also a 'Basic Mode' button with the text 'To hide custom ranges, comparison data, and export switch to Basic Mode'.

The main visualization is a dual-axis chart. The left y-axis is 'Usage (kWh)' ranging from 0 to 35. The right y-axis is 'Temperature (F)' ranging from 0 to 80. The x-axis shows dates from 10/11 to 11/10. Blue bars represent daily usage, and a yellow line represents temperature. The usage bars show a clear daily cycle, with higher usage during the day and lower usage at night. The temperature line shows a similar daily cycle, peaking in the afternoon and dipping at night.





# 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 October 10 and November 10.
  - ***The energy usage on the "From" date (in this case, October 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, October 11).
  - You can still end your custom range on the actual last day of the billing cycle (in our scenario, November 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**.



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**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

Download Usage Data

11/10/2021



12/11/2021



Export

Select the time period to view

Yearly Usage

2020



Search

Select days to compare

Select Year

2021

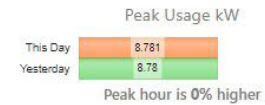
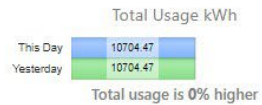


Add to Chart

Months from 01/21 to 12/21

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

Previous Next



Display Period



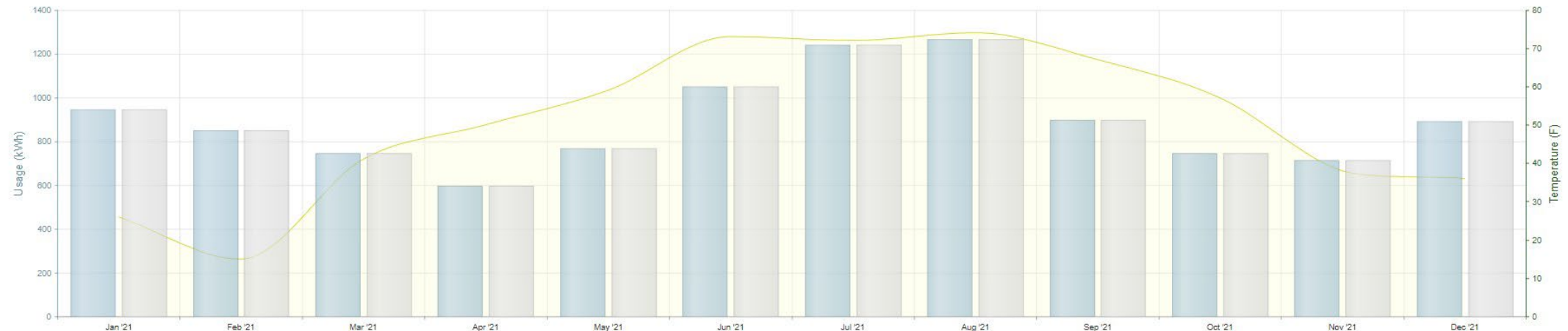
Information Displayed



Usage Interval



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





# The Excel spreadsheet shows energy usage in 15-minute intervals downloaded from the meter.

Date	Read Begin Time	Read End Time	Reading
11/10/2021	0:00	0:15	0.051
11/10/2021	0:15	0:30	0.138
11/10/2021	0:30	0:45	0.039
11/10/2021	0:45	1:00	0.117
11/10/2021	1:00	1:15	0.09
11/10/2021	1:15	1:30	0.135
11/10/2021	1:30	1:45	0.033
11/10/2021	1:45	2:00	0.138
11/10/2021	2:00	2:15	0.057
11/10/2021	2:15	2:30	0.114
11/10/2021	2:30	2:45	0.042
11/10/2021	2:45	3:00	0.138
11/10/2021	3:00	3:15	0.048
11/10/2021	3:15	3:30	0.135
11/10/2021	3:30	3:45	0.066
11/10/2021	3:45	4:00	0.174
11/10/2021	4:00	4:15	1.05
11/10/2021	4:15	4:30	0.246
11/10/2021	4:30	4:45	0.21
11/10/2021	4:45	5:00	0.192
11/10/2021	5:00	5:15	0.192
11/10/2021	5:15	5:30	0.192
11/10/2021	5:30	5:45	0.285
11/10/2021	5:45	6:00	0.315
11/10/2021	6:00	6:15	0.303
11/10/2021	6:15	6:30	0.213
11/10/2021	6:30	6:45	0.207
11/10/2021	6:45	7:00	0.195
11/10/2021	7:00	7:15	0.12
11/10/2021	7:15	7:30	0.246
11/10/2021	7:30	7:45	0.204
11/10/2021	7:45	8:00	0.138
11/10/2021	8:00	8:15	0.117
11/10/2021	8:15	8:30	0.129
11/10/2021	8:30	8:45	0.231
11/10/2021	8:45	9:00	0.309
11/10/2021	9:00	9:15	0.15

