



Empower Energy and 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 its 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

<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.

utilitycustomer

utilitycustomer@gmail.com


.....

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

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](#)

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*

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 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 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.



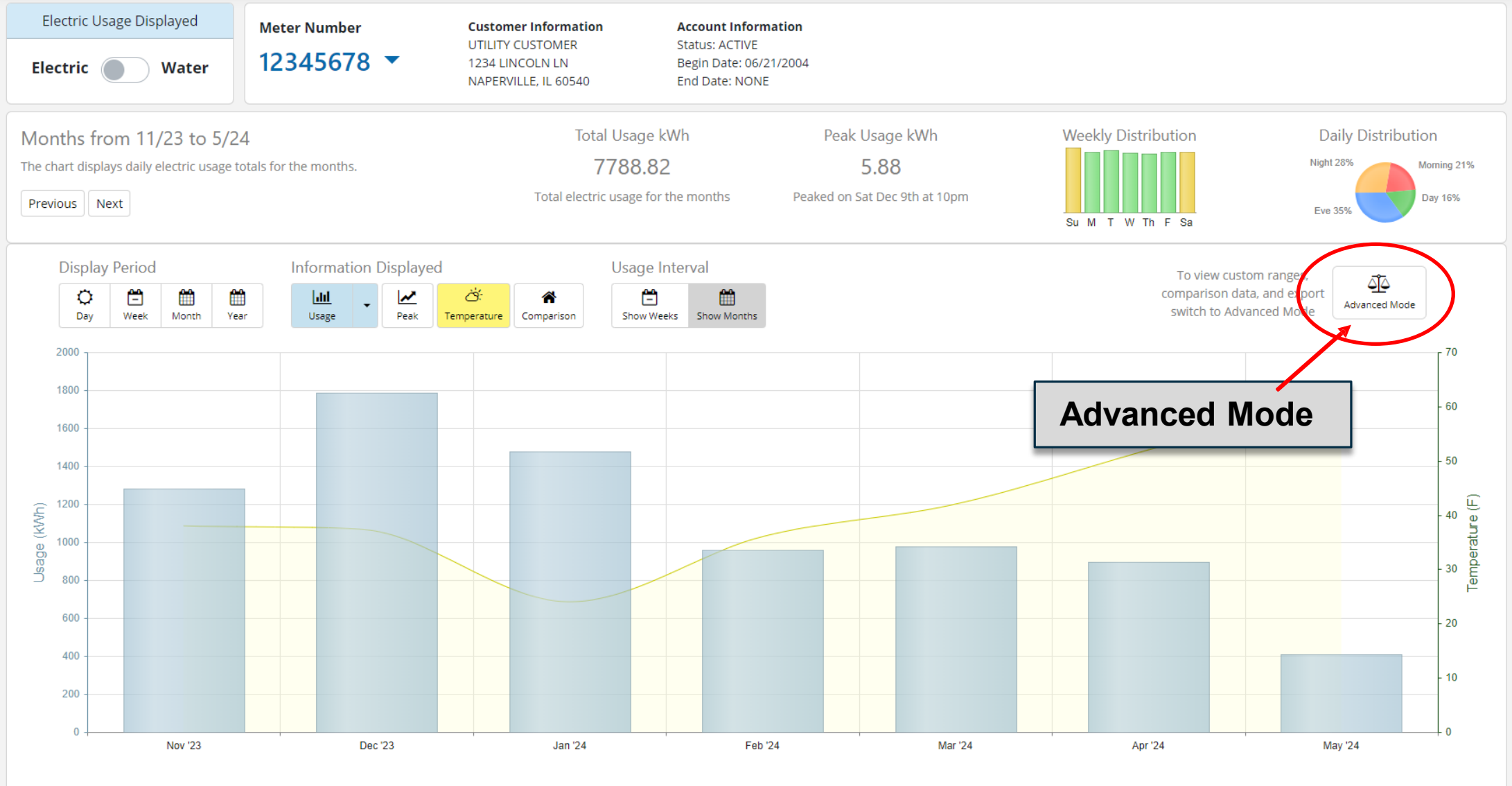


**How to
Navigate
Empower**



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



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 your **Basic Mode** of display in the water dashboard. This allows you to see simple displays of data within the water dashboard.

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.

Water Usage Displayed

Electric Water

Meter Number: 23456789

Customer Information: UTILITY CUSTOMER, 1234 LINCOLN LN, NAPERVILLE, IL 60540

Account Information: Status: ACTIVE, Begin Date: 06/21/2004, End Date: NONE

Months from 11/23 to 5/24

The chart displays daily water usage totals for the months.

