



ComEd Business Energy Analyzer Customer Engagement Portal User Guide

August 12, 2024

The purpose of this guide is to provide an overview of the basic functions and features of Business Energy Analyzer's Customer Engagement Portal, along with instructions on how to resolve common customer support issues. Customer Engagement is the side of the Business Energy Analyzer that allows business customers to:

- View account information
- Download usage data
- View suggestions for reducing energy consumption

ComEd Business Energy Analyzer
User Guide

August 2024

Business Energy Analyzer User Guide

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1. Dashboard

The Dashboard is the first page a user sees once they have logged into the tool. It provides high-level insights into an account's recently completed billing period.

Dashboard

Analysis for Latest Period June 7, 2024 - July 9, 2024

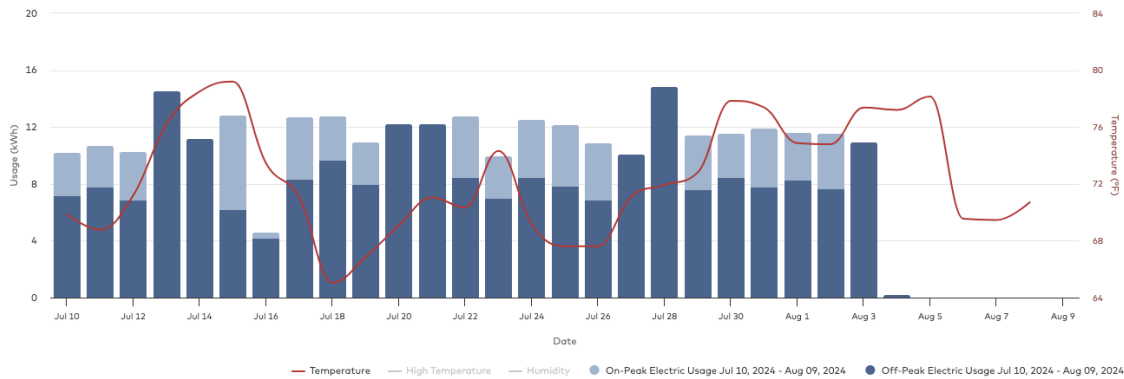
Average Daily Spend
\$ 2.03

Highest Usage Day
Friday

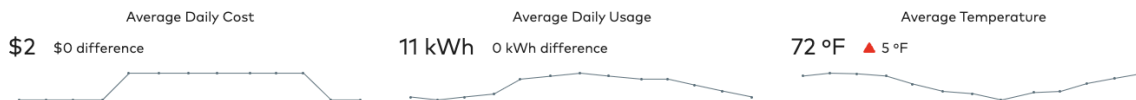
Highest Usage Period
12-3 AM

Energy Tracking Report July 10, 2024 - August 9, 2024

[Explore your usage](#)



Compared To Last Year June 7, 2024 - July 9, 2024



Expense Stats

The three expense stat boxes will be displayed on the dashboard above the energy tracking report for a location with interval data. The stats are based on data from the most recent bill period.

- Average Daily Spend
 - Average daily spend is based on the bill cost divided by the number of days in the bill period

- Highest usage (kWh) day
 - The Highest usage day is calculated by summing the usage from each week day (Mondays, Tuesday, Sundays, etc) and dividing by the number of times that week day the averaging the total usage from each day of the week. The day with the highest average usage is displayed. Multiple days will display if the average is the same.
- Highest usage (kWh)Period
 - The Highest usage time period is calculated by summing the usage from each three hour period (12am - 3am, 1am-4am, ect) and dividing by the number of occurrences of that time period in the bill period. The time period with the highest average time period is displayed. Multiple time periods will be displayed if the average is the same.

Customer Experience and Value:

Gives customers insights into their usage and cost for the most recent bill.

- Users can use the highest usage day of the week statistic to pinpoint which days are the most energy-intensive.
- Users use the highest usage 3-hour time period to understand when their peak energy consumption occurs during the day.

Tips

- Only displays for accounts with interval data
- Users can hover over 'Highest Usage Day' and 'Highest Usage Period' for more information on the statistic

Data Requirements

- Interval data
- At least one complete bill period
- Bill cost data and usage data for the last complete period

Analysis for Latest Period May 29, 2024 - June 27, 2024

 Average Daily Spend



\$ 1.41

Day of the week with the highest average usage. Multiple days mean highest usage was the same for the days listed.

 Highest Usage Day

Friday

 Highest Usage Period

12-3 AM

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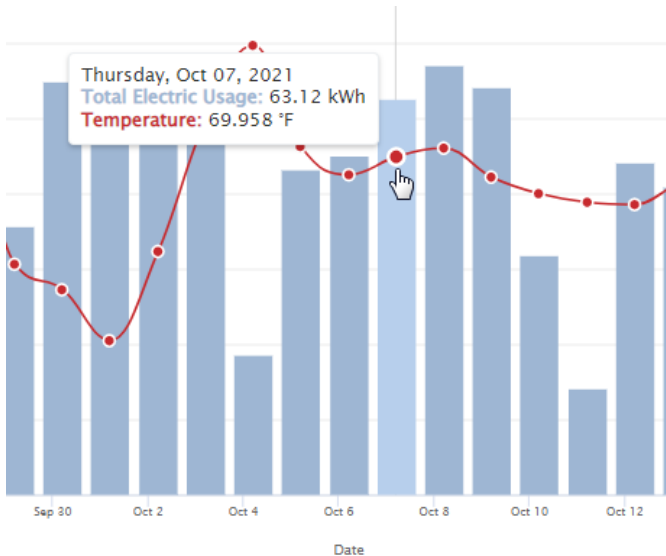
Energy Tracking Report

This chart displays a service location's daily energy usage (kWh) for the most recently completed billing period or the current period if the period is over 80% complete.

The chart includes outdoor temperature, high temperature, and humidity overlays that you can turn on/off. The high temperature and humidity series is off as a default but can be turned on by clicking "High temperature" or "Humidity" at the bottom right of the chart.

The dates displayed near the chart title indicate the start and end dates of the most recently completed billing period.

You can view specific data points on the Energy Tracking Report by hovering your mouse over the chart:



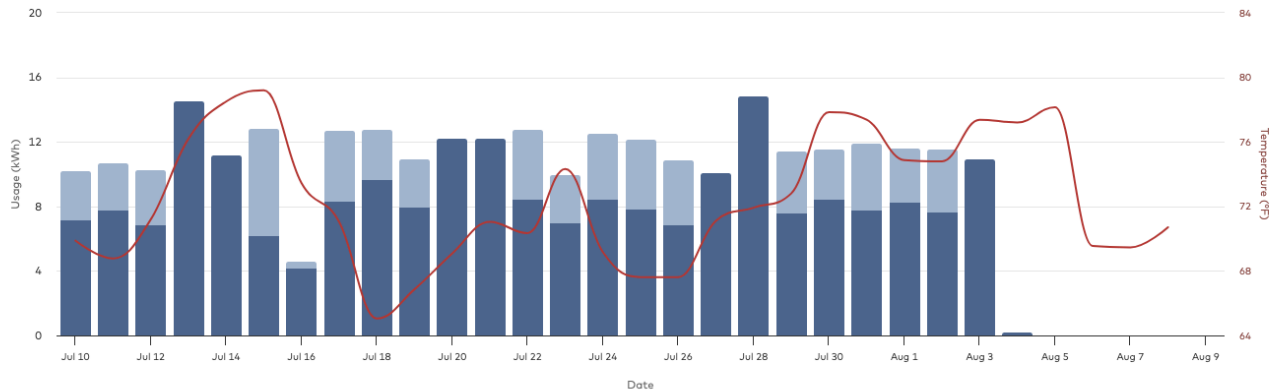
If interval electric data is available, the Energy Tracking Report will display a location's daily energy usage for the most recently completed billing period.

The dates displayed near the chart title indicate the start and end dates of the most recently completed billing period.

Interval data and on/off-peak hours, electric:

Energy Tracking Report July 10, 2024 - August 9, 2024

[Explore your usage](#)



Where the service location has a supported time of use rate, the chart will display on- and off-peak hours.

For service locations with electric meters that do not have interval data, the Energy Tracking Report will display monthly billing period usage totals (kWh) over the past 12 months. The dates displayed near the chart title indicate the first and last month of data available for an account over the past 12 months.

Customer Experience and Value:

The CEP Dashboard is the landing page for CEP, it provides users with insights into their energy consumption data. The Energy Tracking Report allows users to explore their usage data from the more recent completed bill period with an optional weather overlay.

Tips

- For Service Locations with interval data, the dates displayed near the chart title indicate the start and end dates of the most recently completed billing period. If the current billing period is 80% complete, the chart will update to the current period.
- For Service Locations without interval data, just billing data, the dates displayed near the chart title indicate the first and last month of data available for an account over the past 12 months.
- The chart includes outdoor temperature, high temperature, and humidity overlays that you can turn on/off. The high temperature and humidity series is off as a default but can be turned on by clicking “High temperature” or “Humidity” at the bottom right of the chart.
- Users can hover over the chart with their mouse to view specific data points.

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- There is a 'Explore your usage' button that a user can click to be taken to explore all usage for the service location.