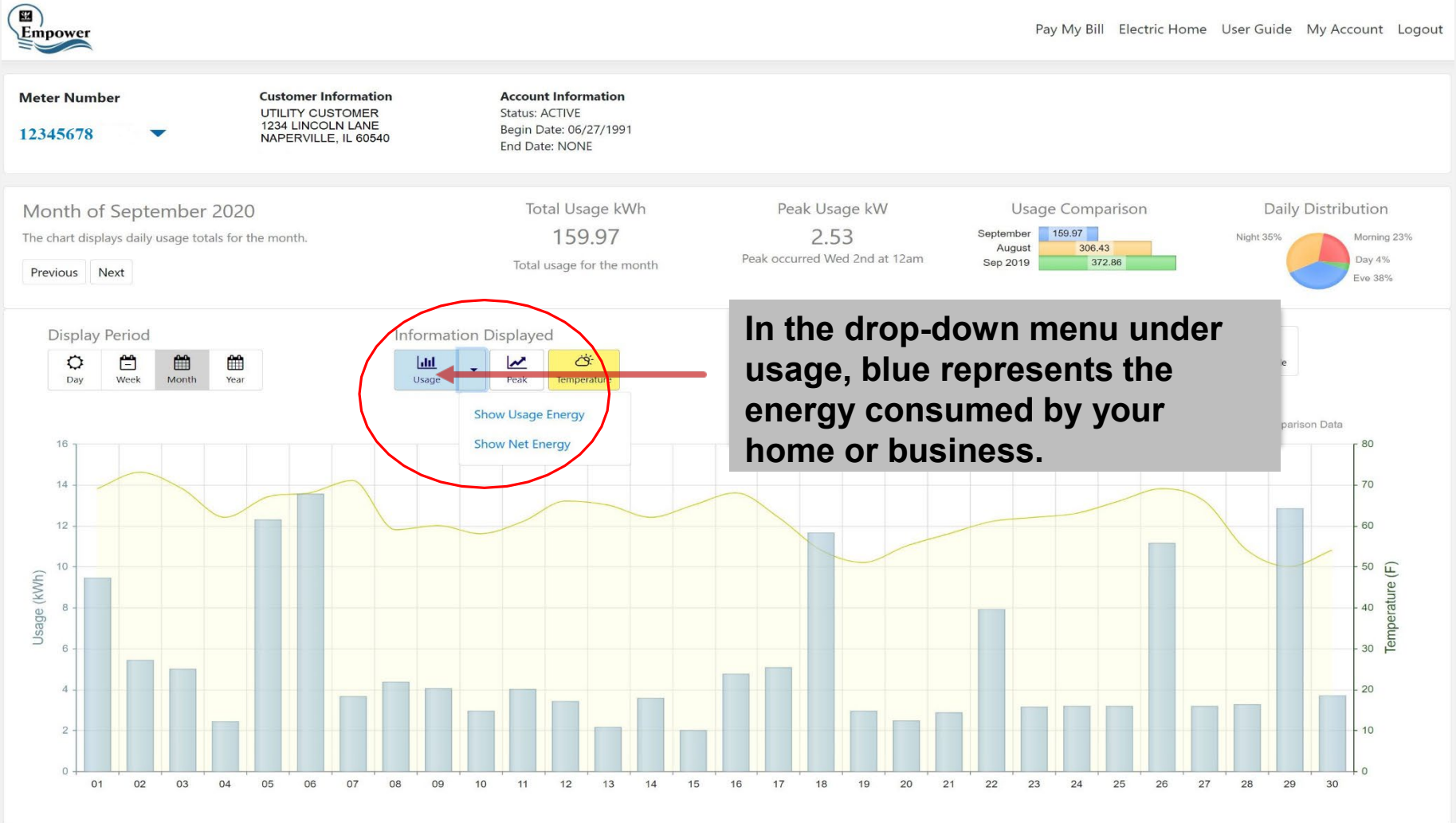


# **Special Instructions for Solar Customers**



**Customers with solar panels** can view their energy in two ways: their regular energy usage, which is energy received from the electric grid, and net energy, which is the energy sent to the electric grid.