Previous Next

Total Usage cu ft

6619.00

Total water usage for the months

Peak Usage cu ft

23.00

Peaked on Tue Mar 12th at 4pm

Weekly Distribution



Daily Distribution



Display Period



Information Displayed



Usage Interval



Usage Units



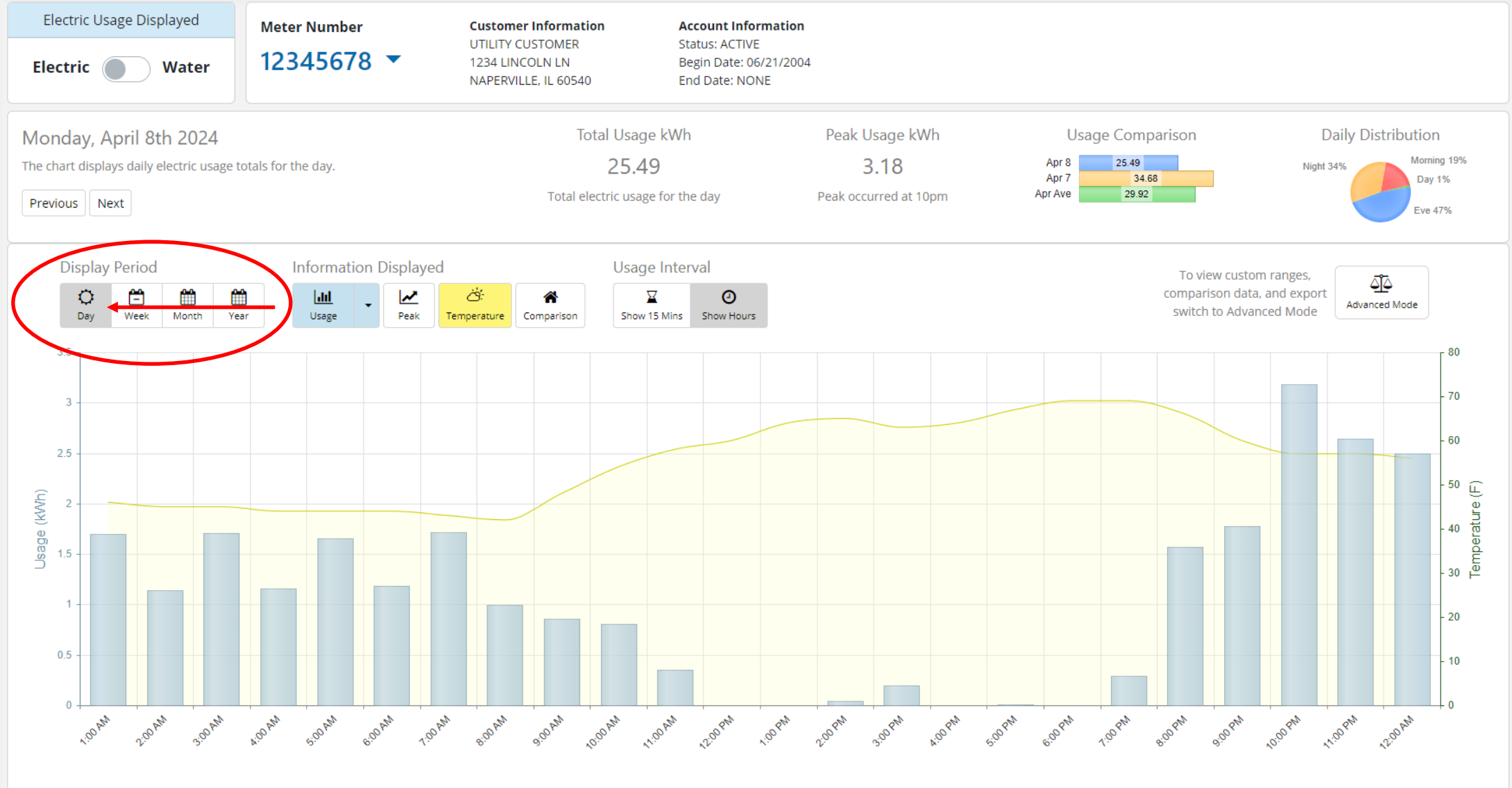
To view custom ranges, comparison data, and export switch to Advanced Mode





