

How to Compare Consumption

You can easily compare the electric or water consumption that appears on your utility bill with the data in CustomerConnect.

First, you will need to know the dates your meters were read in addition to your electric or water consumption. This information is printed on each billing statement.

- The Prior Reading and Current Reading on your statement are indicated by the red arrows below. We subtract the Prior Reading from the Current Reading to get the consumption for the billing period.
- Some electric meters need a multiplier applied to determine the number of kilowatt hours used.
- Water meters measure the water that flows through them in cubic feet. So a multiplier must be applied to translate cubic feet into gallons as well. The multiplier is printed on the billing statement as well and is indicated by an orange arrow.
- The consumption is located in the column marked Usage and indicated by the yellow arrow.

Let's compare the electric consumption on this statement with the data in CustomerConnect. The dates we need are March 19 through April 21. The consumption we need is 141431 kilowatt hours, or kWh.



City of Rock Hill
155 Johnston Street
P.O. Box 11706
Rock Hill, SC 29731

Access Your Account and Pay 24 hours a day at www.cityofrockhill.com/utilitybilling
Or via IVR : 803-329-5565
Payment Locations
155 Johnston St – Lobby Hours 8:00-5:00
155 Johnston St - Drive Thru Hours: 8:30-6:00
Customer Service Contact number (803)325-2500

Account Number	Bill Type	Due Date	Amount	
[REDACTED]	REGLR	May-11-2020	\$16,724.73	
EPP:No	Settle Up Mo-	Beg Bal	Current Chgs	End Bal
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Service Address				
[REDACTED]				

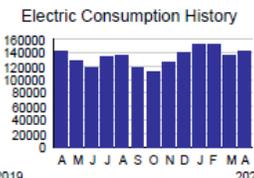
Account Activity	
Bill Date	Apr-24-2020
Previous Balance	\$16,804.13
Payments	-\$16,804.13
Adjustments/Fees	\$0.00
Balance Forward	\$0.00
Penalties	\$0.00
Current Charges	\$16,724.73
Total Due	\$16,724.73







Electric Consumption History



Description	Meter	Prior Date	Current Date	Prior Reading	Current Reading	Multi/Dem	Usage	\$Amount
Sewer Commercial Inside City								408.45
Stormwater Commercial No Max								203.07
Sanitation Commercial								344.85
Inside City Fire Tap Fee								25.00
Water Comm Inside Non Peak Mths	19122014	19-Mar-20	17-Apr-20	2567	2567	74.8	0	146.30
General Electric Demand	76981847	19-Mar-20	21-Apr-20	16338.326	17222.271	160	141431	14576.69
– First 30 KW Demand								0.00
– Total Billed Demand							264	
– Actual Demand							259	
– State Tax								1020.37

From your Dashboard in CustomerConnect, click on **Reports** and then click **Meter Usage Chart**.

The screenshot displays the Rock Hill South Carolina CustomerConnect dashboard. At the top left is the Rock Hill logo with the slogan "Always on". To the right of the logo are notification and status indicators: Notifications (12), Meters (3), Locations (1), and Thresholds (0/1). A navigation menu on the left includes "My Dashboard", "Library", "Reports" (highlighted with a red arrow), and "Settings". The "Reports" sub-menu is open, showing options like "Usage Overview", "Combined Usage", "Meter Usage Chart" (highlighted with a red arrow), "Time Period Comparison", "Threshold Tracking", "Key Performance Indicators", "Meter Events", "Notification History", and "Time Series Plot". The main content area features a "Welcome to CustomerConnect" banner with a testing notice: "We are currently TESTING this application. If you have any questions, please contact us." Below the banner is a "Combined Usage Report - Electric - Past 30 Days" chart. The chart shows daily electric usage in KWH (left axis, 0-5000) and Rock Hill Temperature in Fahrenheit (right axis, 45-80) from April 8 to May 13, 2020. A legend at the bottom identifies the data series as "Rock Hill Temperature (F)" and provides details for the meter (BLVD - Meter: 76981847) and location (3019054 - KWH).

