

How to View Your Consumption

Once connected, your Dashboard will appear.

It's divided into four sections. **Electrical Usage**, **Water Usage** and **My Progress** for each service.

If you do not receive either electric service or water service from the City of Rock Hill, these graphs will not contain any data.

There is a menu on the left-hand side of the screen.

The screenshot displays the City of Rock Hill CustomerConnect Portal dashboard. At the top left is the Rock Hill South Carolina logo with the slogan "Always on". A "Meters 2" indicator is next to it. On the right, there is a "CISPortal:1723910" dropdown and a "Logout" button. A left-hand navigation menu includes "My Dashboard", "Library", "Reports", and "Settings". The main content area is titled "My Dashboard" and "Welcome to the City of Rock Hill's CustomerConnect Portal". A note states: "Please note: Reads may be blocked for short periods of time due to technical or environmental issues. Once the reading process is reestablished, reads will continue to report at various intervals. 'Missing' reads are flagged as seen on the graph. Billing remains accurate as subsequent reads reconcile the account."

The dashboard features four main sections:

- Electric Usage:** A bar and line chart for the period Jan 14 - Jan 28, 2020. The y-axis represents KWH (0-80) and the secondary y-axis represents Temperature (F) (20-70). The chart shows daily usage bars and a temperature line.
- Water Usage:** A bar and line chart for the same period. The y-axis represents GAL (0-300) and the secondary y-axis represents Temperature (F) (20-70). The chart shows daily usage bars and a temperature line.
- My Progress: Electric:** A progress bar showing current usage for Jan 2020 (1063.6 KWH) and previous month (1082.08 KWH). The progress percentage is 98%.
- My Progress: Water:** A progress bar showing current usage for Jan 2020 (3425.09 GAL) and previous month (3467.35 GAL). The progress percentage is 99%.

Each progress bar includes a "Progress Percentage" section with a large green percentage and a congratulatory message: "Congratulations! You are on track to use 18 KWH less than last Month" for electric and "Congratulations! You are on track to use 42 GAL less than last Month" for water.

Red arrows point to the "My Dashboard" menu item, the "Electric Usage" and "Water Usage" graphs, and the "My Progress: Electric" and "My Progress: Water" progress bars.

Electric information:

1. The **Electric Usage** graph shows consumption for approximately 14 days but can be adjusted to meet your needs.
2. The left side of the graph indicates kilowatt hours. This is your electric consumption and is shown by the blue bar for each day.
3. The right side indicates outside temperature. Temperature on the graph is shown by the gold line.
4. **My Progress** indicates usage comparison between last month and the current month. Note that this information is for calendar month and not billing period.

The screenshot displays the City of Rock Hill CustomerConnect Portal. The main header includes the Rock Hill logo and navigation links for My Dashboard, Library, Reports, and Settings. A 'Meters' indicator shows 2 active meters. The dashboard title is 'My Dashboard' and the main heading is 'Welcome to the City of Rock Hill's CustomerConnect Portal'. A note states: 'Please note: Reads may be blocked for short periods of time due to technical or environmental issues. Once the reading process is reestablished, reads will continue to report at various intervals. "Missing" reads are flagged as seen on the graph. Billing remains accurate as subsequent reads reconcile the account.'

