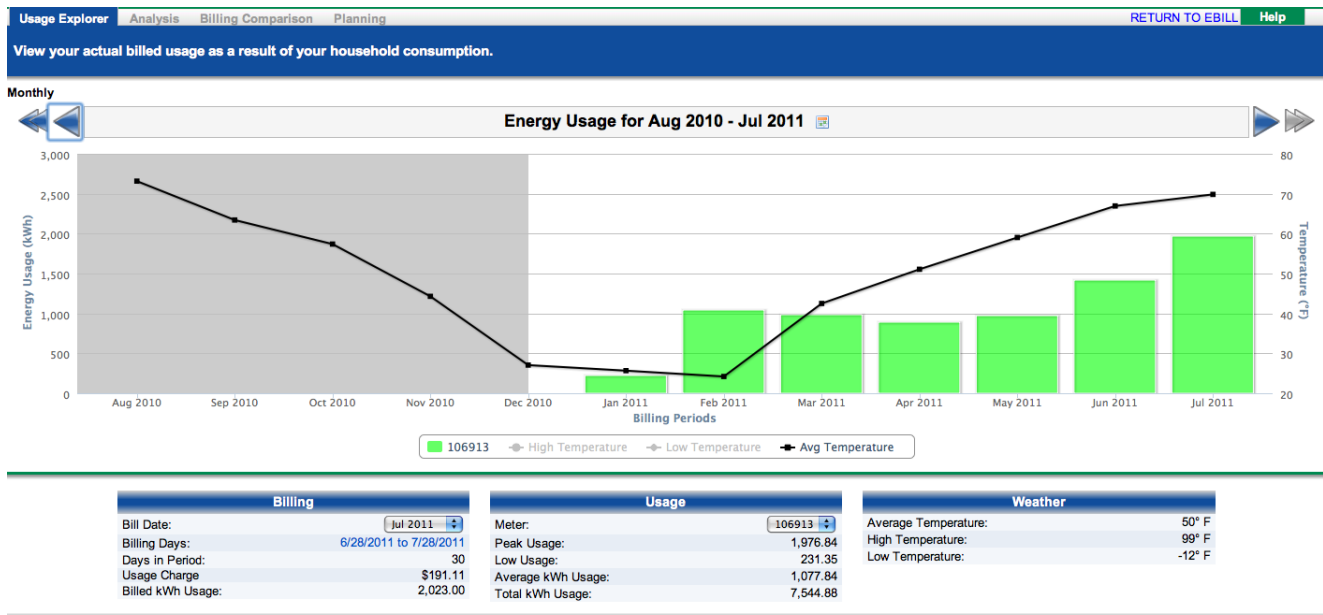
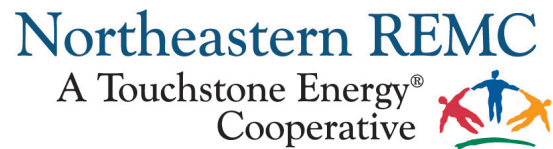


SmartHub – Help Document

SmartHub is a Web-based application that provides a way for you to view energy usage by month, day, and/or hour. We believe knowing this information will help you manage your electric usage and ultimately save you money.

We hope the information below will answer your questions about using SmartHub. If you have additional questions, please email us at memberservices@nremc.com. We'll be happy to assist you.

Usage Explorer Tab



When the SmartHub application is launched, the Usage Explorer tab displays by default. This page provides an overview of the usage for the period in view and allows you to analyze all of the information for the selected period together and see how weather, for example, may have impacted your usage for the period.

Some key things to note about this screen:

1. The months in the graph correspond to the monthly bill you receive from NREMC.
2. You can look at more detailed graphing information by clicking on the specific month.

- The graphs indicate electric usage by meter. You will see the meter number next to a green or yellow block under the graph. The left-most meter is the primary service meter for your entire house. The meters to the right represent secondary meters.
- By default the average temperature is displayed. If you want to view high/low temperature, you can click on the desired item under the graph.

Billing Portlet (picture below)

The purpose of the Billing Portlet is to summarize billing information related to the graph in view.

