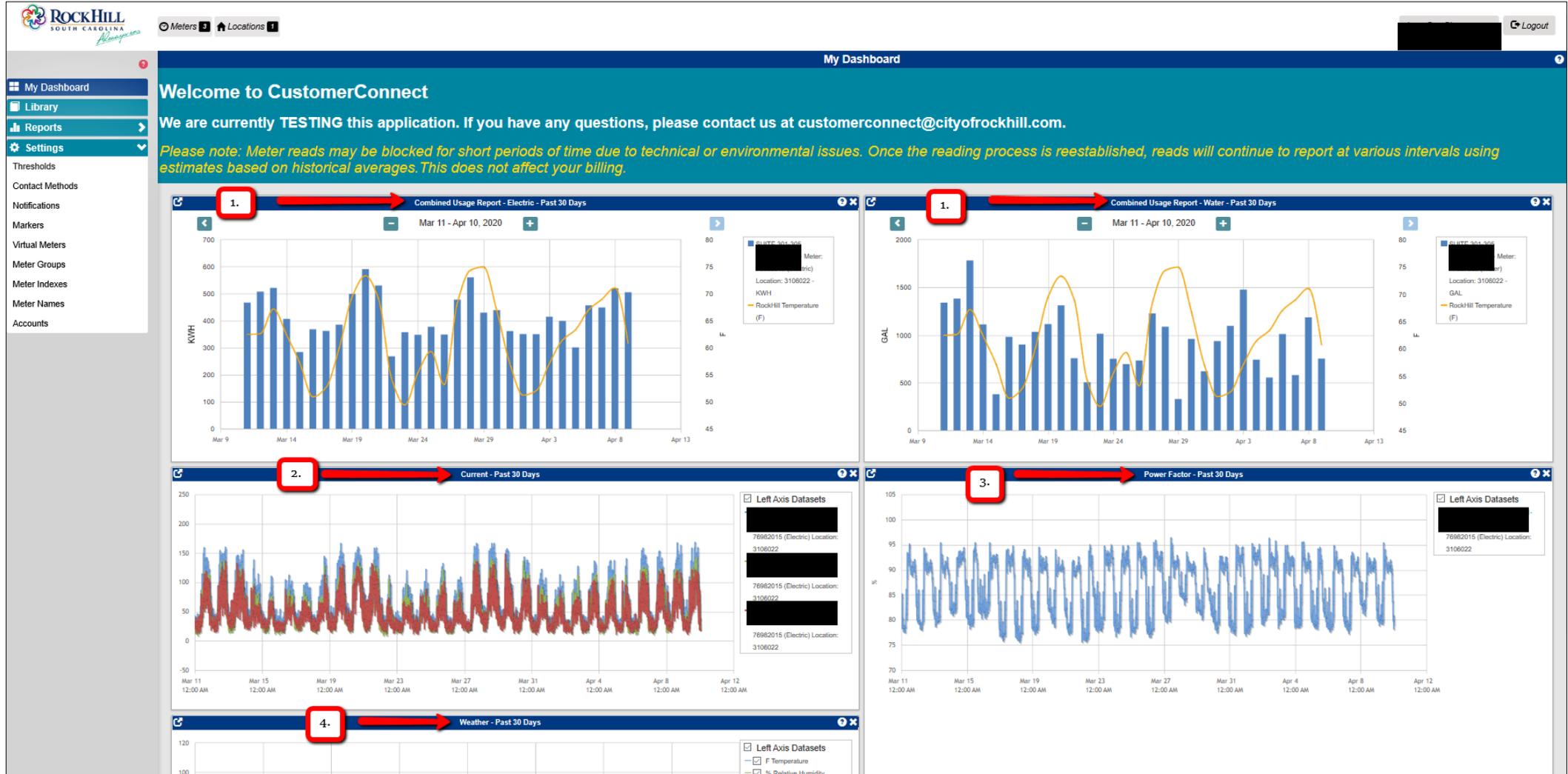


How to Read Your Dashboard

Once connected, the default Dashboard will appear for your account.

Arrows labeled **1.** indicate the Combined Usage Reports for your electric meter and your main water meter. These show consumption by any time period you wish.