My Das

Welcome to CustomerConnect

We are currently TESTING this application. If you have any questions, please contact us.

Please note: Meter reads may be blocked for short periods of time due to technical issues. Meter reads will continue to report at various intervals using estimates based on historical data.

Combined Usage Report - Electric - Past 30 Days

Apr, 2020

KWH

Rock Hill Temperature (F)

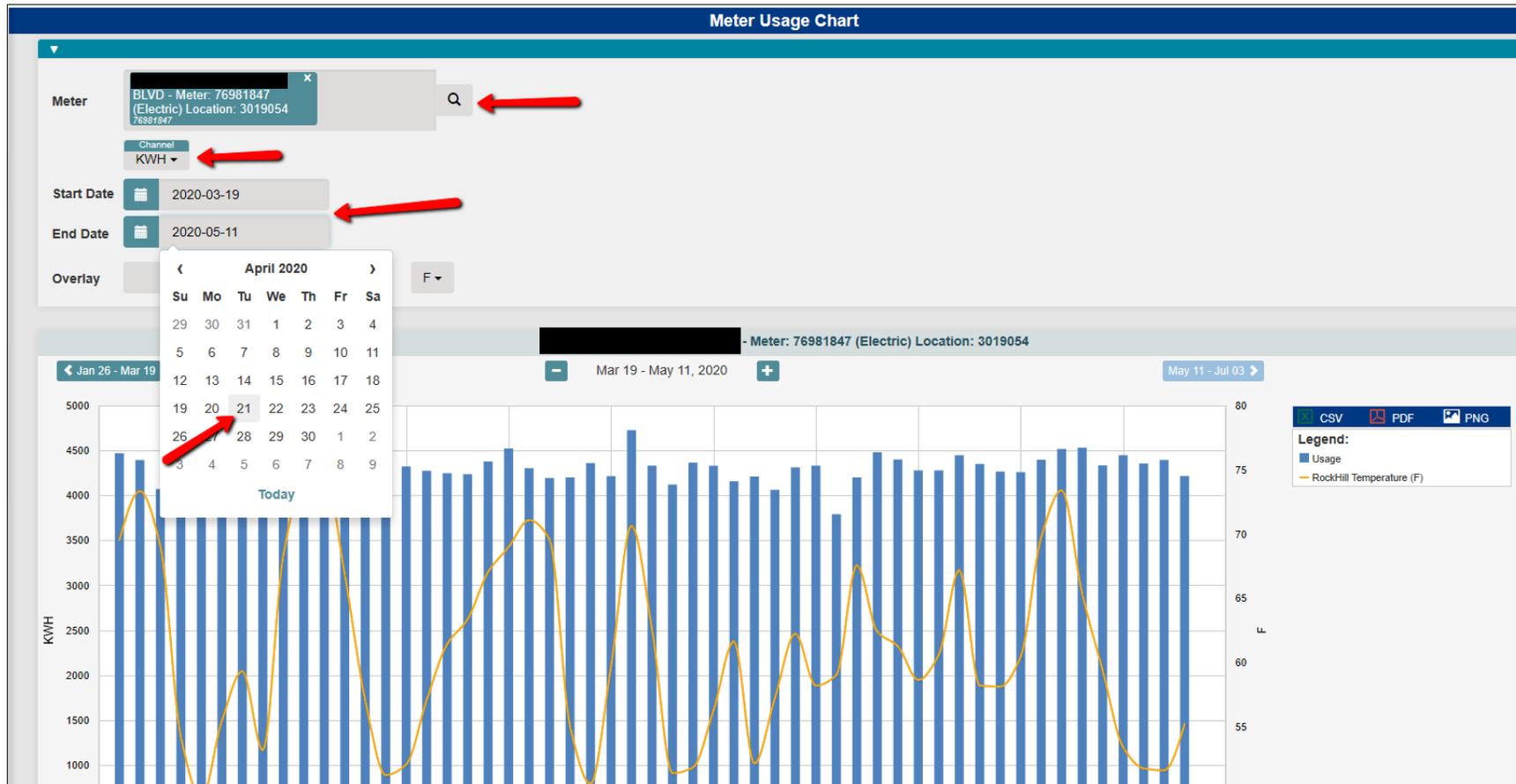
BLVD - Meter: 76981847
(Electric) Location: 3019054 - KWH