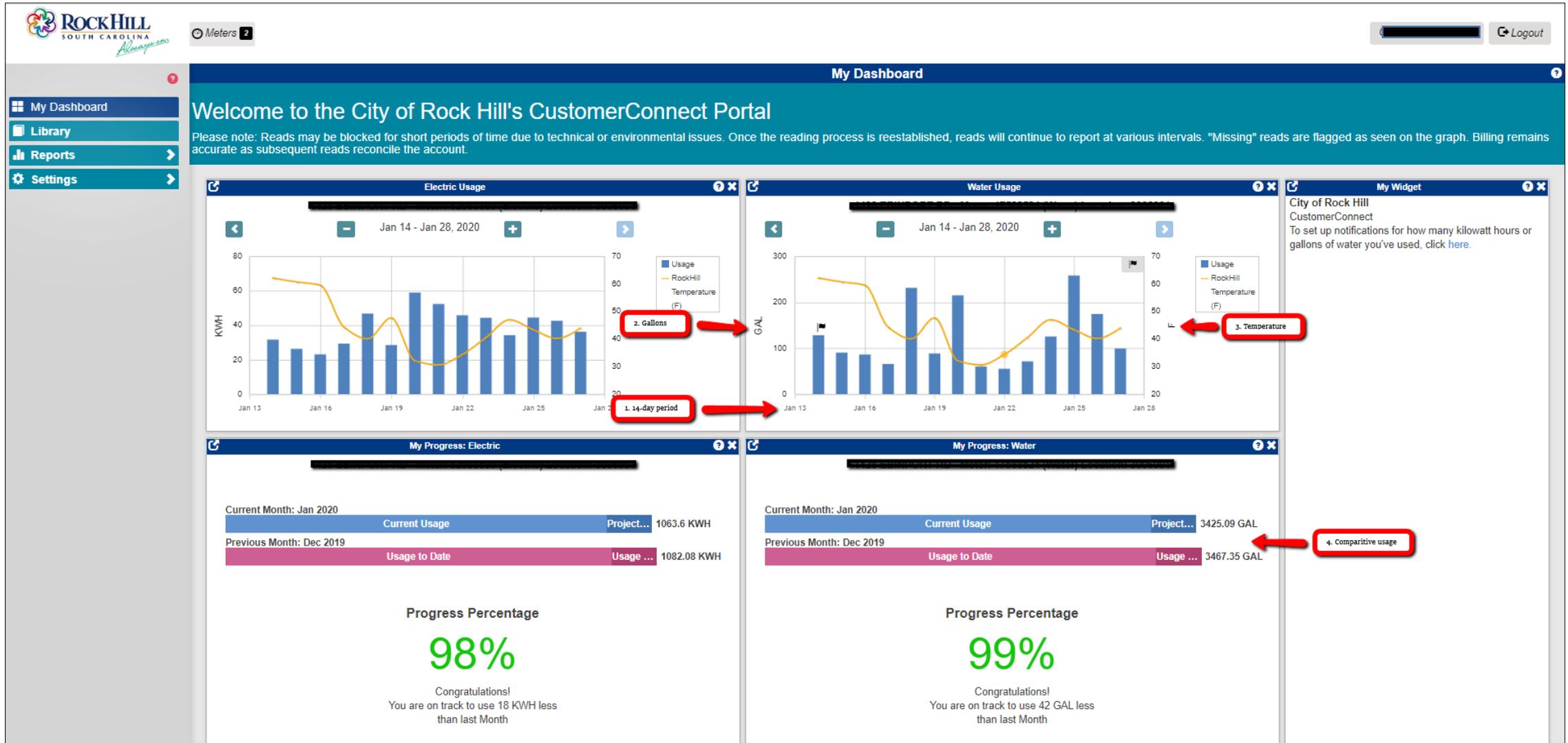
The dashboard features four main widgets:

- Electric Usage:** A dual-axis chart for the period Jan 14 - Jan 28, 2020. The left y-axis represents KWH (0-80), and the right y-axis represents Temperature (F) (20-70). Blue bars show daily usage, and a gold line shows the temperature. Annotations include '2. Kilowatt hours' pointing to the blue bars and '3. Temperature' pointing to the gold line. A '1. 14-day period' annotation points to the date range.
- Water Usage:** A dual-axis chart for the same period. The left y-axis represents gallons (0-300), and the right y-axis represents Temperature (F) (20-70). Blue bars show daily usage, and a gold line shows the temperature.
- My Progress: Electric:** A progress bar comparing current and previous month usage. Current Month: Jan 2020, Current Usage: 1063.6 KWH, Project...: 1082.08 KWH. Previous Month: Dec 2019, Usage to Date: 1082.08 KWH. Progress Percentage: 98%. Message: 'Congratulations! You are on track to use 18 KWH less than last Month'. Annotation '4. Comparative usage' points to the progress bar.
- My Progress: Water:** A progress bar comparing current and previous month usage. Current Month: Jan 2020, Current Usage: 3425.09 GAL, Project...: 3467.35 GAL. Previous Month: Dec 2019, Usage to Date: 3467.35 GAL. Progress Percentage: 99%. Message: 'Congratulations! You are on track to use 42 GAL less than last Month'.