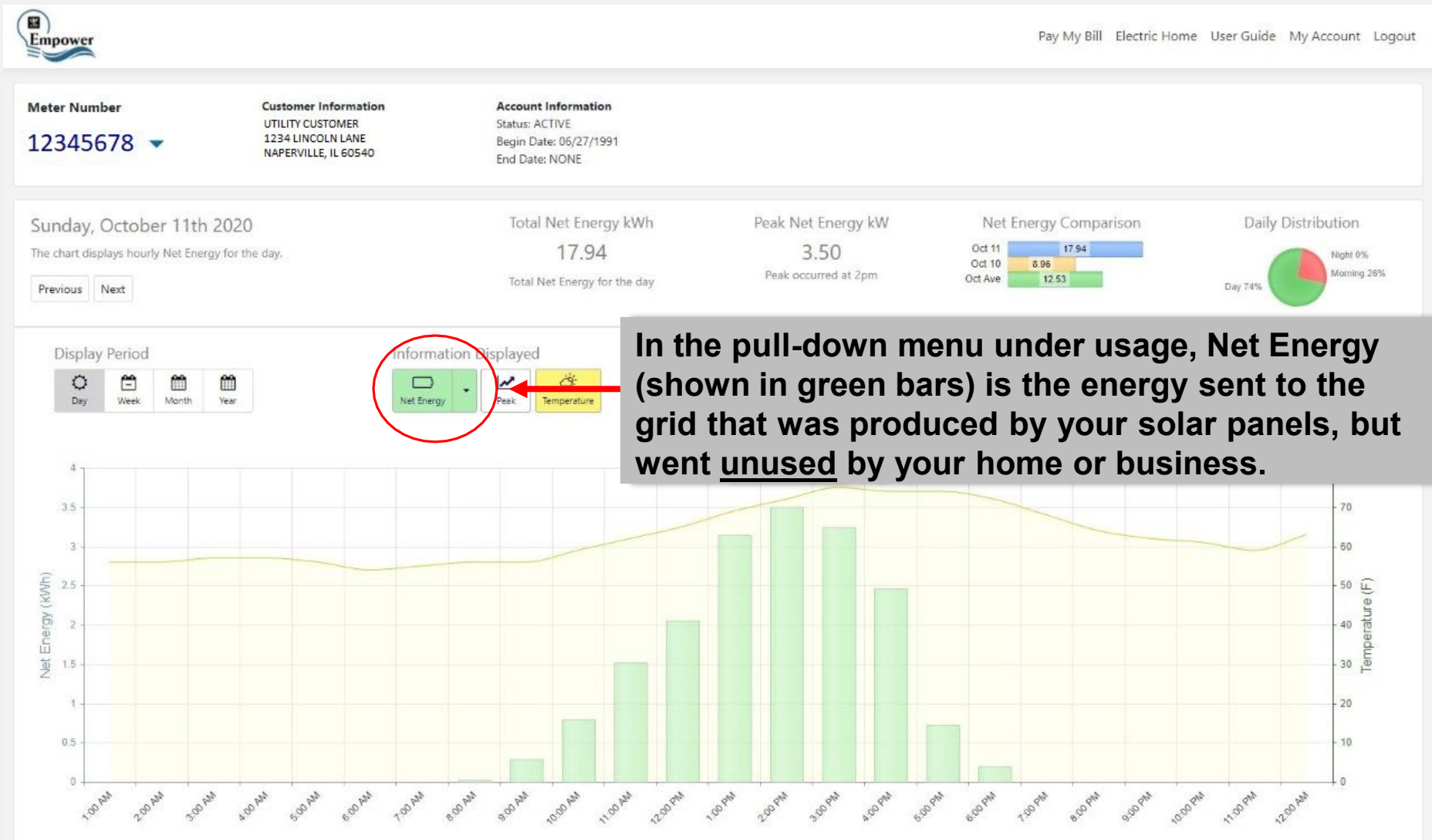
- Solar customers can toggle back and forth through the pull-down menu under **Usage**.
- The blue usage view (default) is energy received from the grid, which is the energy consumed by your home or business.





**Customers with solar panels** can view their energy in two ways: their regular energy usage (shown in blue bars), which is energy received from the grid, or Net Energy sent to the grid (shown in green bars).

- The green pull-down menu, Net Energy, (for solar customers only) shows the energy sent to the grid that was produced by your solar panels, but went unused by your home or business.





# 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 information about High and Low Usage Notifications. 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](http://www.naperville.il.us/empower)**
- **Submit a question through the**  
**[City's Help Center](#)**