The arrow labeled **2.** shows electric current for the last 30 days while the arrow labeled **3.** indicates the power factor for the last 30 days. The arrow labeled **4.** shows a graph of the weather for the last 30 days. It's at the bottom of the screen but most is missing from the screen shot below.



The arrow labeled 1. indicates this account represents one location with three meters. In this case, there is a previous AMI electric meter that was also active on this account. As a result, data for the previous AMI meter is also available.

The arrow labeled 2. indicates the Menu. The arrow labeled 3. indicates a small icon that when clicked will take you straight to the report for the graph it represents.

The arrows labeled 4. are for Help. Click on any of the small Question Marks - ? and box appears explaining the section that particular question mark represents.

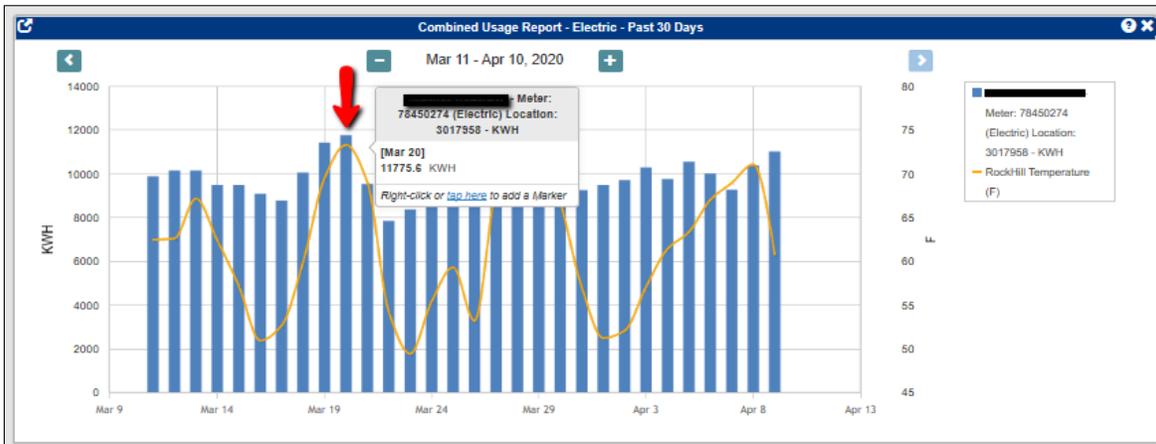
The arrow labeled 5. indicates the small x that when clicked, will remove that graph from the Dashboard.

The screenshot displays the Rock Hill CustomerConnect dashboard. At the top left is the Rock Hill South Carolina logo. The top navigation bar includes 'Meters' and 'Locations' tabs, with a red arrow labeled '1.' pointing to the 'Locations' tab. A 'Logout' button is in the top right. A blue banner reads 'Welcome to CustomerConnect' and 'We are currently TESTING this application. If you have any questions, please contact us at customerconnect@cityofrockhill.com.' Below this is a yellow note: 'Please note: Meter 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.'