Data Requirements

- Interval data is the default. If an account has interval data, the Energy Tracking Report displays the last completed bill period or the current period if the period is over 80% complete.
- If an account doesn't have interval data, bill data is used and the Monthly view will display showing the last 12 months of data.
- If an account has interval data, the chart will show an error until the current bill period reaches 80% complete.
- If an account doesn't have interval data, just bill data, an error will display until first bill is available
- If an account has interval data and doesn't have data for the last completed bill period or the current bill period, an error will display.

Comparison to Last Year

The Compared to Last Year section of the Dashboard displays the average daily cost, average daily usage, and temperature for the most recently completed billing period. These stats are compared to the corresponding billing period from the previous year. The delta between the latest complete period and the same period the year prior is represented by a red or green indicator if the statistic is trending up or down compared to last year. The tooltip provides the statistics for the same period the previous year.

Compared To Last Year

Average Daily Cost

\$ 4 ▼ \$2



Average Daily Usage

35 kWh ▼ 17 kWh

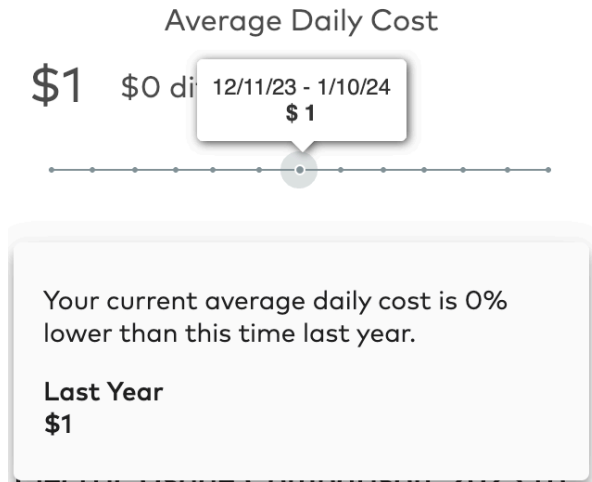


Average Temperature

82 °F ▲ 1 °F



Click on a trendline to see more data. If data from the previous year is unavailable, comparison results will not be displayed.



Customer Experience and Value

Gives customers insights into how their usage and cost changed from the last year as well as how the average temperature differed.

Tips

- The delta between the latest complete period and the same period the year prior is represented by a red or green indicator if the statistic is trending up or down compared to last year. The tooltip provides the statistics for the same period the previous year.
- Click on a trendline to see more data. If data from the previous year is unavailable, comparison results will not be displayed.

Data Requirements

- 13 months of bill data - latest bill and the same bill the year prior
- If there is not 13 months of bill data, Compared to Last Year shows the average daily cost, average daily usage, and temperature for the current billing period and no trendline or comparisons. If the account has no data an error will display.

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Comparison to Similar Businesses

The dashboard's comparison to similar businesses section compares a location's year-over-year trend (% increase/decrease in spending from the corresponding billing period last year) to the average year-over-year trend of similar businesses in the service territory.

Compared To Similar Businesses

Electric Usage Comparison, 2023 to 2024

Compared to this time last year, you used **6%** less electricity. You outperformed the average education facility. Comparatively, you spent **\$6** less.

You	▼ 6% decrease
Average	▲ 9% increase

The comparison to similar business charts requires at least one full year of data. If data requirements are not met, the following message will be displayed:

Compared To Similar Businesses

Electric Usage Comparison

We cannot provide you with an accurate analysis at this time. Please check back later for an accurate comparison to similar businesses.

You	▼ -
Average	▲ -

Business type is determined by a service location's assigned SIC or NAICS code (provided by the utility). Suppose no SIC or NAICS code is assigned to a service location. In that case, the business type is considered "Unknown," the user will need to supply the business type using the drop-down menu provided or by visiting the [Business Profile page](#).

Compared To Similar Businesses

Electric Usage Comparison

Please select your business type to enable comparison.

Customer Experience and Value:

Gives users information about how their usage and cost is trending compared to the last year and compared to businesses with the same business type within the service territory.

Data Requirements

- The latest bill period and the same period the previous year. 13 months of billing data
- Billed usage for any of the last 3 months
 - The comparison to similar business charts requires at least one full year of data and billing data from the last 3 months. If data requirements are not met, the following message will be displayed: *We cannot provide you with an accurate analysis at this time. Please check back later for an accurate comparison to similar businesses.*
- Known Business Type
 - Business type is determined by a service location's assigned SIC or NAICS code (provided by the utility). Suppose no SIC or NAICS code is assigned to a service location. In that case, the business type is considered "Unknown," the user will need to supply the business type using the drop-down menu provided or by visiting the Business Profile page.
- At least 50 peers with the same Business Type for one Service Location
 - If there are less than 50 peers with the same Business Type, the following message will be displayed: *We cannot provide you with an accurate analysis at this time. Please check back later for an accurate comparison to similar businesses.*

Manage Your Energy Use

This section of the Dashboard displays the number of energy-saving solutions committed for the service location on the [Solutions page](#).

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Manage Your Energy Use

You've committed to 0 of 5 possible energy-saving activities. Learn how you can start saving today.

[View Your Solutions →](#)

Customer Experience and Value

Gives users a highlight of the number of solutions committed.

Engage your Co-workers

This section of the Dashboard allows users to invite their co-workers to register as new users. Users who select the "Invite Your Co-workers" link will be redirected to the [Invite Users](#) page under Account Settings. Here, a user can view the list of users registered under that account and invite additional users. The invitee will need the utility account number and zip code associated with the facility to register.

Engage your Co-workers

You have **3 active co-workers** so far. When your co-workers get involved in energy management, your costs decrease.

[Invite Your Co-workers →](#)

Users can add their facility's square footage information by entering it into the square footage field or edit existing square footage data by hovering over it and clicking "edit." The square footage value can also be updated under Account Settings on the [Business Profile](#) page.

Location Dropdown

When a user is tied to multiple accounts they can use the location drop down in the CEP navigation bar to navigate between the accounts.

Customer Experience and Value:

This gives users an ability to quickly switch between their different accounts.

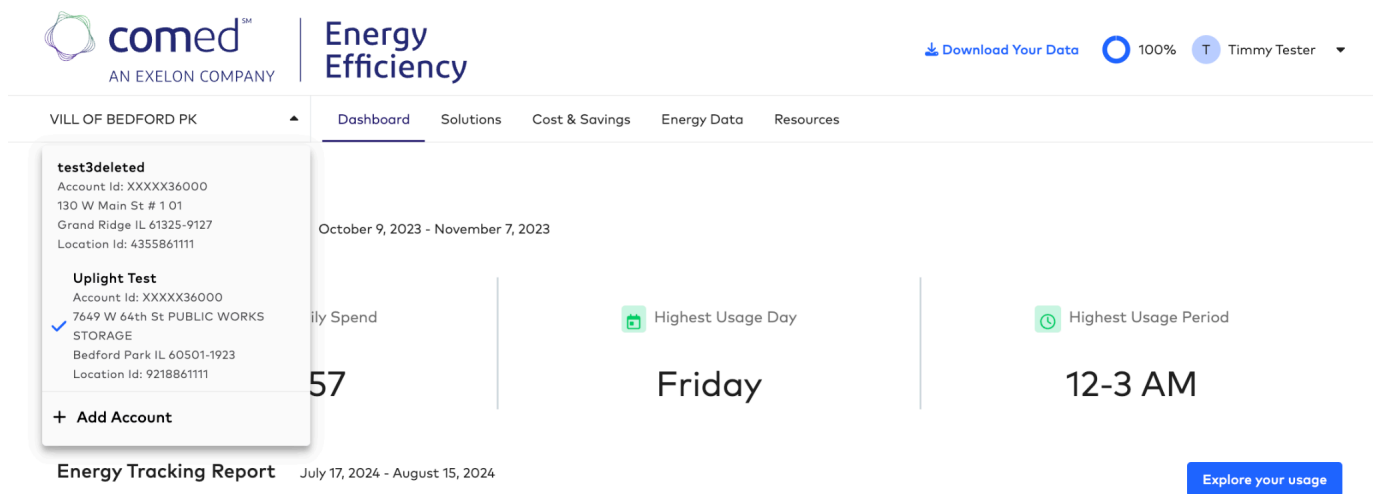
Tips

An alias can be set for accounts Account Settings (Manage Accounts) for easy differentiation, these aliases will be seen in this dropdown.

The check mark shows which account is selected for that user.

Data Requirements

This is only available for users with multiple locations.



The screenshot shows the ComEd Energy Efficiency dashboard. At the top left is the ComEd logo and 'Energy Efficiency' text. On the right, there is a 'Download Your Data' button, a 100% progress indicator, and a user profile for 'Timmy Tester'. Below the header is a navigation bar with 'Dashboard', 'Solutions', 'Cost & Savings', 'Energy Data', and 'Resources'. The main content area shows a dropdown menu for account selection with two entries: 'test3deleted' (Account Id: XXXXX36000, 130 W Main St # 1 01, Grand Ridge IL 61325-9127, Location Id: 4355861111) and 'Uplight Test' (Account Id: XXXXX36000, 7649 W 64th St PUBLIC WORKS STORAGE, Bedford Park IL 60501-1923, Location Id: 9218861111). The 'Uplight Test' entry has a checkmark. Below the dropdown, there is a 'Daily Spend' chart showing a value of 57, a 'Highest Usage Day' chart showing 'Friday', and a 'Highest Usage Period' chart showing '12-3 AM'. At the bottom, there is an 'Energy Tracking Report' for 'July 17, 2024 - August 15, 2024' and an 'Explore your usage' button.