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

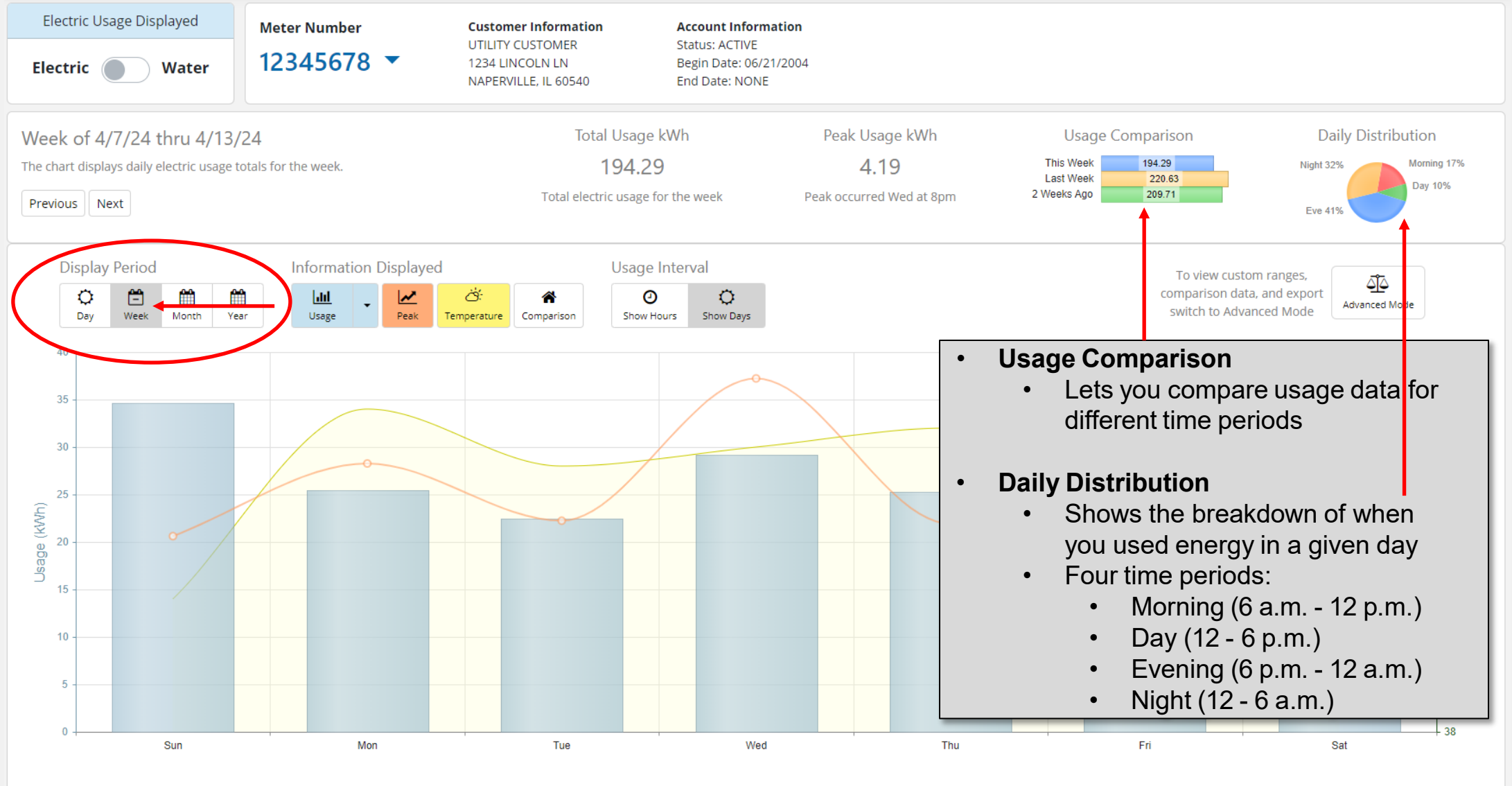
- You can view data by day, week, month or year.
- The below image is the Day Display Period for April 8, 2024.
- Daily energy usage is displayed in hourly increments and shown in the blue bars.
- Actual daily temperatures are displayed within the yellow shaded area.





Week Display Period shows:

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



- **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. - 12 p.m.)
 - Day (12 - 6 p.m.)
 - Evening (6 p.m. - 12 a.m.)
 - Night (12 - 6 a.m.)



Month Display Period also shows:

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

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



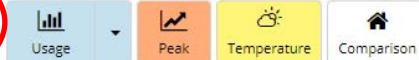
Daily Distribution



Display Period



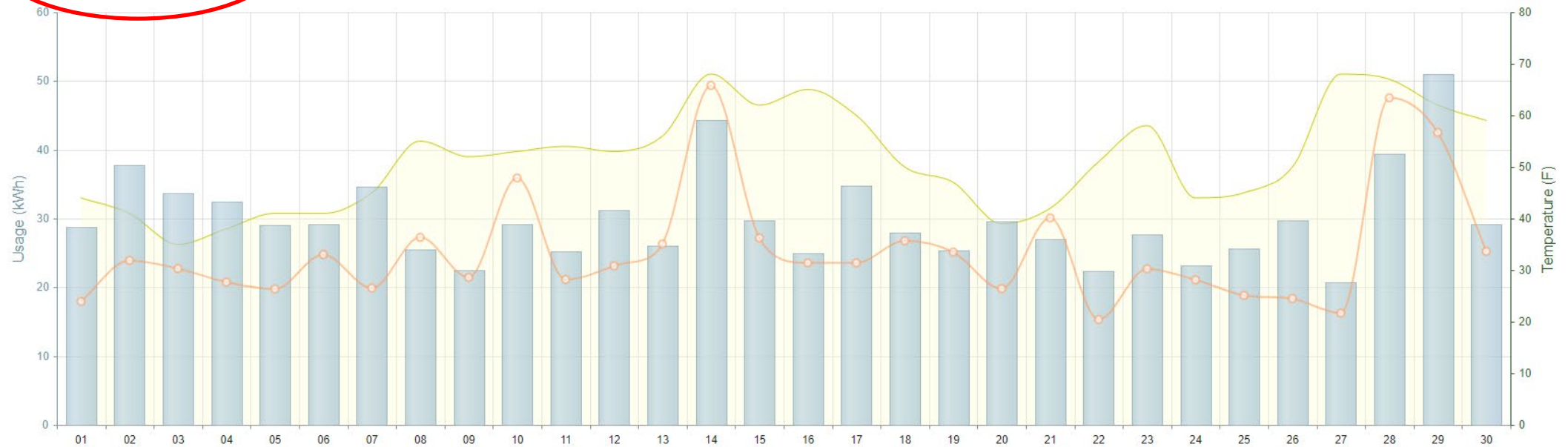
Information Displayed



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 display period chosen.

Water Usage Displayed Electric <input checked="" type="checkbox"/> Water	Meter Number 23456789	Customer Information UTILITY CUSTOMER 1234 LINCOLN LN NAPERVILLE, IL 60540	Account Information Status: ACTIVE Begin Date: 06/21/2004 End Date: NONE
--	---------------------------------	--	--

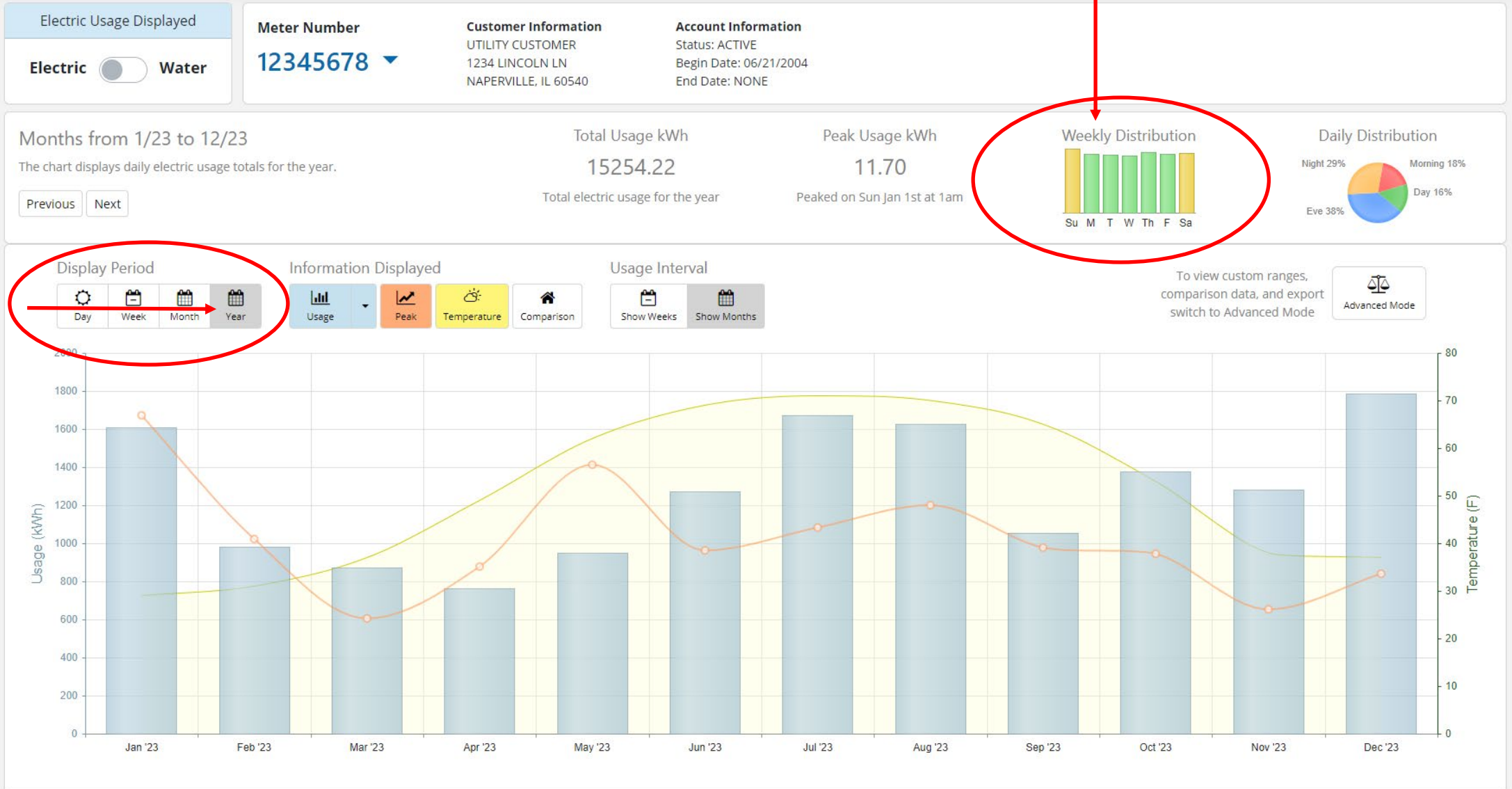
Months from 1/23 to 12/23 The chart displays daily water usage totals for the year. Previous Next	Total Usage cu ft 14986.00 Total water usage for the year	Peak Usage cu ft 48.00 Peaked on Wed Aug 9th at 12pm	Weekly Distribution 	Daily Distribution night 17% Eve 23% Day 37% Morning 33%
--	--	---	--------------------------------	---