A 'My Widget' section on the right provides instructions for setting up notifications: 'City of Rock Hill CustomerConnect. To set up notifications for how many kilowatt hours or gallons of water you've used, click here.'

Water information:

1. The **Water Usage** graph shows consumption for approximately 14 days but can be adjusted to meet your needs.
2. The left side of the graph indicates gallons. This is your water consumption and is shown by the blue bar for each day.
3. The right side indicates outside temperature. Temperature on the graph is shown by the gold line.
4. **My Progress** indicates usage comparison between last month and the current month. Note that this information is for calendar month and not billing period.



1. You can go back in time to see your consumption for that time period by clicking the back arrow button located at the top, left of each graph. This works for both the **Electric Usage** and **Water Usage** graphs.

ROCK HILL SOUTH CAROLINA
Always on

Meters 2

Logout

My Dashboard

Welcome to the City of Rock Hill's CustomerConnect Portal

Please note: Reads may be blocked for short periods of time due to technical or environmental issues. Once the reading process is reestablished, reads will continue to report at various intervals. "Missing" reads are flagged as seen on the graph. Billing remains accurate as subsequent reads reconcile the account.

- My Dashboard
- Library
- Reports
- Settings

1. Back arrow button

Electric Usage

Dec 31 - Jan 14, 2020

| Date | Usage (KWH) | Temperature (F) |
|--------|-------------|-----------------|
| Dec 30 | 20 | 45 |
| Jan 1 | 25 | 45 |
| Jan 2 | 25 | 45 |
| Jan 3 | 20 | 45 |
| Jan 4 | 15 | 45 |
| Jan 5 | 45 | 45 |
| Jan 6 | 30 | 45 |
| Jan 7 | 35 | 45 |
| Jan 8 | 40 | 45 |
| Jan 9 | 42 | 45 |
| Jan 10 | 28 | 45 |
| Jan 11 | 50 | 45 |
| Jan 12 | 28 | 45 |
| Jan 13 | 20 | 45 |
| Jan 14 | 20 | 45 |

Water Usage

Jan 14 - Jan 28, 2020

| Date | Usage (GAL) | Temperature (F) |
|--------|-------------|-----------------|
| Jan 13 | 130 | 65 |
| Jan 14 | 90 | 65 |
| Jan 15 | 90 | 65 |
| Jan 16 | 60 | 65 |
| Jan 17 | 230 | 65 |
| Jan 18 | 90 | 65 |
| Jan 19 | 210 | 65 |
| Jan 20 | 60 | 65 |
| Jan 21 | 60 | 65 |
| Jan 22 | 120 | 65 |
| Jan 23 | 260 | 65 |
| Jan 24 | 150 | 65 |
| Jan 25 | 100 | 65 |
| Jan 26 | 150 | 65 |
| Jan 27 | 100 | 65 |
| Jan 28 | 150 | 65 |

My Progress: Electric

Current Month: Jan 2020

| | | |
|---------------|------------|-------------|
| Current Usage | Project... | 1063.6 KWH |
| Usage to Date | Usage ... | 1082.08 KWH |

Progress Percentage

98%

Congratulations!
You are on track to use 18 KWH less than last Month

My Progress: Water

Current Month: Jan 2020

| | | |
|---------------|------------|-------------|
| Current Usage | Project... | 3425.09 GAL |
| Usage to Date | Usage ... | 3467.35 GAL |

Progress Percentage

99%

Congratulations!
You are on track to use 42 GAL less than last Month

My Widget

City of Rock Hill
CustomerConnect

To set up notifications for how many kilowatt hours or gallons of water you've used, [click here](#).

1. The minus button near the top of each Usage graph will allow you to zoom out to include more days on your graph.
2. The plus button near the top of each Usage graph will allow you to zoom in to see a fewer number of days or even a single day on your graph.
3. You may also click on any single blue bar to obtain consumption for a particular day.