2. Solutions Page

[*Back to Manage Your Energy Usage section](#)

The Solutions page provides a list of recommended actions a business can take to reduce its energy bill. Solutions are broken out into Capital solutions (energy efficiency upgrades) and Behavioral solutions (operational best practices). Capital Solutions are typically tied to the utility's available Energy Efficiency programs.

The Solutions page can be filtered by end-use or "load" category (lighting, HVAC, refrigeration, office equipment, etc.).

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Solutions

4 Items

*** Cooling** **Refrigeration** **Office Equipment**

<p>* Cooling</p> <p>Upgrade Your A/C. Upgrade Your Savings.</p> <p>Annual Savings: Up to \$0</p> <p>Long Payback</p>	<p>Office Equipment</p> <p>Purchase ENERGY STAR® certified office equipment</p> <p>Annual Savings: Up to \$242</p> <p>Medium Payback Incentives Available</p>
<p>* Cooling</p> <p>Keep Cool, Not Cold</p> <p>Annual Savings: Up to \$0</p> <p>Low Effort Low Savings</p>	<p>Refrigeration</p> <p>Evaluate defrost settings</p> <p>Annual Savings: Up to \$0</p> <p>Low Effort Low Savings</p>

Page 1 of 1 < >

Solutions

Electric Solutions Gas Solutions 3 Items

*** Cooling** **Ventilation** **Refrigeration** **Miscellaneous**

<p>Refrigeration Complete</p> <p>Install an ENERGY STAR® glass door freezer</p> <p>Annual Savings: Up to \$91</p> <p>Quick Payback</p>	<p>Miscellaneous Complete</p> <p>Install an air-side economizer</p> <p>Annual Savings: Up to \$25</p> <p>Medium Payback</p>	<p>Multiple Categories Not Interested</p> <p>Improve efficiency with equipment upgrades and...</p> <p>Annual Savings: Up to \$20,633</p> <p>Long Payback</p>
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Customer Experience and Value

Once customers understand how they are using energy in their facility, they are looking for ways to bring down their bottom line. On the solutions page, users can learn about the range of energy-saving solutions available, the potential savings from implementing those changes, and the next steps to get started.

- The Solutions page can be filtered by end-use or "load" category (lighting, HVAC, refrigeration, office equipment, etc.).
- Behavioral solutions (marked as "Best Practice") are low to no-cost operational and maintenance recommendations - such as updating thermostat settings or creating a maintenance plan. Behavioral recommendations include an annual savings estimate and an ease score that indicates the relative

difficulty of implementation.

- Behavioral solutions are ranked and sorted (highest to lowest) according to the following formula: $(\text{savings_score} * \text{effort_score})/2$
- Capital solutions include equipment upgrades and other energy-saving projects that require upfront capital costs. If incentives are available from the utility, the Incentives field will be marked as “YES.” Each capital solution includes a payback score and an annual savings estimate to quickly determine which solutions will have the most significant cost-saving impact.
 - Capital solutions are ranked and sorted (highest to lowest) by the payback score.
- Selecting one of the solution tiles will display more information about that solution.
- Solutions can have Next Step information with links so the user can take action.

Solutions Tiles

Behavioral solutions (marked as “Best Practice”) are low to no-cost operational and maintenance recommendations - such as updating thermostat settings or creating a maintenance plan. Behavioral recommendations include an annual savings estimate and an ease score that indicates the relative difficulty of implementation.

Behavioral solutions are ranked and sorted (highest to lowest) according to the following formula:
 $(\text{savings_score} * \text{effort_score})/2$

Capital solutions include equipment upgrades and other energy-saving projects that require upfront capital costs. If incentives are available from the utility, the Incentives field will be marked as “YES.” Each capital solution includes a payback score and an annual savings estimate to quickly determine which solutions will have the most significant cost-saving impact. Capital solutions are ranked and sorted (highest to lowest) by the payback score.

Selecting one of the solution tiles will display more information about that solution.

Behavioral Solution tile:

Refrigeration ✕

Evaluate defrost settings

Annual Savings: Up to \$0
Based on a 0.0% savings of Refrigeration energy use
Use defrost controls with temperature cut-out to avoid unnecessary heating. If you're using electric defrosting, check whether you need it. Natural or off-cycle defrost might be an option.

Low Effort Low Savings

[Clear Status](#)

Capital Solution tile:

Office Equipment ✕

Purchase ENERGY STAR® certified office equipment

Annual Savings: Up to \$242
Based on a 242.04% savings of Office Equipment energy use
Take the next step and replace non-efficient computers, monitors and imaging equipment with ENERGY STAR® certified models.

Medium Payback Incentives Available

More Ways to Save
Learn about APC's energy-savings programs.
[Learn More](#)

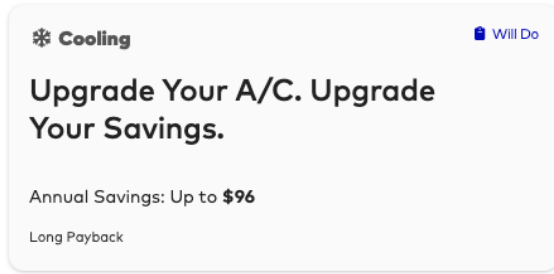
Learn More About Electric Cooking
Learn more about our electric cooking equipment
[Click here](#)

[Clear Status](#)

Updating the Status of a Solution Tile

Users can update and track the status of individual solutions by selecting a solutions tile and clicking on the blue status button at the bottom right.

Selecting “Will Do” will update the status of the solution tile to “In Progress.”



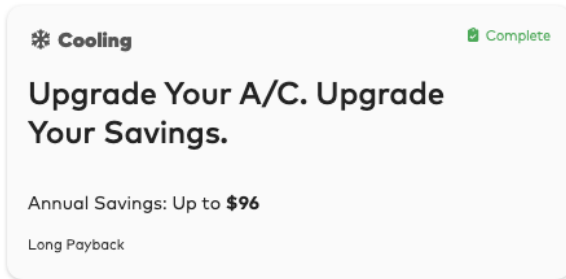
❄️ **Cooling** Will Do

Upgrade Your A/C. Upgrade Your Savings.

Annual Savings: Up to **\$96**

Long Payback

Selecting “Complete” will update the status of the solution tile to “Completed” and highlight the tile in green.



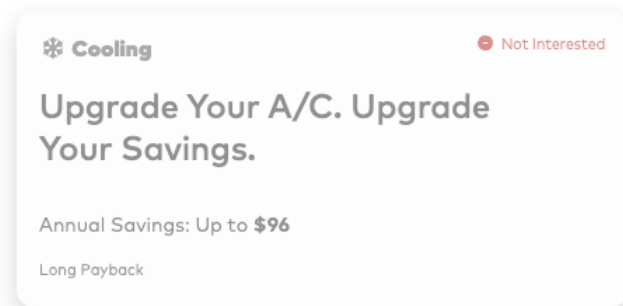
❄️ **Cooling** Complete

Upgrade Your A/C. Upgrade Your Savings.

Annual Savings: Up to **\$96**

Long Payback

Selecting “Not Interested” will change the status of the solution tile to “Not Interested” and gray out the tile. If a solution marked as Not Interested later becomes relevant to the service location, a user can select “Remove Selection” or “Will Do” to reactivate the tile.



❄️ **Cooling** Not Interested

Upgrade Your A/C. Upgrade Your Savings.

Annual Savings: Up to **\$96**

Long Payback

Data Requirements

- There are no data requirements to view solution content.
- Savings estimates require bill data
- Solutions are configured based on the business type.
- If the account does not have bill data, the user will not see an estimated savings value.

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- A user will only see the solutions applicable to the account’s business type.

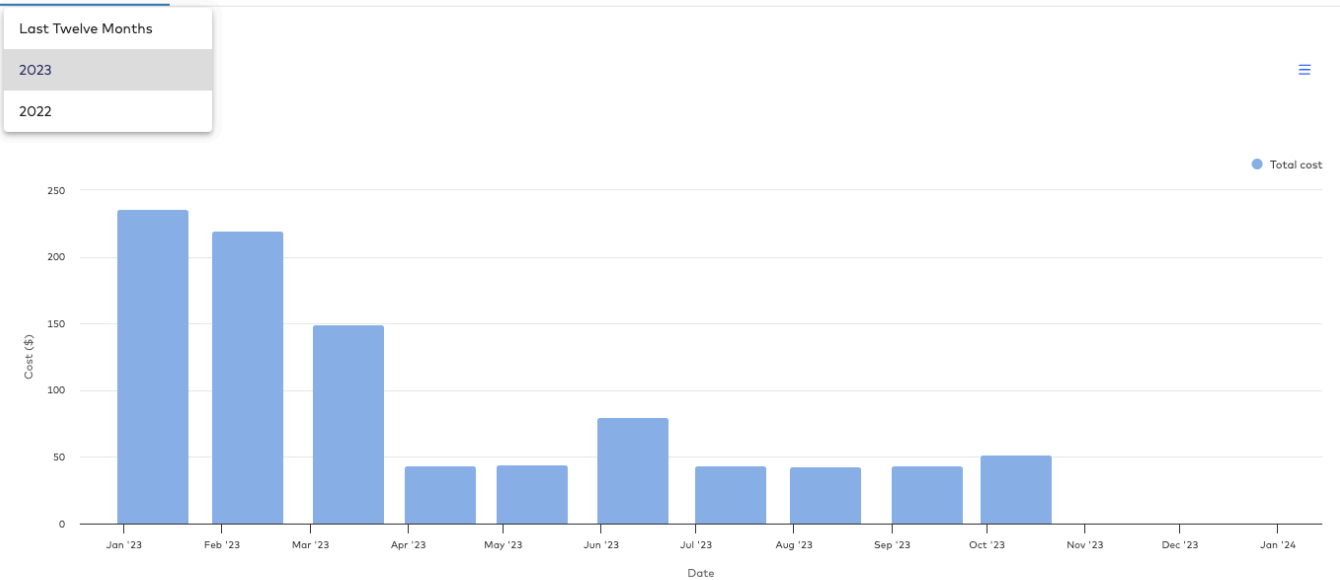
3. Cost & Savings Page

The Cost and Savings page displays a service location’s monthly (billing period) costs for the current and previous years. Use the “Year” field to toggle between calendar years.