Display Period <input type="checkbox"/> Day <input type="checkbox"/> Week <input type="checkbox"/> Month <input checked="" type="checkbox"/> Year	Information Displayed <input type="checkbox"/> Usage <input type="checkbox"/> Peak <input checked="" type="checkbox"/> Temperature	Usage Interval <input type="checkbox"/> Show Weeks <input checked="" type="checkbox"/> Show Months	Usage Units <input type="checkbox"/> Show Gallons	To view custom ranges, comparison data, and export switch to Advanced Mode <input type="checkbox"/> Advanced Mode
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Month	Usage (CF)	Temperature (F)
Jan '23	950	32
Feb '23	750	32
Mar '23	850	38
Apr '23	850	48
May '23	1300	58
Jun '23	2600	68
Jul '23	1700	72
Aug '23	1450	68
Sep '23	1250	60
Oct '23	1250	50
Nov '23	1350	40
Dec '23	900	38



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.





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

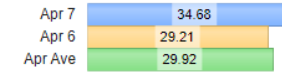
Total electric usage for the day

Peak Usage kWh

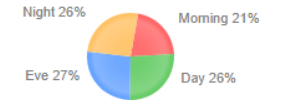
2.32

Peak occurred at 9pm

Usage Comparison



Daily Distribution



Display Period

Day Week Month Year

Information Displayed

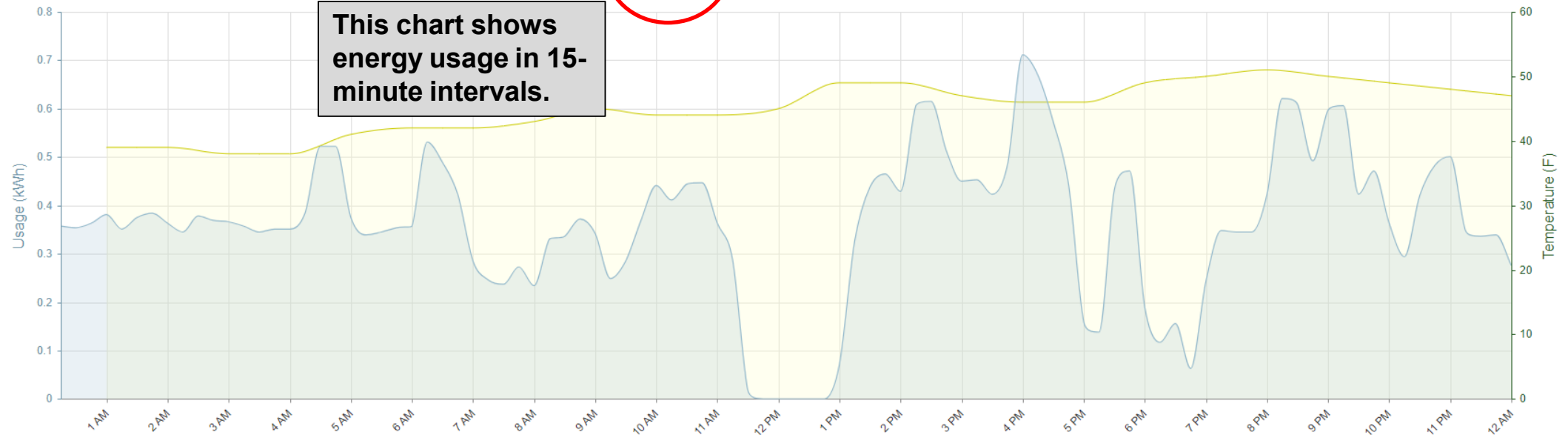
Usage Peak Temperature Comparison

Usage Interval

Show 15 Mins Show Hours

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

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

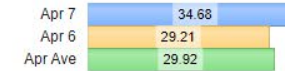
Total electric usage for the day

Peak Usage kWh

2.32

Peak occurred at 9pm

Usage Comparison



Daily Distribution



Display Period

Day Week Month Year

Information Displayed

Usage Peak Temperature Comparison

Usage Interval

Show 15 Mins Show Hours

This chart shows energy usage in one-hour intervals.