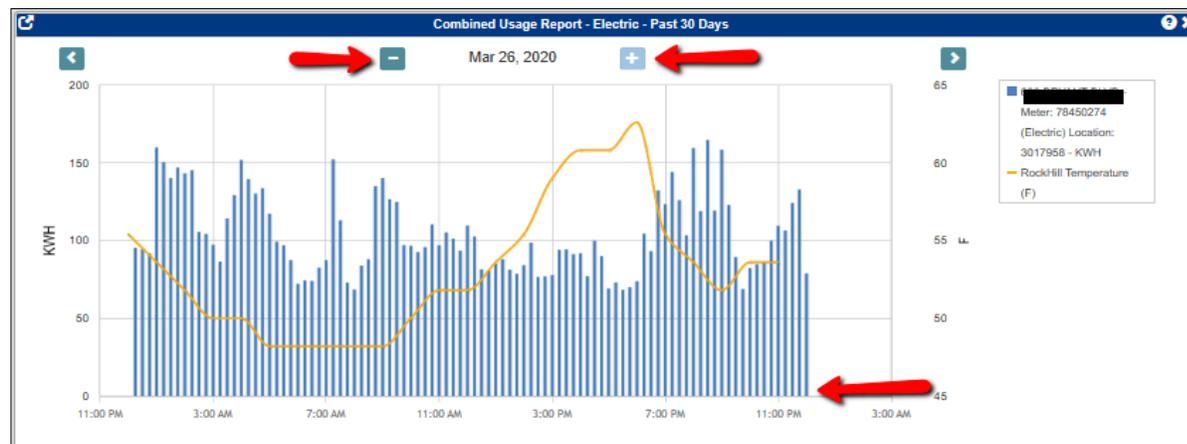
The main content area shows two side-by-side charts. The left chart is titled 'Combined Usage Report - Electric - Past 30 Days' and shows KWH usage from Mar 9 to Apr 13. The right chart is titled 'Combined Usage Report - Water - Past 30 Days' and shows GAL usage for the same period. Both charts include a legend for 'Rock Hill Temperature (F)'. A red arrow labeled '2.' points to the left sidebar menu with options: 'My Dashboard', 'Library', 'Reports', and 'Settings'. A red arrow labeled '3.' points to a small icon in the top left of the electric chart. A red arrow labeled '4.' points to a question mark icon in the top right of the electric chart. A red arrow labeled '5.' points to an 'x' icon in the top right of the water chart. A red arrow labeled '4.' points to a 'Help' pop-up window that is open, displaying the 'COMBINED USAGE REPORT' description and 'REPORT SETUP' instructions.

Combined Usage Report

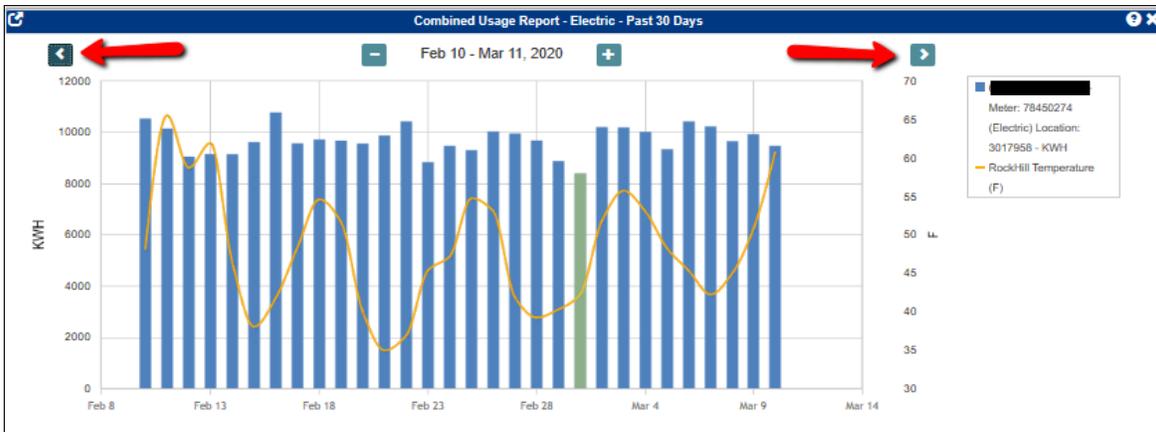
The default Dashboard shows 30 days of consumption data for both the electric meter and the water meter. Looking at the electric meter, hover over any particular bar (which represents a day) to see the kilowatt hours (kWh) used that day. The yellow line represents temperature information.