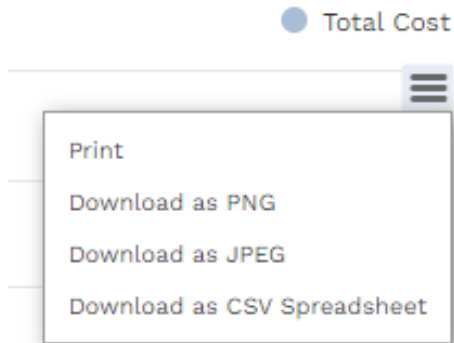
Dashboard Solutions **Cost & Savings** Energy Data Resources

Monthly Electric Cost

Monthly Electric Cost



*The most recent period may contain partial data.



Customer Experience and Value

Shows users how much they spend on electric energy use for a specific period of time giving them insights into spending over time.

Tips

- Users can use the “Year” field to toggle between calendar years.
- Users can download monthly cost data using the ☰ menu at the top right of the chart.

4. Energy Data Charts

The Energy Data section of the platform contains interactive charts that allow users to examine their energy data more deeply, benchmark performance over time, and identify operational inefficiencies.

Interactive Features

The Energy Data page has several interactive features that allow users to share charts with co-workers, view or hide specific meters, zoom in on interval data, and download charts.

Share With Coworkers


Users can share Energy Data charts with their co-workers by selecting the “Share with Coworkers” button located on the top right of each energy data chart. When the button is selected, a list of users who are already registered under that account will appear. The user can then choose someone to share the chart

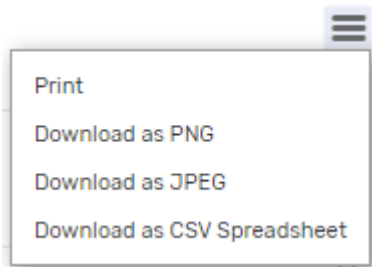
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with. This share designation will trigger an email notification to the selected users. If the desired recipient is not currently registered to use the tool, an “[Invite Users](#)” option is also available.



Downloading Chart Images & Data

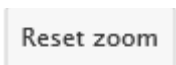
You can download Energy Data charts using the hamburger  menu at the top right of each chart. This menu allows you to save the chart as a .png, .jpeg, or PDF (using Print) or download the chart data in CSV format.



Zooming In on Chart Data

Some charts may be difficult to read due to the number of data points, such as the usage chart at the hourly resolution. Users can zoom in on a section of the chart by clicking and dragging their mouse over the section they want to view. The chart will resize and zoom in on the section selected.

Reset a zoomed-in chart to the original size by clicking the “Reset zoom” button.

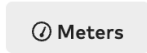


Zooming in does not affect how the chart is downloaded. The downloaded chart will show the full range of data points displayed before zooming in.

To zoom in on a mobile device, hold two fingers on the screen and drag them away from each other.

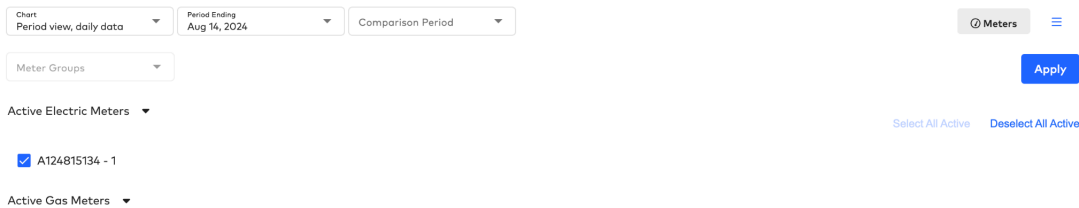
Selecting Meters

This button will not be visible for locations with only one meter.



All meters are selected by default, and data for those meters will be displayed in the Usage and Demand charts. Clicking this button will allow users to limit the chart view to a select number or group of meters.

Users can group and name meters on the [Manage Meters](#) page under Account Settings.



Electric Usage Statbox

The expense stat boxes on the dashboard provide key insights into energy costs and usage patterns.

Customer Experience and Value:

- By displaying the average amount spent per day, customers can quickly assess their daily energy expenses.
- The highest usage day of the week helps identify which days are the most energy-intensive, allowing for targeted energy-saving strategies.
- The highest usage 3-hour time period reveals when peak energy consumption occurs within the day, enabling better scheduling of high-energy activities to optimize usage and reduce costs.

Data Requirements

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Data Requirements	Further Details
Amount Spent	<p>Yearly View</p> <ul style="list-style-type: none"> ● Sum of all of the total bill cost from bill records from all bills within the calendar year. <p>Period View</p> <ul style="list-style-type: none"> ● Accounts with interval data (only) - <ul style="list-style-type: none"> ○ Current period: N/A ○ Complete period: Bill cost from that period
Total kWh Usage	<p>Yearly View</p> <ul style="list-style-type: none"> ● Bill only accounts - Sum of the total usage from bills within the calendar year OR within the last 12 months bill period, based on the view selected. ● Accounts with interval data - <ul style="list-style-type: none"> ○ Current Period: Sum of all of the total usage from bills within the calendar year + interval data to date within the period ○ Complete Period: Sum of all of the total usage from bill_dates within the calendar year + interval data to date within the period <p>Period View</p> <ul style="list-style-type: none"> ● Accounts with interval data (only) - <ul style="list-style-type: none"> ○ Current period: Sum of interval usage to date within the period ○ Complete period: Sum of Total Bill usage from bills

Electric Usage Charts

Usage charts display a service location's energy usage for the past 24 months. Data can be displayed at the monthly (billing period), daily, or hourly resolution by selecting the drop-down menus above the chart. This chart allows you to overlay and compare different billing periods or year-over-year data.

Electric Usage

📄 Print Report

Electric Usage [Summary](#) [Average Profile](#) [Demand Response](#) [Usage Breakdown](#)

