

CustomerConnect – Other Dashboard Features

At the top left of the dashboard, is the number of AMI meters you currently have or have had at a previous address. In the example shown, this customer had AMI meters at two residences. Only the meter data from the current residence appears on the dashboard. Data from previous AMIs meter can be seen through **Reports** on the menu. Accessing that information is addressed in a different tutorial.

The screenshot displays the City of Rock Hill CustomerConnect Portal. At the top left, the Rock Hill logo is visible. A navigation bar includes 'Meters 4' and 'Locations 2', with a red arrow pointing to the 'Meters 4' indicator. The main header reads '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 widgets:

- Electric Usage:** A dual-axis chart showing usage in KWH (left axis, 0-50) and temperature in Fahrenheit (right axis, 20-70) from Jan 14 to Jan 29, 2020. Usage is represented by blue bars, and temperature by a yellow line.
- Water Usage:** A dual-axis chart showing usage in GAL (left axis, 0-300) and temperature in Fahrenheit (right axis, 20-70) from Jan 14 to Jan 29, 2020. Usage is represented by blue bars, and temperature by a yellow line.
- My Progress: Electric:** A progress bar showing current usage for Jan 2020 (839.84 KWH) and previous usage for Dec 2019 (964.5 KWH). The progress percentage is 87%.
- My Progress: Water:** A progress bar showing current usage for Jan 2020 (2940.52 GAL) and previous usage for Dec 2019 (5209.14 GAL). The progress percentage is 56%.

Each progress bar includes a 'Usage to Date' label and a 'Usa...' label. Below each progress bar, the 'Progress Percentage' is displayed in large green text, followed by a congratulatory message: 'Congratulations! You are on track to use 125 KWH less than last Month' for electric and 'Congratulations! You are on track to use 2269 GAL less than last Month' for water.

Question Marks

For Help, you can click any question mark inside a circle to read detailed information about each section.

The screenshot shows the City of Rock Hill CustomerConnect Portal dashboard. At the top left is the Rock Hill South Carolina logo. Navigation links include 'Meters 6' and 'Locations 2'. A 'Logout' button is in the top right. The main header reads '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.' Two charts are displayed: 'Electric Usage' (KWH) and 'Water Usage' (GAL), both for the period Jan 15 - Jan 29, 2020. Each chart shows usage bars, a Rock-Hill temperature line, and a temperature line. A 'My Widget' section on the right provides instructions on setting up notifications. A 'Help' window is open at the bottom, detailing the 'METER USAGE CHART'.

Help

METER USAGE CHART

DESCRIPTION

This report shows a bar graph of usage for a single meter. Where applicable, the usage is color coded according to the rate structure, e.g. pricing tiers for a water meter or Time of Use periods for an electric meter.

REPORT SETUP

Select a **Meter** using the meter picker. The meter picker will show all meters associated with the account. The meter picker also provides a **Simple Search** for text or numbers in meter IDs and names.

The **Overlay** drop down list allows you to choose to display weather data, average usage for the selected meter or usage from another meter. If choosing Weather as an overlay you can choose the available weather data types setup by your Utility. Overlay data can be converted to optional unit's such as Fahrenheit or Celsius.