ROCK HILL SOUTH CAROLINA
Meters 2 Logout

My Dashboard

Welcome to the City of Rock Hill's CustomerConnect Portal

Please note: Reads may be blocked for short periods of time due to technical or environmental issues. Once the reading process is reestablished, reads will continue to report at various intervals. "Missing" reads are flagged as seen on the graph. Billing remains accurate as subsequent reads reconcile the account.

Electric Usage

Jan 01 - Jan 30, 2020

KWH

Usage (Blue bars), Rock-Hill (Yellow line), Temperature (F) (Green line)

Dec 31, Jan 6, Jan 12, Jan 18, Jan 24, Jan 30

Water Usage

Jan 16, 2020

GAL

Usage (Blue bars), Rock-Hill (Yellow line), Temperature (F) (Green line)

11:00 PM, 4:00 AM, 9:00 AM, 2:00 PM, 7:00 PM, 12:00 AM, 5:00 AM

My Widget

City of Rock Hill CustomerConnect

To set up notifications for how many kilowatt hours or gallons of water you've used, click here.

My Progress: Electric

| | | | |
|--------------------------|---------------|---------|-------------|
| Current Month: Jan 2020 | Current Usage | Proj... | 1072.71 KWH |
| Previous Month: Dec 2019 | Usage to Date | Usa... | 1082.08 KWH |

Progress Percentage

99%

Congratulations!
You are on track to use 9 KWH less than last Month

My Progress: Water

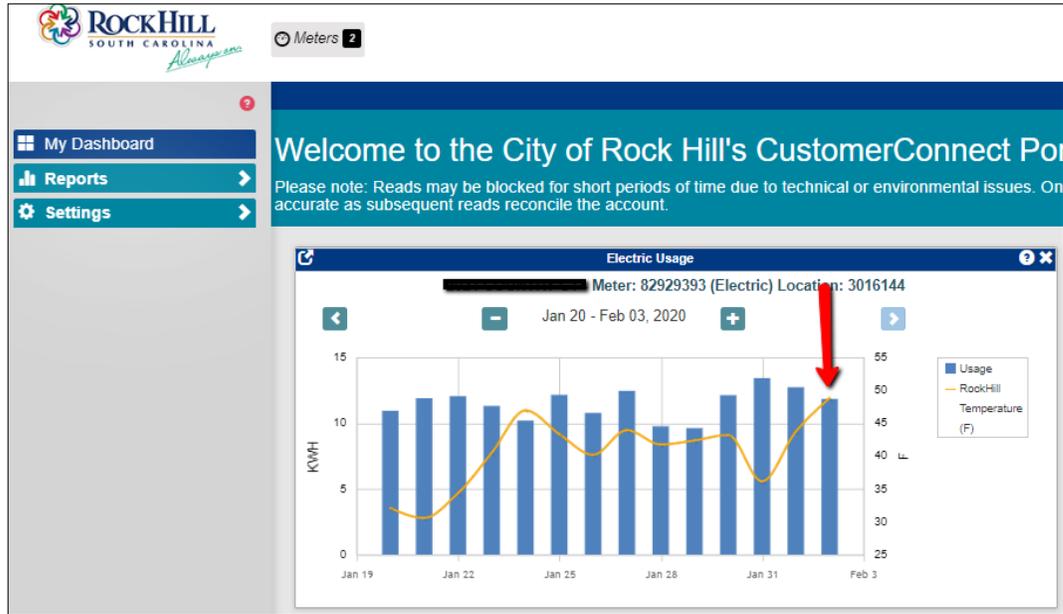
| | | | |
|--------------------------|---------------|---------|-------------|
| Current Month: Jan 2020 | Current Usage | Proj... | 3427.47 GAL |
| Previous Month: Dec 2019 | Usage to Date | Usa... | 3467.35 GAL |

Progress Percentage

99%

Congratulations!
You are on track to use 40 GAL less than last Month

You can also click on any single bar on the graph for more detailed information.



In this case, we clicked on the bar for February 2nd. The next graphs shows hourly data for February 2nd.