Chart: Period view, daily data | Period Ending: Jul 13, 2022 | Comparison Period



Days In Cycle

30

Amount Spent

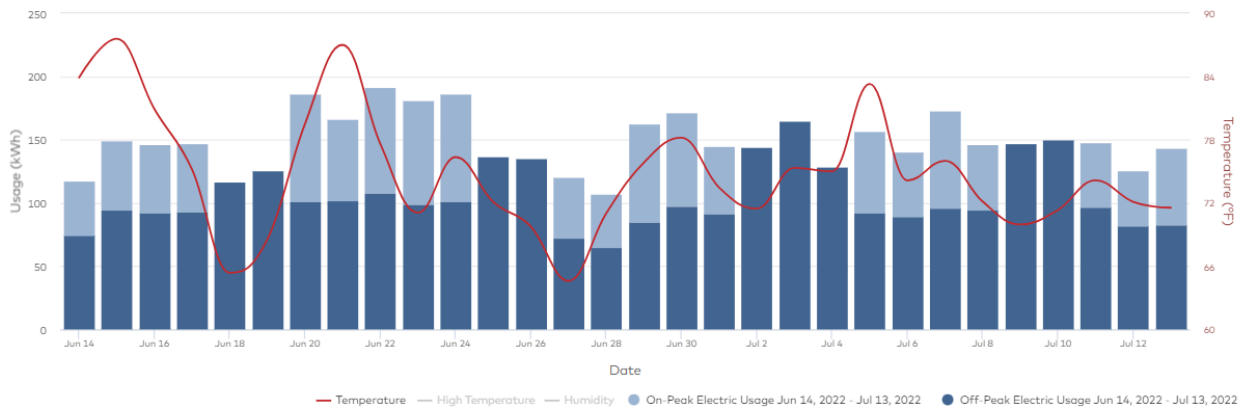
\$357

Total kWh Usage

4,464

Average Temperature

75°



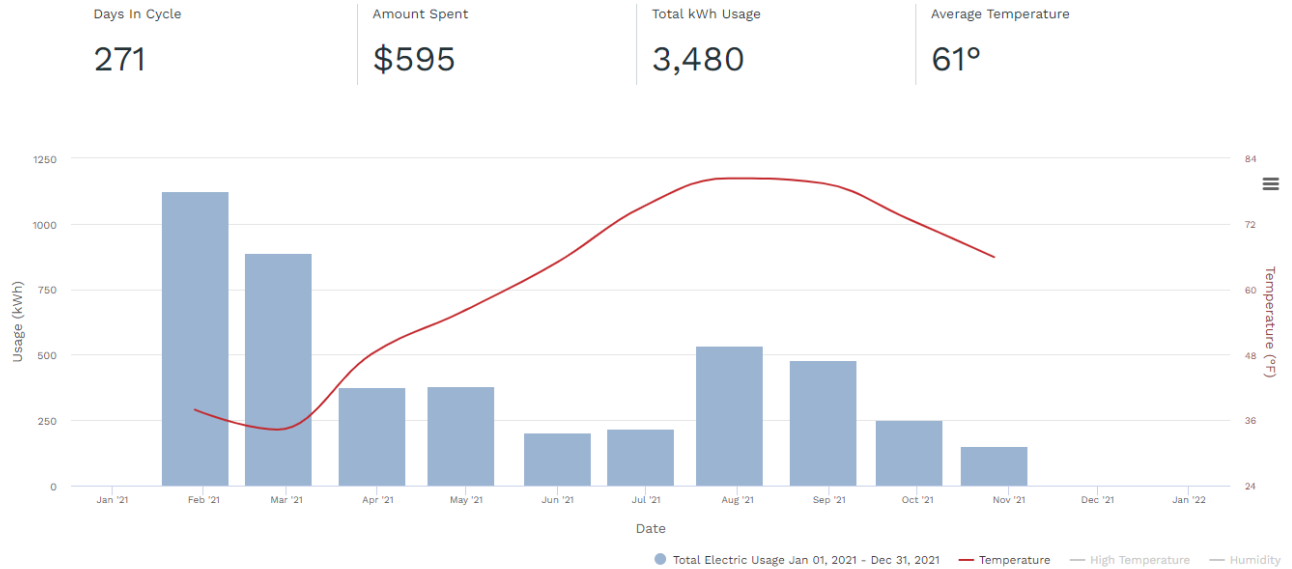
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Powered By:



Electric Usage - Monthly Billing Data Only – year view, period data only

Chart: Year view, period data | Year: 2021 | Comparison Year: Select Year



Users can hover over the chart with their mouse to view specific data points.

Usage charts include outdoor temperature and humidity overlays that you can turn on/off. The “Temperature” series displays the average temperature for that data point (hour, day, or month - depending on the view selected), and the “High Temperature” series displays the highest temperature recorded for that data point.

Customer Experience and Value

Allows customers to dig deeper into their energy usage and analyze trends and key insights by comparing periods.

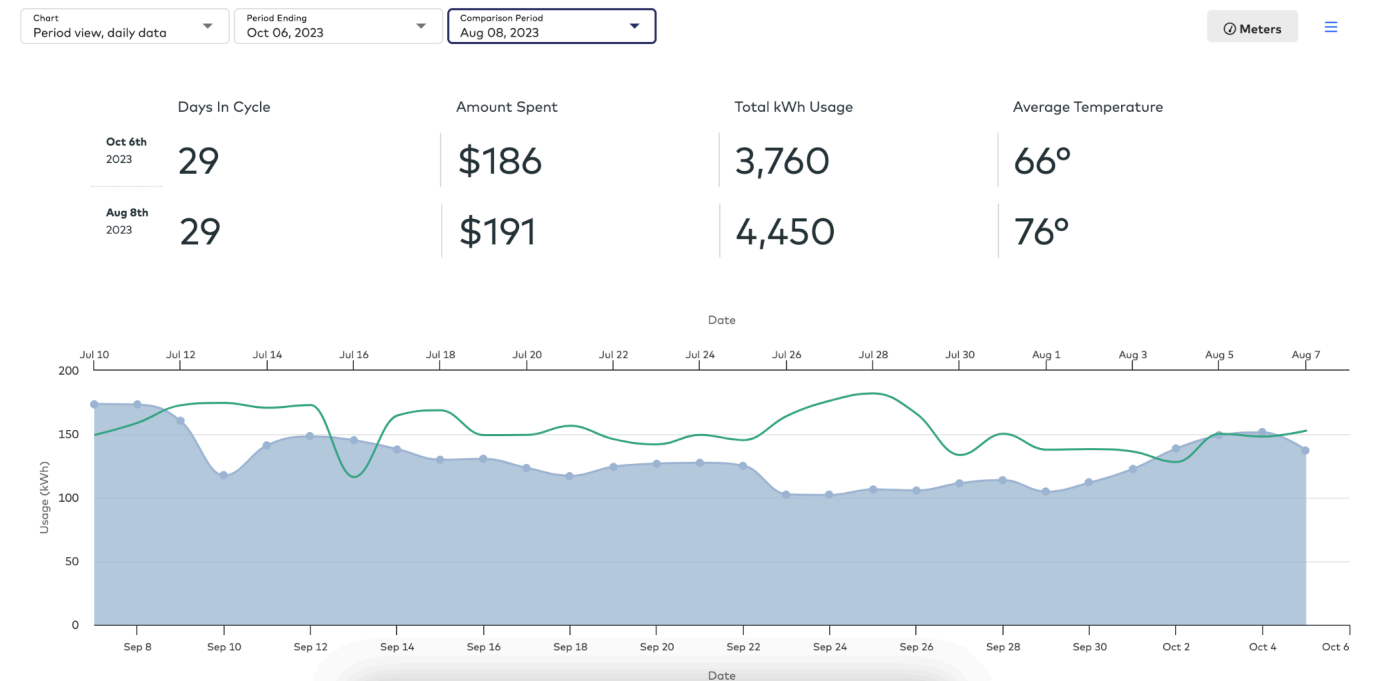
Data Requirements

- Accounts with interval data can toggle between:
 - period view, daily data
 - period view, hourly data
 - year view, daily data
 - year view, period data

- Accounts with monthly bill data only can only view energy usage at the year view, period data.

Comparing Historical Data

Selecting a second year or billing period from the “Comparison...” the drop-down menu allows users to compare one billing period or calendar year to another (up to 2 years). The summary boxes above the graph will display summary totals for selected times



Demand Chart

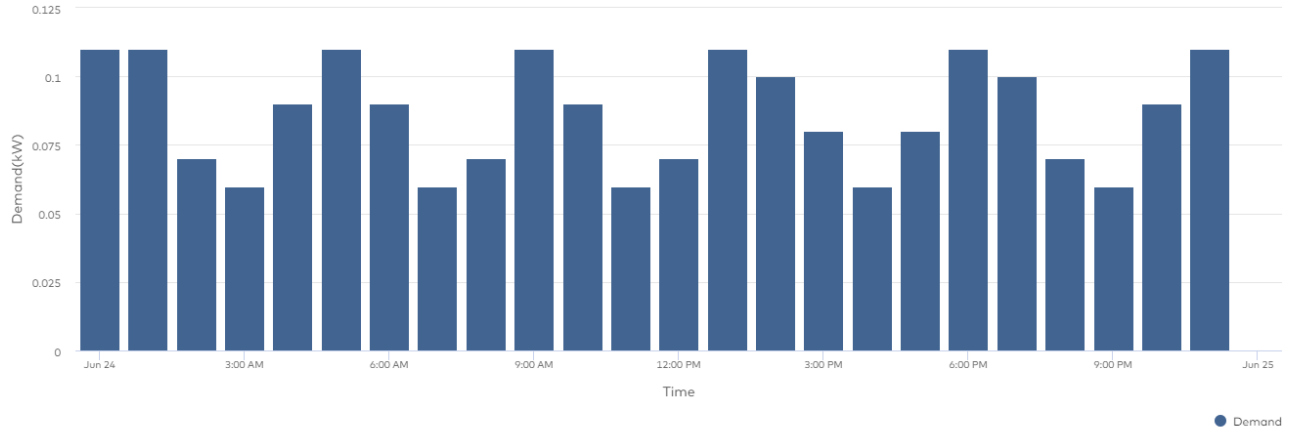
The Demand chart displays a location’s electric demand (kW) over a 24-hour period (12am to 11:59pm).

The number of bars shown in the chart will reflect the number of intervals an location has data for. For example, if a location has 30 minute interval data, 96 bars will be displayed (one for every 30 minute interval in 24 hours). If a location provides data in one-hour intervals, the demand charts are hidden.

The time displayed on the X-axis indicates the top of the hour or interval (For example, 1pm represents 1-2pm).

For Internal Use Only—Not for External Distribution.

Date: 6/24/2022



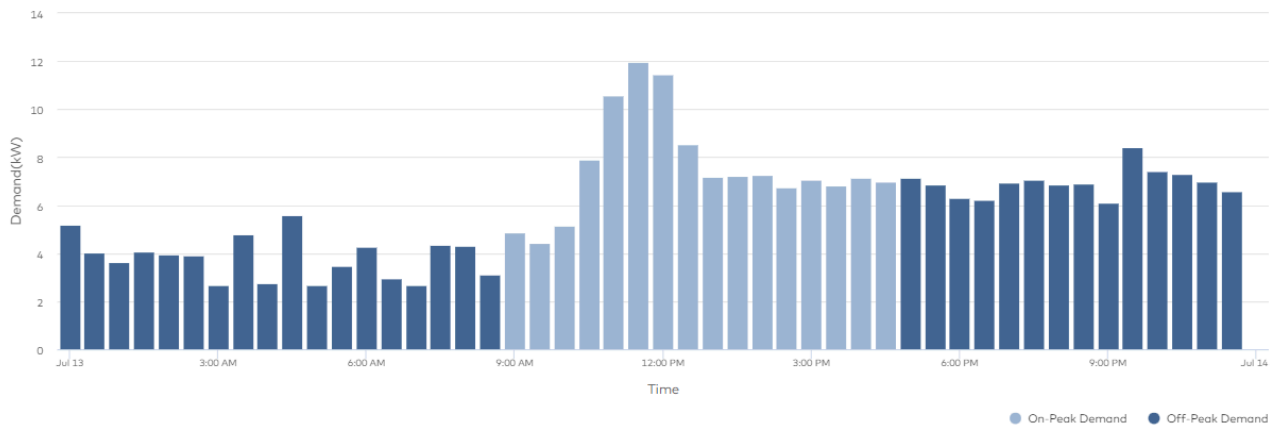
Locations with Time of Use rates will show a breakdown of demand. See on-peak (light blue) and off-peak (dark blue).