Meter Usage Chart

You must first select the meter you want by clicking on the small magnifying glass icon. All meters will appear and you can select the specific meter you need.

You must select the Channel, in this case, KWH for kilowatt hours.

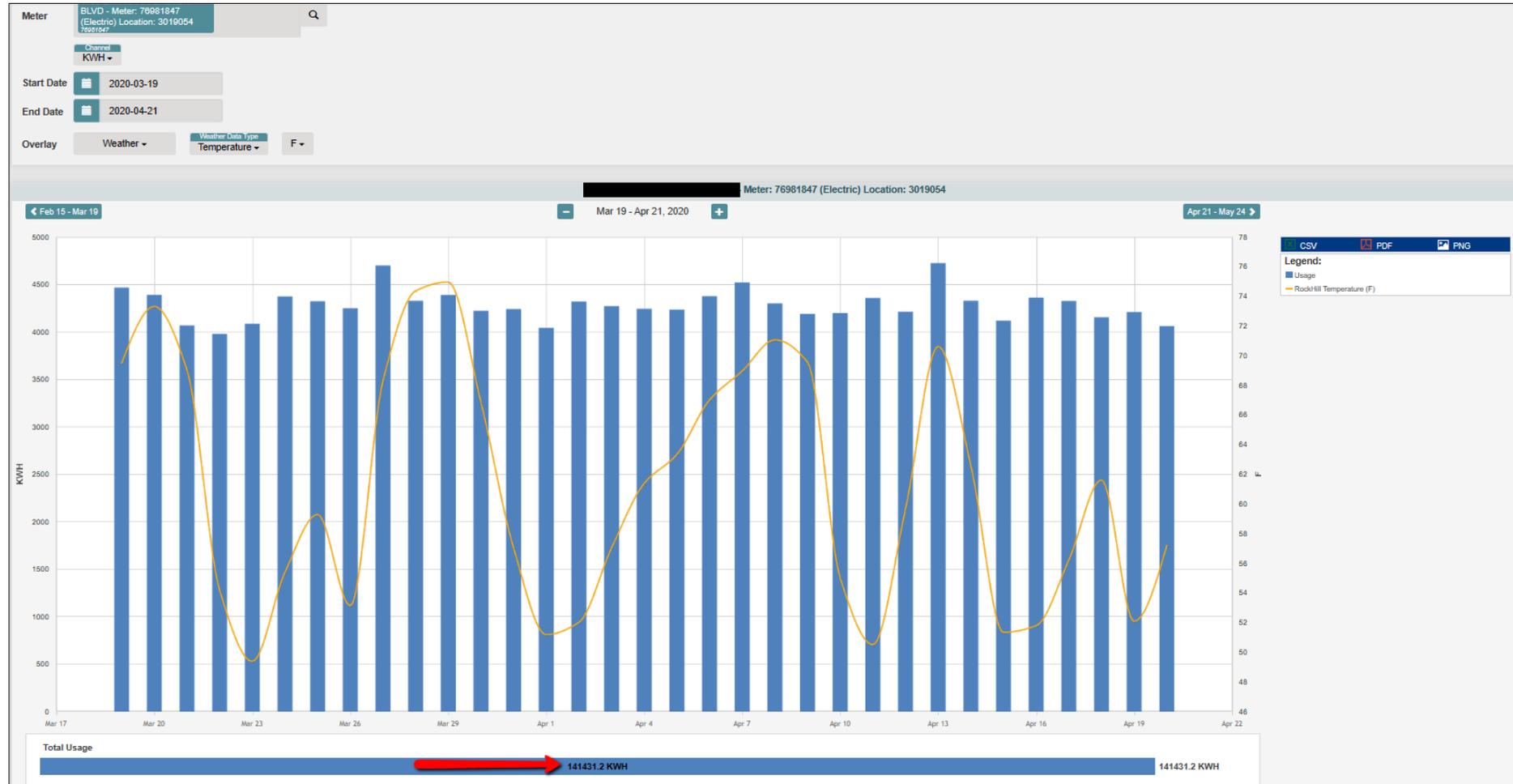
Next, you must select the dates which correspond with the billing statement. The Prior Reading and Current Reading from your billing statement become your **Start Date** and **End Date** on this report. Select the dates you need by clicking on the existing date in the box so that a calendar appears. You can move between months to find the date you need and then click on that date when you find it.