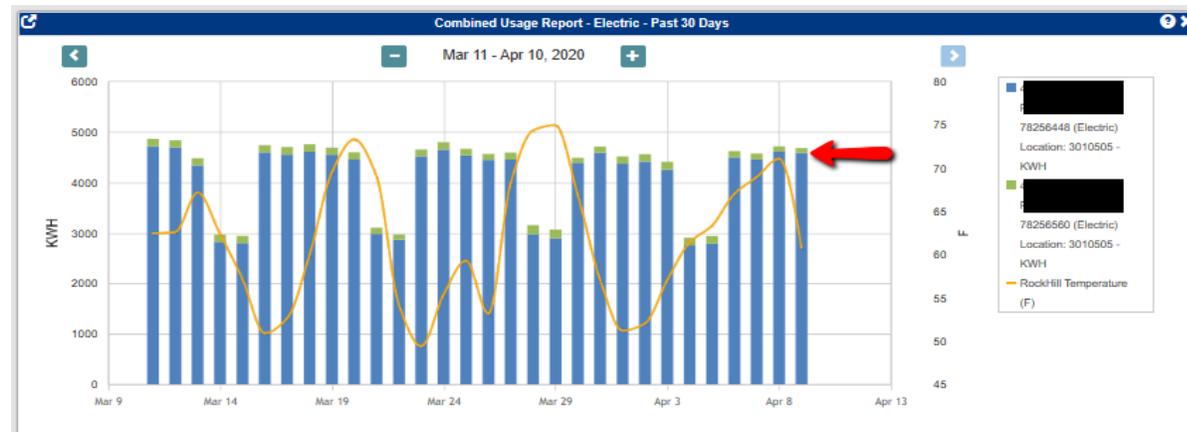
To zoom in or out of a particular time period, use the minus and plus buttons located at the top of the graph. The minus button zooms out while the plus button zooms in. You can click the plus button until you've zoomed all the way in to a single day. Electric AMI meters send reads every 15 minutes and each read is available on the daily level.



To look at the 30 day period *prior* to what's shown, click the back arrow button at the top left of the graph. Now you're seeing data representing Feb 10 – Mar 11.



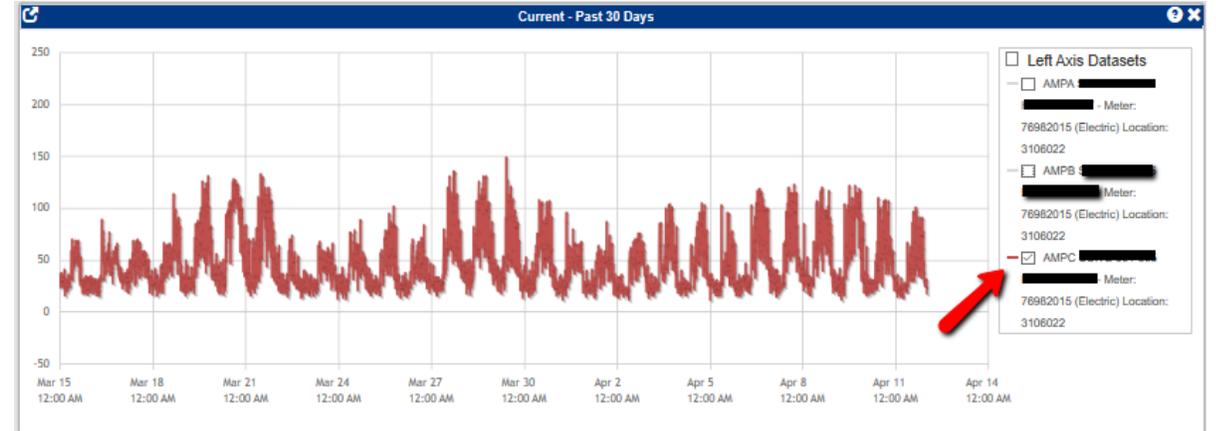
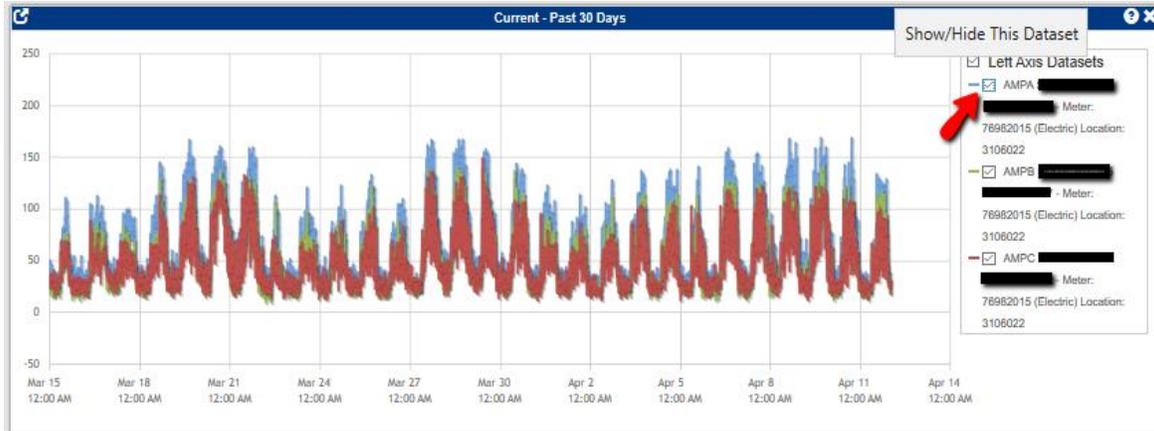
If you have additional active electric meters, each will show on the report, represented by different colors. Each is listed on the right side with the corresponding color.