Demand

View Time of Use Rates

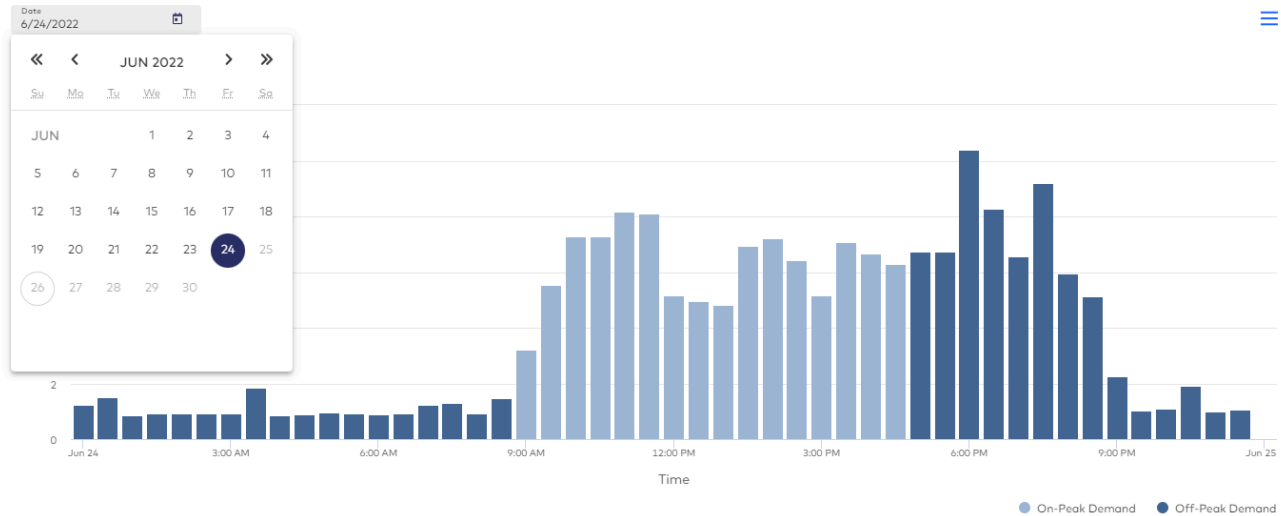
Electric Usage Demand

Date: 7/13/2022



Users can hover over a data point on the graph to view the exact kW value.

Users can select the “Date” field and use the dropdown calendar to choose a specific date to view (up to 2 years of data available).

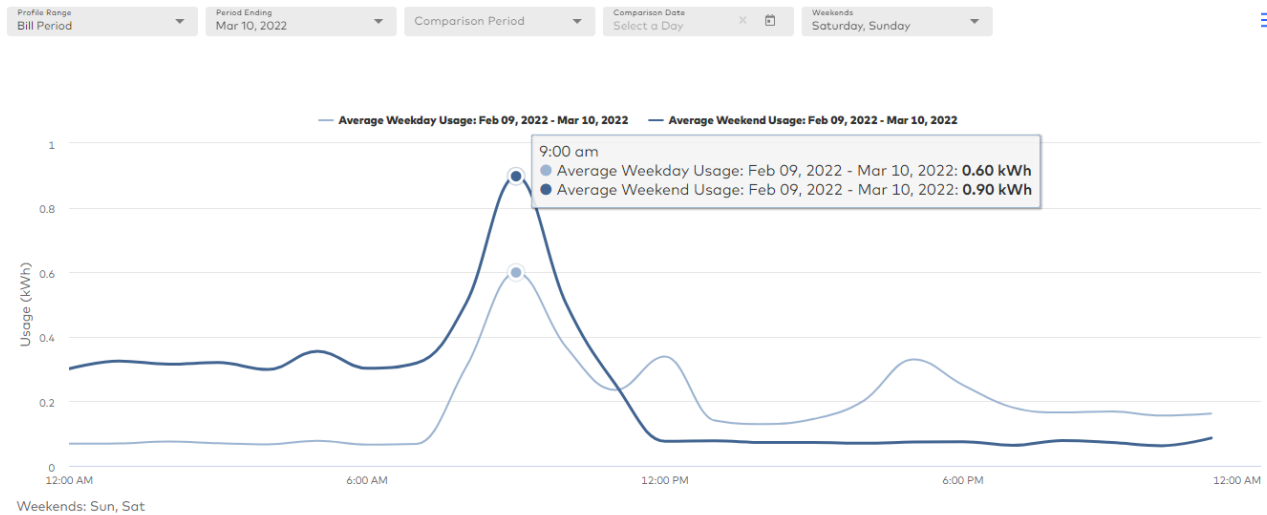


Average Usage Profile Chart

This chart is only available to electric locations with interval data.

The Average Usage chart displays a location's average usage (kWh) over 24 hours for a given billing period or calendar year. Data points are displayed at the hourly intervals, starting at 12 am and ending at 11:59 pm.

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The two data series indicate average weekday and weekend usage for the selected billing period or calendar year. Comparing weekday usage to weekend usage allows users to compare open- and closed-hour usage to see how well they shut down during closed hours. The default weekend settings are Saturday and Sunday, but users can update designated weekends by selecting the “Weekends” drop-down menu at the chart’s top. “Weekend” days should include days the facility is unoccupied each week.

The time displayed on the X-axis indicates the top of the hour (for example, 1 pm represents 1-2 pm). Views may vary depending on the resolution of interval data available for that location.

This chart allows users to overlay and compare billing periods or calendar years (up to 2 years) using the “Comparison” drop-down menus.

Users can also select a single day to compare to their weekday and weekend averages to see how they perform daily compared to average performance.

Users can hover over the graph to view exact usage data for specific data points.

Customer Experience and Value

- The Average Usage chart provides valuable insights into a location's energy consumption patterns.
- Customers can compare weekday and weekend usage, allowing them to assess how effectively they reduce energy use during closed hours.
- By overlaying and comparing different billing periods or years, users can track trends and improvements in energy efficiency.
- Additionally, the ability to analyze specific days against average usage helps in identifying anomalies and opportunities for further energy savings.

Data Requirements

Interval data is required. Accounts without interval data will not see an option to select the Average Usage Profile on the Energy Data tab.

Average Demand Profile Chart

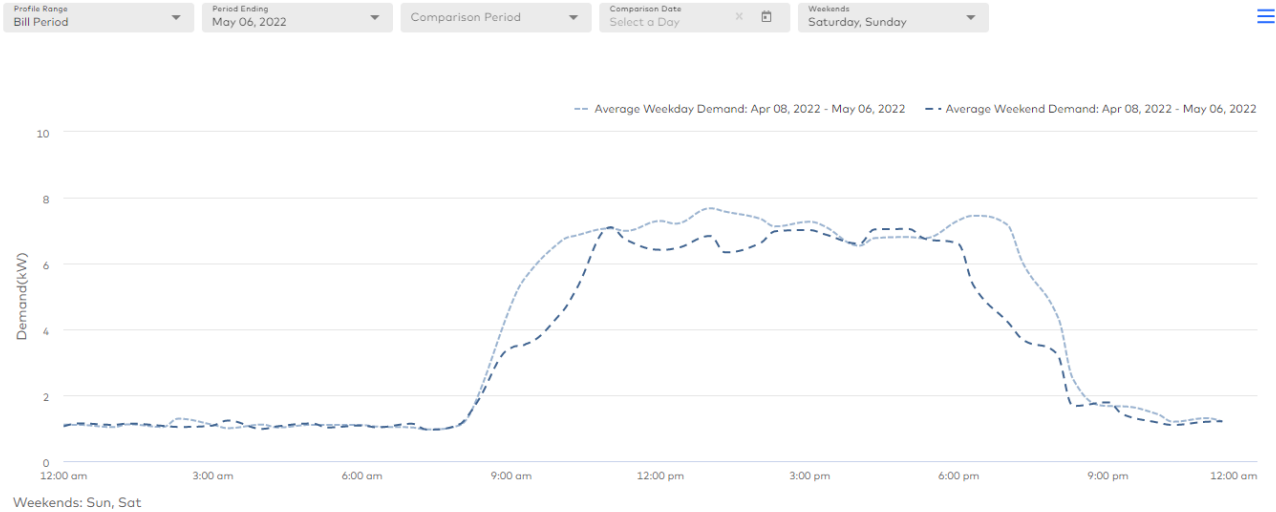
This chart is only available to electric locations with interval data.

The Average Demand Profile chart displays a location's average demand (kW) over 24 hours for a billing period or calendar year. Data points are displayed at the 30 min intervals, starting at 12 am and ending at 11:59 pm.