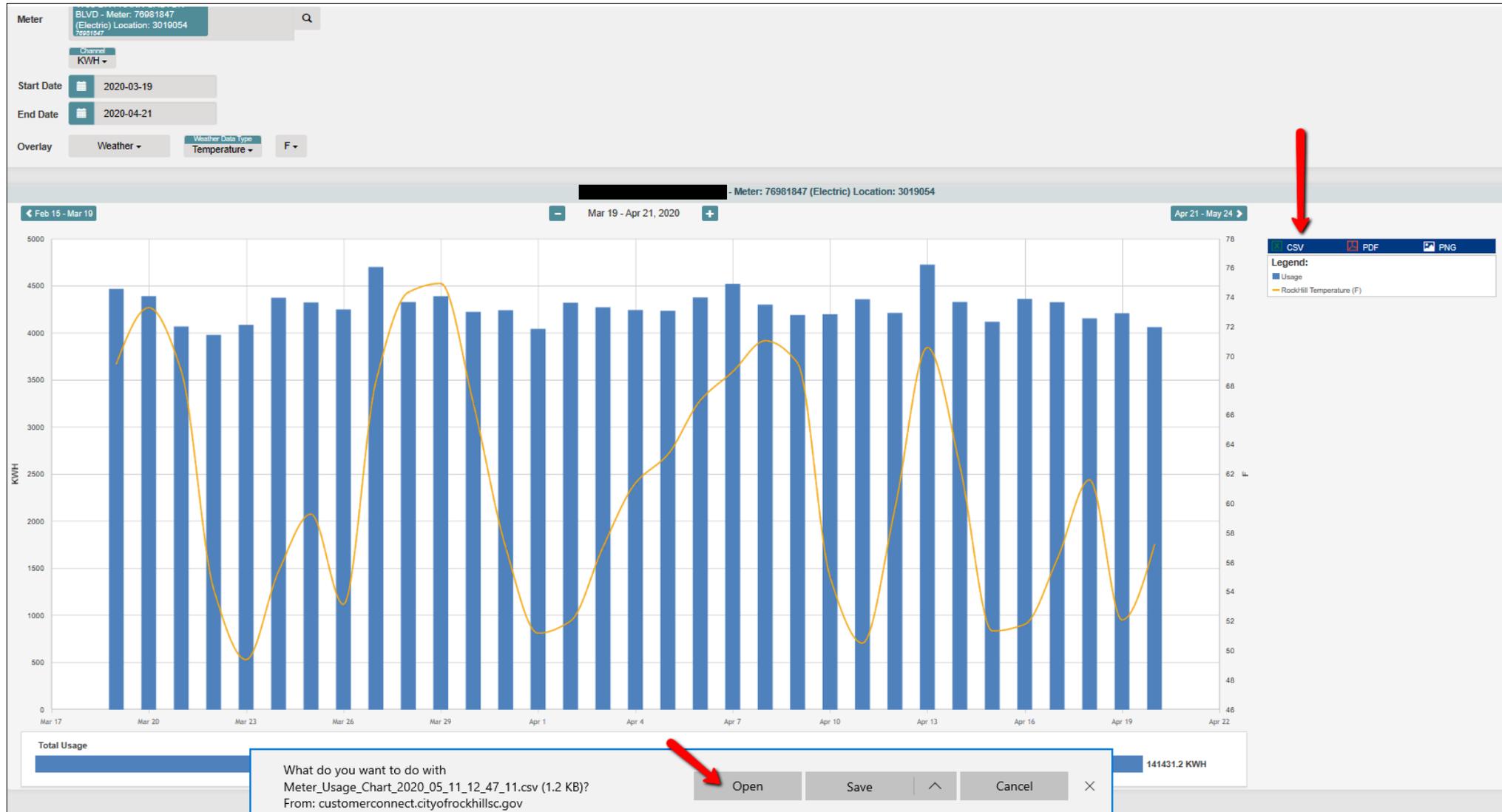
You can now see that your report is for the electric meter, to show kilowatt hours from March 19 through April 21.