Current – Past 30 Days

The Current report shows the current on all phases for the last 30 days. You can isolate the phases and look at each one individually by unchecking the box next to the phases you want to exclude. The small line of color next to each phase, indicates the phase represented on the map.

When we exclude Phase A and Phase B, we can clearly see the current for only Phase C. You can look at all or some by checking and unchecking each phase to get the graph you want.

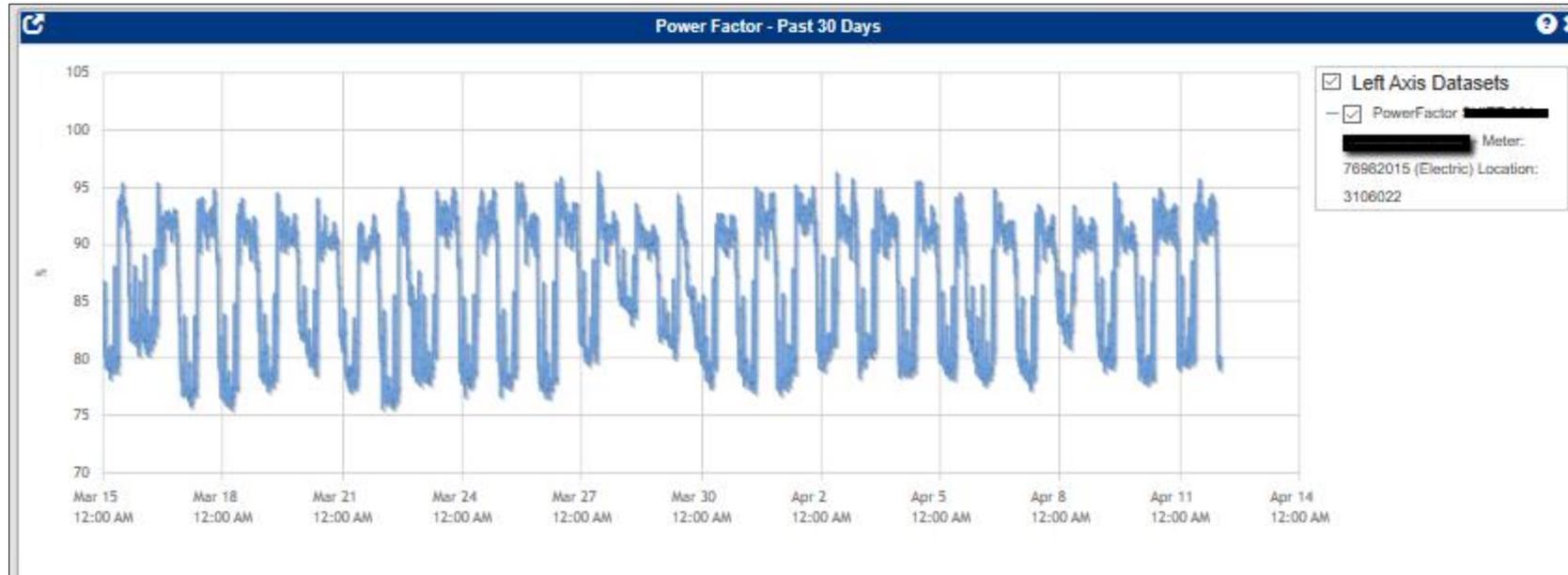


In a separate tutorial, we'll look at how to find this information for a specific time period.