Average Demand Profile

[Share With Coworkers](#)

Electric Usage Demand Average Profile Demand Heatmap Usage Breakdown



The two data series indicate average weekday demand and average weekend demand for the selected billing period or calendar year. The default weekend setting is Saturday and Sunday, but users can update designated weekends by selecting the “Weekends” drop-down menu above the chart. “Weekend” days should include days the facility is unoccupied each week.

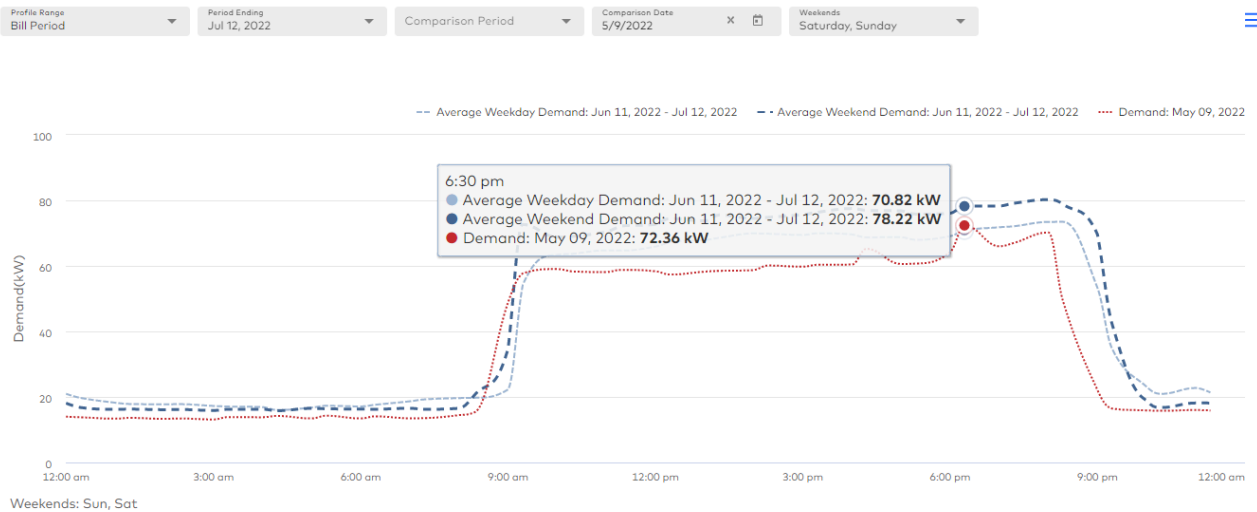
The time displayed on the X-axis indicates the top of the hour or 30-minute interval (For example., 1 pm represents 1-1:30 for 30-minute intervals).

This chart allows users to overlay and compare billing periods or calendar years (up to two years) using the “Comparison” drop-down menus.

Users can also select a single day to compare to their weekday and weekend averages to see how they are performing on a daily basis compared to average performance.

Data Requirements

Accounts without interval data and accounts with 60 min interval data will not see an option to select the Average Demand Profile on the Energy Data tab.



Users can hover over the graph to view exact demand data for specific data points.

Usage Heatmap

This chart is only available to electric locations with interval data.

The Usage Heatmap displays a location's energy usage (kWh) in hourly intervals for every day of a billing period on one page. This provides the user with a visual representation of the facility's usage throughout the billing period selected to identify times of high consumption quickly.

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Period Ending

Oct 21, 2021



The data points are color-coded to indicate high usage (red to dark orange), moderate usage (orange to yellow), and low usage (green). Refer to the legend for specific value ranges.

The x-axis is 24 hours (12 am to 11:59 pm), and the y-axis correlates to the days in the selected billing period. Each block represents a specific interval period. The greater the number of interval periods, the greater the number of individual blocks. Hovering over a specific color block will display the usage value for that interval.

The time shown on the X-axis indicates the top of the hour or 30 minute interval (For example., 1 pm represents 1-2 pm for hourly intervals).

Users can view heatmaps of past billing periods by using the “Period Ending” dropdown menu and selecting a specific billing period ending date.

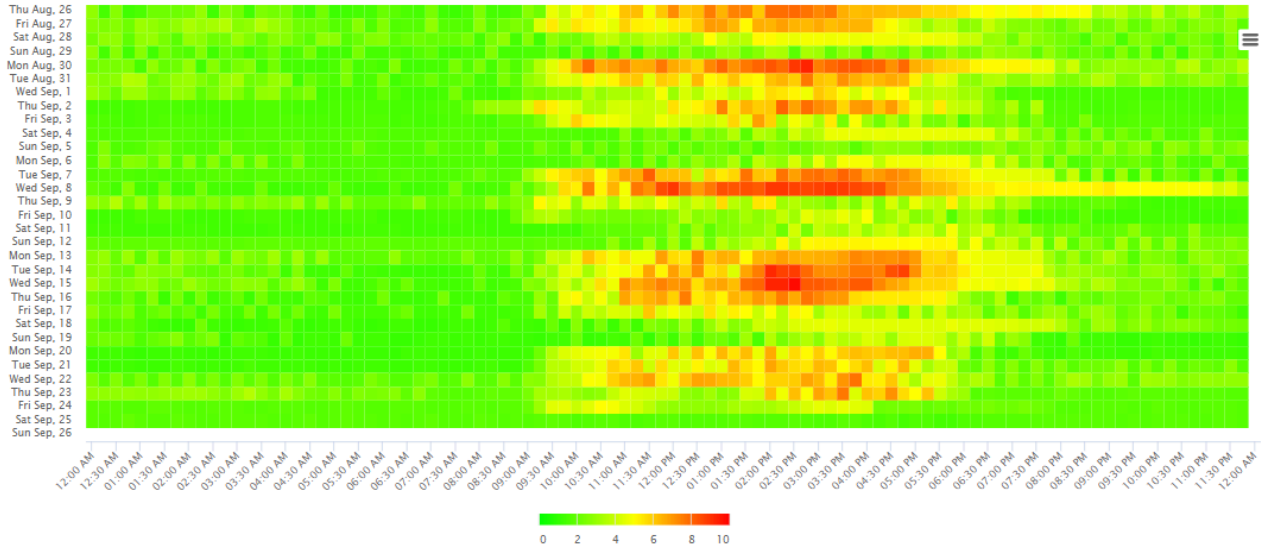
Demand Heatmap

This chart is only available to electric locations with interval data.

The Demand Heatmap displays a location’s electric demand (kW) in 30 min every day of a billing period on one page. This provides the user with a visual representation of the facility’s demand throughout the billing period selected to quickly identify times of high demand.

Period Ending

Sep 25, 2021



The data points are color-coded to indicate high demand (red to dark orange), moderate demand (orange to yellow), and low demand (green). Refer to the legend for specified value ranges.

The x-axis is 24 hours (12 am to 11:59 pm), and the y-axis correlates to the days in the selected billing period. Each block represents a specific interval period. The greater the number of interval periods, the greater the number of individual blocks. Hovering over a specific color block will display the demand value for that interval.

The time displayed on the X-axis indicates the top of the hour or 30 minute interval (For example., 1 pm represents 1-2 pm for hourly intervals and 1-1:30 for 30-minute intervals).

Users can view heatmaps of previous billing periods by using the “Period Ending” dropdown menu and selecting a specific billing period ending date.

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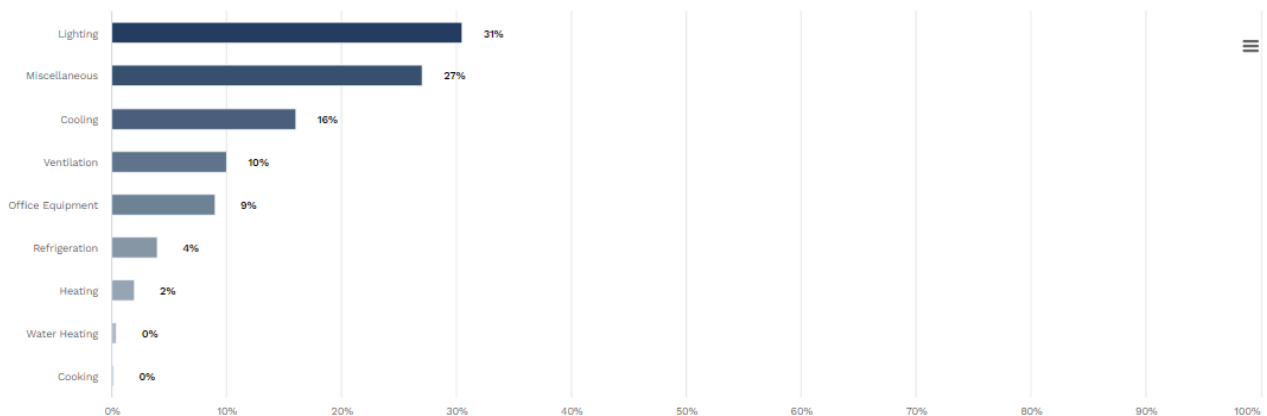
Usage Breakdown Chart

[*Back to Solutions Page](#)

The Usage Breakdown chart displays the breakdown of a location's electric usage by end-use or load category (lighting, heating, cooling, etc.). The location's assigned business type determines the breakdown, and the climate region determines the breakdown.

Users can improve the accuracy of their usage breakdown data by completing the [Business Profile](#) survey found under Account Settings.