VIEWING THE REPORT

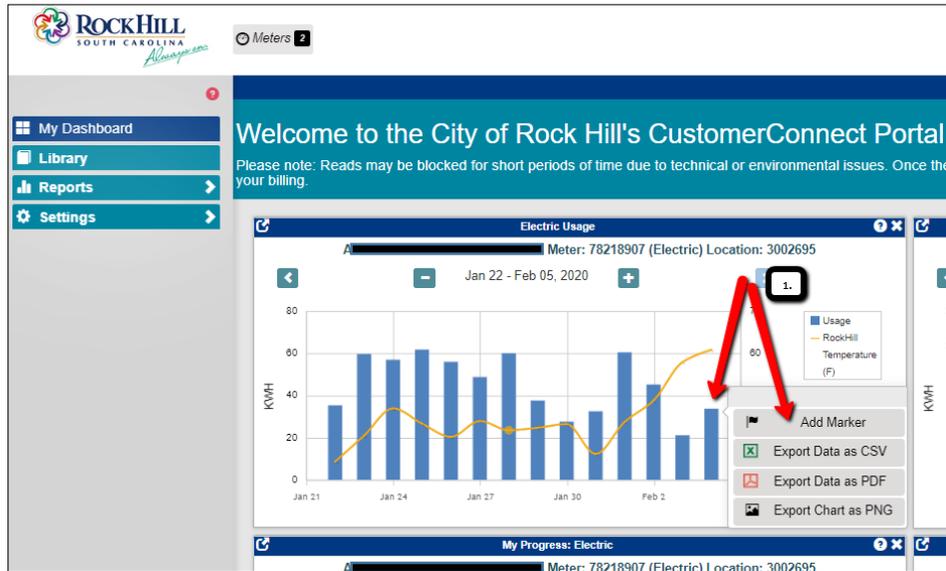
The main graph displays the usage data for the selected meter as a bar graph. A horizontal bar below the main bar graph shows the total usage displayed in the main bar graph, segmented into TOU periods, blocks or tiers where applicable.

Flags

You can flag a particular time period as a reminder of some activity. For example, you're getting ready to travel for a few days. You have turned the air conditioner up a few degrees since no one will be home. When you return, you'd like to look back and check your consumption while you were gone.

1. Simply hover over the date you want to flag and right click. A box pops up giving you the option to **Add Marker**. Click on **Add Marker**.

1. The **Add Marker** box appears. You can select a single point in time or a range of dates or time.
2. In this case, because we clicked on a date on the Electric Usage graph, the electric meter appears. But you can select a different meter by clicking the small magnifying glass to the right of meter or by using the scroll bar on the right side of the meter.
3. In the **Notes** section, you must enter a note for yourself.
4. Once entered, click **Save**.



The screenshot shows the 'Add Marker' dialog box. It has a title bar 'Add Marker' and two tabs: 'Point in time' (selected) and 'Time range'. The 'Date/Time' field is set to '2020-02-04 12:00 AM'. The 'Meter Id' dropdown menu is open, showing 'AV S - Meter: 78218907 (Electric)'. A red arrow points to the magnifying glass icon next to the dropdown. The '*Notes' section contains the text 'Out of town until February 9.'. At the bottom, there are 'Save' and 'Cancel' buttons. Red arrows and numbered callouts (1-4) highlight the following elements: 1. The 'Add Marker' button in the background. 2. The magnifying glass icon next to the 'Meter Id' dropdown. 3. The 'Notes' text area. 4. The 'Save' button.

My Widget

On the far right side of the Dashboard is an area for widgets named My Widget. This area contains direct links to helpful tutorials or frequently used features. Simply click the word in blue to go directly to the feature indicated.

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 using estimates based on historical averages. This does not affect your billing.

Electric Usage

Meter: 78218907 (Electric) Location: 3002695

Jan 22 - Feb 05, 2020

KWH

Usage
Rock-Hill
Temperature (F)

Meter Usage Chart

Meter: 78218908 (Electric) Location: 3002695

Jan 22 - Feb 05, 2020

KWH

Usage
Rock-Hill
Temperature (F)

My Progress: Electric

Meter: 78218907 (Electric) Location: 3002695

Current Month: Feb 2020
Current Usage: 1122.73 KWH
Projected Usage: 1122.73 KWH

Previous Month: Jan 2020
Usage to Date: 1363.8 KWH
Usage past Date: 1363.8 KWH

Progress Percentage
82%
Congratulations!
You are on track to use 241 KWH less than last Month

My Progress

Meter: 78218908 (Electric) Location: 3002695

Current Month: Feb 2020
Current Usage: 373.43 KWH
Projected Usage: 373.43 KWH

Previous Month: Jan 2020
Usage to Date: 372.92 KWH
Usage past Date: 372.92 KWH

Progress Percentage
100%
You are on track to use 1 KWH more than last Month

My Widget

City of Rock Hill
CustomerConnect

To learn how to view your consumption, click [here](#).

To set up notifications, click [here](#).

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