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

Advanced Mode

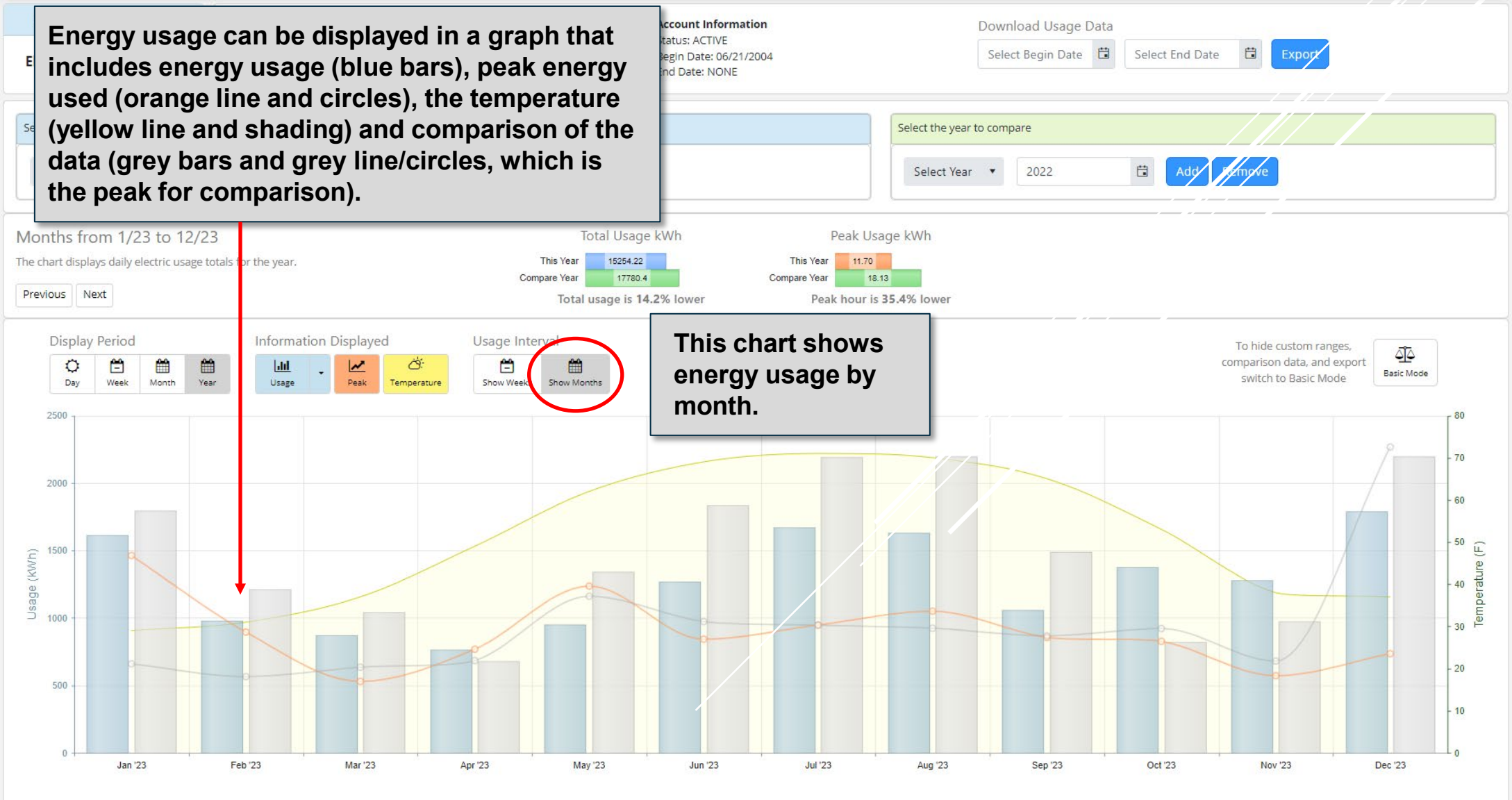




In **Advanced Mode**, you can view your data in custom ranges, export that data, or view comparison data.

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



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 December 5 and December 12.