Power Factor – Past 30 Days

Power Factor is a measure of how efficiently you're using electricity. It's the ratio of working power, measured by kilowatts (kW), to apparent power, measured in kilovolt amperes (kVa). The graph on your dashboard shows your power factor over the past 30 days.

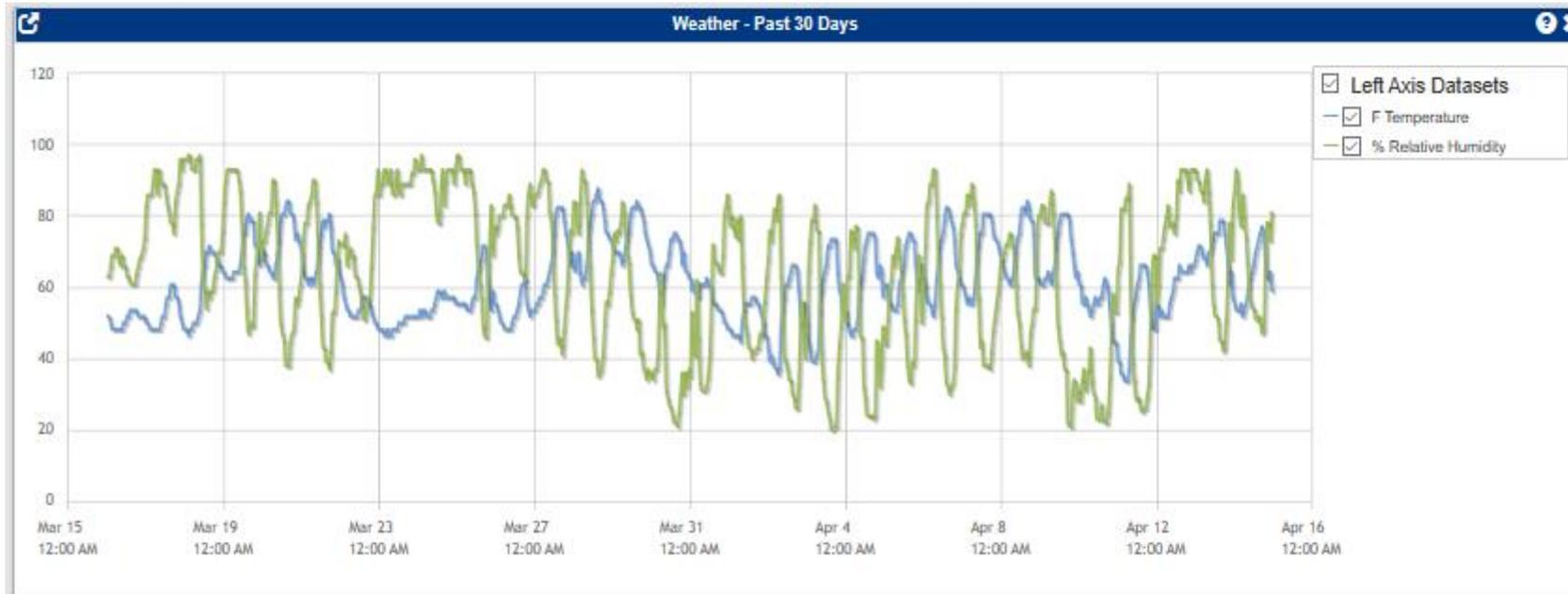
On the graph, the power factor is represented by a percentage. Anything above 85% is considered efficient. Anything below 85% is considered inefficient and a power factor correction charge will be added to your account.



In a separate tutorial, we'll look at how to find this information for a specific time period.

Weather – Past 30 Days

A graph showing the temperature and relative humidity for the past 30 days is the last graph on the default Dashboard. Several readings are recorded for each day.



In a separate tutorial, we'll look at how to find this information for a specific time period.