 Customize your Usage Breakdown by completing the Business Profile [Business Profile →](#)



4. Resources Page

Users can access helpful resources by selecting the Resources tab or by clicking on the (?) Help icon at the top right of the page.

FAQ

The FAQ section includes frequently asked questions regarding the customer engagement portal. View responses by selecting the plus sign and expanding the entry.

Frequently Asked Questions

[Frequently Asked Questions](#)

[Glossary](#)

Q Search FAQ

General

- + What browsers can I use with Business Energy Analyzer?
- + Can I use Business Energy Analyzer with a mobile device?
- + What is the Business Profile?
- + I would like to show my coworkers and Efficiency Service Provider my energy data. Is it safe to share my password?
- + Can I reuse my password from another website for Business Energy Analyzer?

Glossary

The glossary contains definitions of industry terms used in the platform. View responses by selecting the plus sign and expanding the entry.

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Glossary

[Frequently Asked Questions](#) | [Glossary](#)

Q Search Glossary

+ Advanced Metering Infrastructure (AMI)

+ AMR

+ Alternative Retail Electric Supplier (ARES)

+ Average Profile Chart

+ Ballast

+ Billing Period

5. Download My Data

Users can download a CSV of a location's usage data using the Download my data feature. Download My Data can be found on the header of CEP to the left of the username in the upper right-hand corner of the page, and selecting "Download My Data" on the dropdown menu.

Locate the Download My Data button at the bottom of the account overview section. Users with multiple accounts will have a Green Button available for each account in their profile.

Download Your Data ✕

The times recorded in the downloaded file are in your local time zone.

Location
4918 N Pulaski Rd, Chicago, IL 60630-2813

Bill period
08-26-2024

Data Type Usage Demand

File format i CSV XML (Green Button Data Standard)
 Include temperature data in CSV

[Download](#)

Users can download one bill period of data at a time.

6. Account Settings

Access Account Settings by clicking the username in the upper right-hand corner of the screen, then selecting "Account Settings" in the drop-down menu.

[Download Your Data](#)

User Settings

The User Settings page allows users to update the username (first and last name), title, email address, and password provided during registration.

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User Settings

User Settings

Manage Accounts

Business Profile

Rename Meters

Manage Meter Groups

Invite Users

User Settings

Email

tim.kozen+test2@uplight.com

[Reset password](#)

First Name *

Tim

Last Name *

Test

Job Title

Phone Number

Extension

[Save Changes](#)

[Discard Changes](#)

Business Profile

[*Back to Compared to Similar Businesses section](#)

[*Back to Usage Breakdown Chart](#)

The Business Profile contains questions about a business' facility, operations, and equipment.











These responses help to customize a location's Usage Breakdown chart and [Solutions recommendations](#). If the Business Profile is incomplete, the default [Usage Breakdown](#) for the business type is used.

Users can access the Business Profile page by selecting the [progress icon](#) next to their username in the upper right-hand corner of the page, or they can click on their username and select “Account Settings” in the dropdown menu. The Business Profile tab is available on the Account Settings page.

General

Last edited on 07/24/2024 10:51:44 PM

What type of business are you?	<input type="text" value="Lodging"/>
What is your approximate total square footage?	<input type="text" value="20"/> sq. feet
How many people work at your location?	<input type="text" value="50"/> people
How many total floors does your location have?	<input type="text" value="11"/> floors
How many hours per week do you operate?	<input type="text" value="3"/> hours

 General	<input checked="" type="checkbox"/>
 Lighting	<input checked="" type="checkbox"/>
 Cooling	<input checked="" type="checkbox"/>
 Heating	<input checked="" type="checkbox"/>
 Ventilation	<input checked="" type="checkbox"/>
 Refrigeration	<input checked="" type="checkbox"/>
 Water Heating	<input checked="" type="checkbox"/>
 Office Equipment	<input checked="" type="checkbox"/>
 Cooking	<input checked="" type="checkbox"/>
 Miscellaneous	<input checked="" type="checkbox"/>

If all questions in a category have been completed, a green check mark will display next to that category on the left-hand sidebar.

Please note, you must complete all questions in any section for the changes to appear across the platform. For example, if there are five questions about lighting, all five of those questions must be answered for the Platform to adjust to the responses.

Profile Completion Icon

This small icon reflects the completion progress of the Business Profile questionnaire. If all questions are answered, the icon will display 100%.

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100% U Unknown User ▼

Your Business Profile

Your business profile is 100% complete. Tell us a little more about your company to receive better recommendations and more accurate data.

[Complete Profile](#)

Manage Accounts

The Manage Accounts page allows users to add new accounts to their profile, label their accounts with nicknames, set their default location (if they have access to multiple locations), unsubscribe from monthly trend emails and download usage data with [Green Button Download](#).

Add Multiple Accounts

To add additional accounts, a user will need the utility account number and zip code associated with the facility.

Manage Accounts

User Settings **Manage Accounts** Business Profile Rename Meters Manage Meter Groups Invite Users

All Accounts

Add Account

Default Location

Account Name/Number

Uplight Test Account Id: XXXXX36000

Service Location

7649 W 64th St PUBLIC WORKS STORAGE Bedford P...

Monthly Trend Report Email

Opt-in

Monthly Trend Report provides you with monthly updates, forecasting and tips regarding your energy bill.

Currently unsubscribed from emails. To stay up to date with your usage, consider subscribing.

VILLAGE OF GRAND RIDGE

test3deleted

ACCOUNT #: XXXXX36000

BOX 745 130 W MAIN ST GRAND RIDGE IL 61325

VILL OF BEDFORD PK

Uplight Test

ACCOUNT #: XXXXX36000

ORDINANCE CONSIDERATION ACCT 6701 S ARCHER RD BEDFORD PARK IL 60501

Label Accounts

Account labeling is especially useful for users with multiple accounts under the same business name (e.g., national accounts like Wal-Mart).

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uplightTM

Manage Accounts

User Settings | Manage Accounts | Business Profile | Rename Meters | Manage Meter Groups | Invite Users

All Accounts

DOLLAR TREE STORE
DTS Alias 2
 ACCOUNT #: XXXXX
 PO BOX 1261 MANDAN ND 58554

Account Alias
 DTS Alias 2 [✎](#)

Account Number
 XXXXX

Service Address

DOLLAR TREE STORE
 4918 N Pulaski Rd
 Chicago, IL 60630-2813
 Location Id: 1399053000

[Download Your Data](#)

Account Alias

Account Alias

REname account

✓
✗

Set a Default Location

Multi-location users can set a default location to display each time they log in. The user must select the “Make Default location” button to update this setting.

Default Location

Account Name/Number

Uplight Test Account Id: XXXXX36000

Service Location

7649 W 64th St PUBLIC WORKS STORAGE Bedford P...

Monthly Trend Report Email Opt-in

Monthly Trend Report provides you with monthly updates, forecasting and tips regarding your energy bill.

Currently unsubscribed from emails. To stay up to date with your usage, consider subscribing.


Wal-Mart (Account #: XXXXX-12345) Default Account

Email Opt-Out

Monthly trend emails provide insights into how a location's usage trends compared to the previous billing period. Users who no longer wish to receive these monthly insights can unsubscribe on the Manage Accounts page by unchecking the "Email opt-in" box.

VILLAGE OF GRAND RIDGE
test3deleted
ACCOUNT #: XXXXX36000
BOX 745 130 W MAIN ST GRAND RIDGE IL 61325

Account Alias

test3deleted 

Account Number

XXXXX36000

Service Address

130 W Main St # 1, 01
Grand Ridge, IL 61325-9127
Location Id: 4355861111

Email opt-in

[Download Your Data](#)

Manage Meters

[*Back to Selecting Meters section](#)

This page is only available to locations with multiple meters.



The Manage Meters page allows users to label individual meters or groups of meters. Meter groups can be created by clicking the "Add Meter Group" button.

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Rename Meters

User Settings | Manage Accounts | Business Profile | Rename Meters | Manage Meter Groups | Invite Users

Electric meters 2 Meters ▲

Meter A  G230040920 

Manage Meter Groups


User Settings | Manage Accounts | Business Profile | Rename Meters | Manage Meter Groups | Invite Users

Meter Groups

[Add Meter Group](#)

Meter Group A 3 Meters ▼

Meter Group B 2 Meters ▲

Meter Group B 

Electric Meters

Select All Select None

<input type="checkbox"/> Meter A - 1	<input type="checkbox"/> Meter A - 101	<input checked="" type="checkbox"/> G230040920 - 1	<input checked="" type="checkbox"/> G230040920 - 101
--------------------------------------	--	--	--

[Save](#) [Delete Group](#)

Once meter groups are created and named, users can label the meter group and use it to filter views on [Energy Data charts](#).

Invite Users

[*Back to Engage your Coworkers section](#)

[*Back to Energy Data page](#)

The Invite Users section (1) provides a list of users registered under that account and the date of their last login, and (2) provides an easy way for users to invite their co-workers to register. The invitee will need the utility account number and ZIPode associated with the facility.

Invite Users

User Settings Manage Accounts Business Profile Rename Meters Manage Meter Groups Invite Users

Account Users (KOZIEJA,MARTYNA)

Invite New User

First Name/ Last Name	Email Address
Chris Fried	chris.fried+ce1@uplight.com
Christine Del Priore	christine.delpriore@uplight.com
Kat Ireton	kat.ireton@uplight.com

Invite Coworker

Enter the email of the coworker you would like to invite.

[Cancel](#)

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