Electric Usage Displayed: **Electric** (selected) / 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: Daily Usage, 12/05/2023, **Search** (highlighted with a red circle and arrow pointing to a callout box: **Choose a date, then search**)

Select the day to compare: Select Day, 12/12/2023, **Add** (highlighted with a red arrow pointing to a callout box: **Choose a date to compare, then add to chart**) / Remove

Tuesday, December 5th 2023

The chart displays daily electric usage totals for the day.

Previous Next

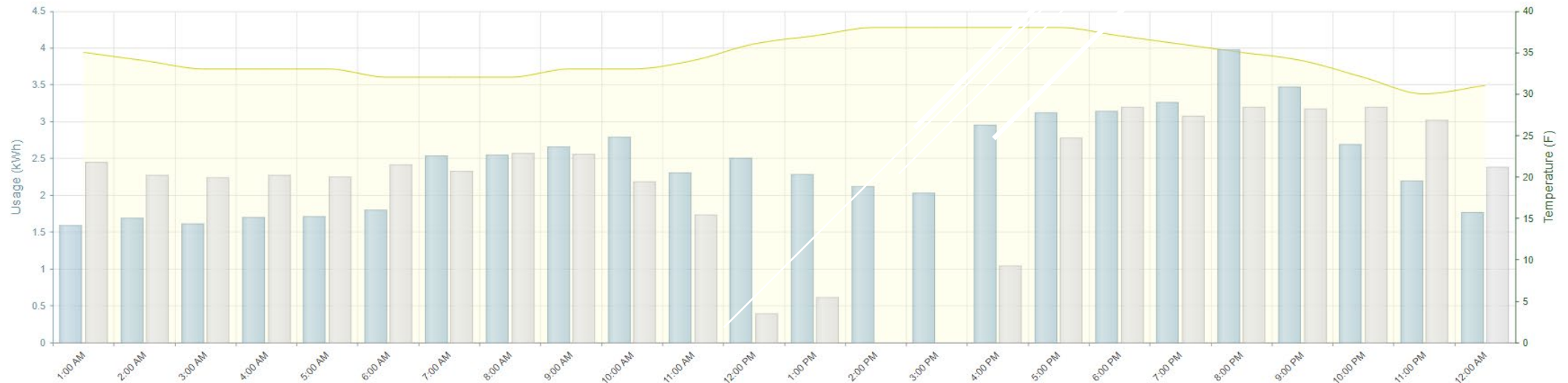


Display Period: Day (selected), Week, Month, Year

Information Displayed: Usage (selected), Peak, Temperature

Usage Interval: Show Weeks, Show Months

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





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.

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: Custom Range, Days, **03/26/2024**, **04/24/2024**, **Search**

Select the day to compare: Add, Remove

Days from 03/26/24 to 04/24/24

Total Usage kWh: **877.14**

Peak Usage kWh: **5.76**

Weekly Distribution: Sr, M, Tu, W, Th, F, Sa

Daily Distribution: Night 33%, Morning 19%, Day 8%, Eve 39%

Display Period: Day, Week, Month, Year

Information Displayed: Usage, Peak, **Temperature**

Usage Interval: Show 15 Mins, Show Hours

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

The chart displays daily electric usage (kWh) as blue bars and temperature (F) as a yellow line. The x-axis shows dates from 03/26 to 04/24. The left y-axis is Usage (kWh) from 0 to 50. The right y-axis is Temperature (F) from 0 to 80. A white dashed box highlights the period from 04/13 to 04/17, which corresponds to the custom range selected in the interface above.



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 that will show 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 [calendar icon] Select End Date [calendar icon] **Export**

Select the time period to view

Weekly Usage | 03/24/2024 [calendar icon] Search

Select the week to compare

Select Week | 04/24/2024 [calendar icon] 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

Period	Usage (kWh)
This Week	209.71
Last Week	230.31
2 Weeks Ago	193.11

Usage Comparison Pie Chart: Night 34%, Morning 21%, Eve 37%, Day 9%

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

Day	Usage (kWh)	Temperature (F)
Sun	29	40
Mon	35	48
Tue	35	45
Wed	28	35
Thu	25	38
Fri	29	42
Sat	28	50



**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

Total Usage kWh: 25.49

Peak Usage kWh: 3.18

Usage Comparison: Apr 8 (25.49), Apr 7 (34.68), Apr Ave (29.92)