Just below the graph, is the **Total Usage** of 141431.2 KWH or kilowatt hours which matches the billing statement. (While the billing system calculates everything based on the raw data, the numbers printed on the bill are typically rounded up or down.)

Please note: If your Total Usage is less than what is printed on your bill, back up your Start Date to the previous date and take another look. Your numbers should match at that point. It means the read was actually pulled late the night before.



You can also easily pull up a spreadsheet with every day's consumption by clicking on the small CSV button to the right of the graph. A box appears at the bottom asking if you want to Open, Save or Cancel the spreadsheet. Click the gray **Open** button.



An Excel spreadsheet appears with every date from your report and the corresponding usage (daily consumption) in the middle column. You can take a look at the exact consumption for each day or add up the consumption for the entire period using the **AutoSum** shortcut on the **Home** menu. Once again, your total should match the number of kilowatt hours for which you were billed.

Meter Usage Chart 2020_05_11_12_47_11 - Excel

File Home Insert Page Layout Formulas Data Review View Tell me what you want to do... Cox, Laura Share

Clipboard Font Alignment Number Styles Cells Editing

Meter: 76981847 (Electric) Location: 3019054

Date/Time	Usage [KV]	RockHill Temperature (F) [F]
3/19/2020 0:00	4468.64	69.5
3/20/2020 0:00	4392.64	73.325
3/21/2020 0:00	4069.44	69.05
3/22/2020 0:00	3979.84	54.2
3/23/2020 0:00	4087.2	49.4
3/24/2020 0:00	4374.88	55.4
3/25/2020 0:00	4324.64	59.3
3/26/2020 0:00	4251.52	53.15
3/27/2020 0:00	4701.44	68.3
3/28/2020 0:00	4330.4	74.375
3/29/2020 0:00	4391.84	74.975
3/30/2020 0:00	4225.44	66.875
3/31/2020 0:00	4243.2	57.05
4/1/2020 0:00	4044.96	51.2
4/2/2020 0:00	4321.76	52.025
4/3/2020 0:00	4273.76	57.05
4/4/2020 0:00	4245.92	61.4
4/5/2020 0:00	4235.52	63.35
4/6/2020 0:00	4377.76	67.025
4/7/2020 0:00	4521.28	68.975
4/8/2020 0:00	4302.72	71.075
4/9/2020 0:00	4193.28	69.575
4/10/2020 0:00	4200.16	55.025
4/11/2020 0:00	4359.52	50.525
4/12/2020 0:00	4214.24	59.675
4/13/2020 0:00	4726.4	70.625
4/14/2020 0:00	4331.04	62.6
4/15/2020 0:00	4120	51.35
4/16/2020 0:00	4364.16	51.8
4/17/2020 0:00	4328.96	56.225
4/18/2020 0:00	4156.16	61.625
4/19/2020 0:00	4210.4	52.1
4/20/2020 0:00	4062.08	57.2
	141431.2	