Daily Distribution: Night 34%, Morning 19%, Day 1%, Eve 47%

Previous Next

Display Period: Day Week Month Year

Information Displayed: Usage (selected), Peak, Temperature, Comparison

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

Advanced Mode

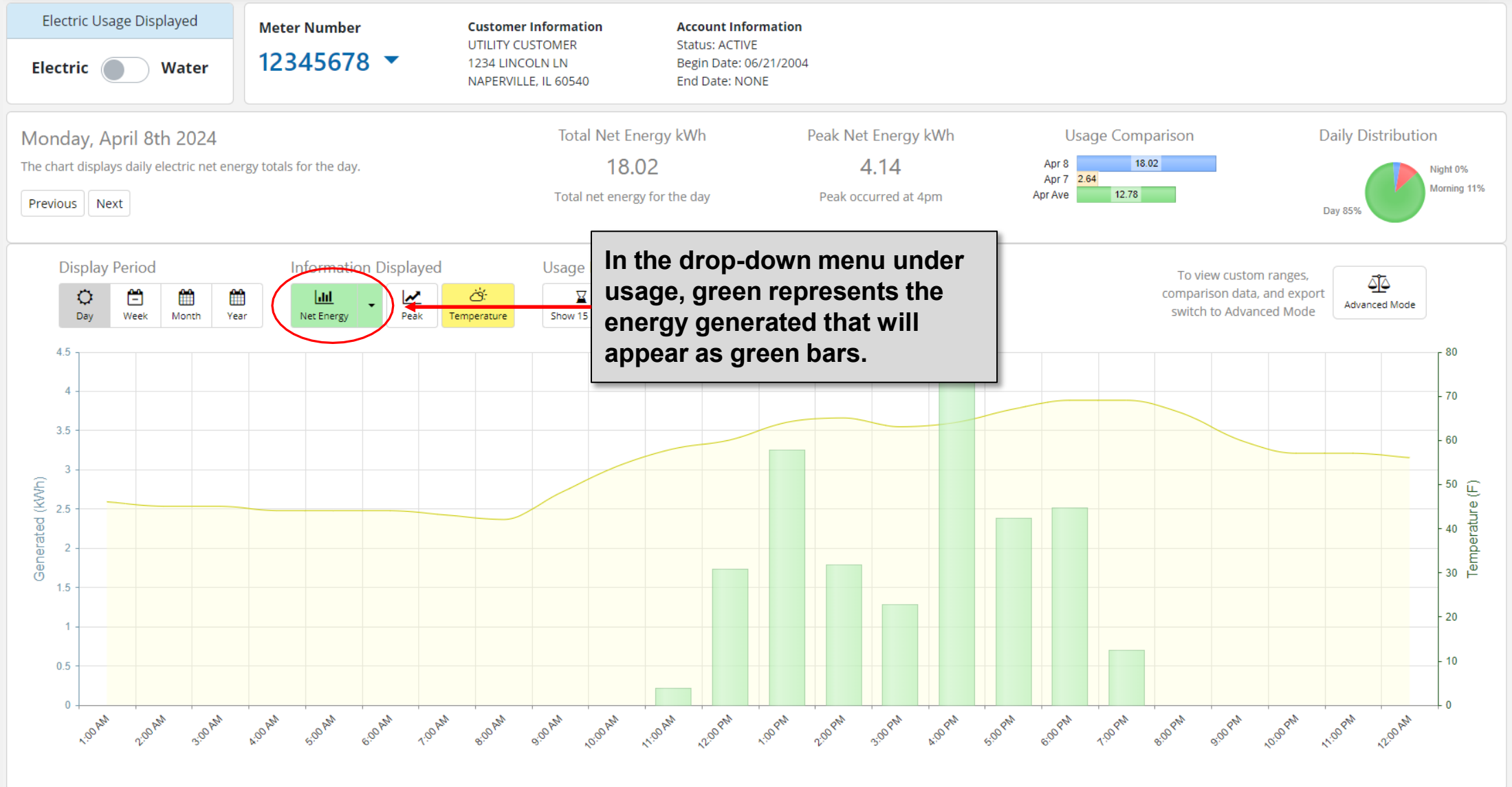
In the drop-down menu under usage, blue represents regular energy usage.

Time	Usage (kWh)	Temperature (F)
1:00 AM	1.7	45
2:00 AM	1.1	45
3:00 AM	1.7	45
4:00 AM	1.1	45
5:00 AM	1.6	45
6:00 AM	1.1	45
7:00 AM	1.7	45
8:00 AM	1.0	45
9:00 AM	0.8	45
10:00 AM	0.8	45
11:00 AM	0.3	45
12:00 PM	0.0	45
1:00 PM	0.0	45
2:00 PM	0.05	45
3:00 PM	0.2	45
4:00 PM	0.0	45
5:00 PM	0.0	45
6:00 PM	0.0	45
7:00 PM	0.3	45
8:00 PM	1.5	45
9:00 PM	1.7	45
10:00 PM	3.18	45
11:00 PM	2.6	45
12:00 AM	2.5	45



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.



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



**New Feature:
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 and you will 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
- **Submit a question through the**
[City's Help Center](#)