Billing	
Bill Date:	Jul 2011
Billing Days:	6/28/2011 to 7/28/2011
Days in Period:	30
Usage Charge	\$191.11
Billed kWh Usage:	2,023.00

Bill Date: This is the date the monthly bill goes out.

Billing Days: The dates of usage for the bill in view.

Days in Period: The number of days billing in that month.

Usage Charge: Cost of the electricity you used in the month. This does not include fixed charges, or fees that may apply to your account. This is strictly the electricity used.

Billed kWh Usage: This represents the total kWh (electricity) used in the billing month.

Usage Portlet (picture below)

The purpose of the Usage Portlet is to show key information by meter for your account.

Usage	
Meter:	106913
Peak Usage:	1,976.84
Low Usage:	231.35
Average kWh Usage:	1,077.84
Total kWh Usage:	7,544.88

Meter: The specific meter on your house or residence. If you have multiple meters you can look at them by clicking the down arrow.

Peak Usage: This is the highest usage for the period in the graph above.

Low Usage: This is the lowest usage for the period in the graph above.

Average kWh Usage: This is the average usage for the period in the graph above.

Total kWh Usage: This is the total kWh (electricity) usage for the period in the graph above.

Weather Portlet (picture below)

The purpose of the Weather Portlet is to show weather information.

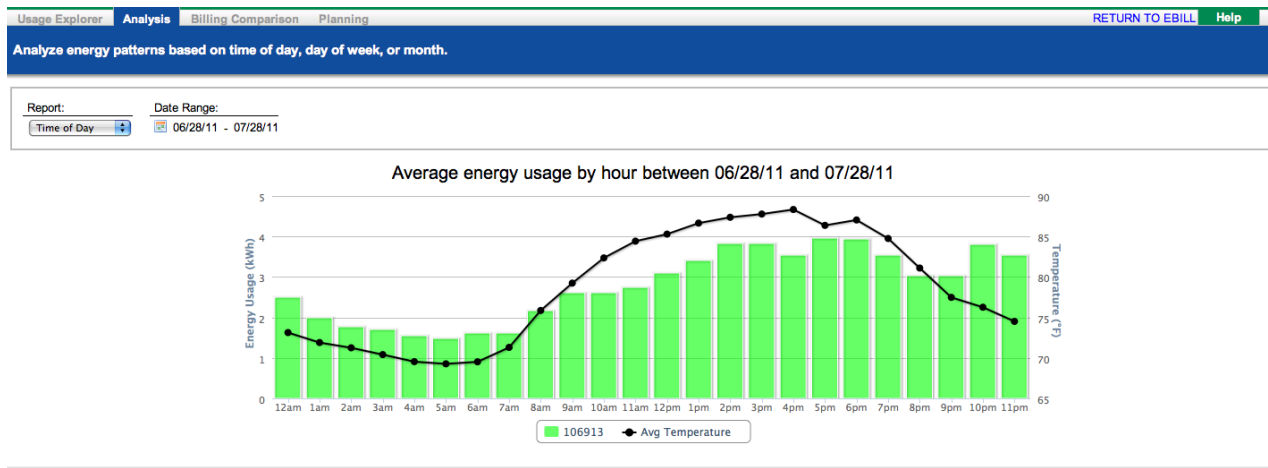
Weather	
Average Temperature:	50° F
High Temperature:	99° F
Low Temperature:	-12° F

Average Temperature: This is the average temperature for the period in the graph.

High Temperature: This is the high temperature for the period in the graph.

Low Temperature: This is the low temperature for the period in the graph.

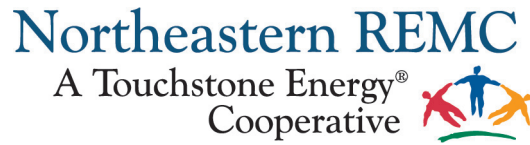
Analysis Tab



The purpose of the Analysis Tab is to provide information about when you use electricity. Specifically, you will be able to run three different reports. You can select the start and end date and then click the "Run Report."

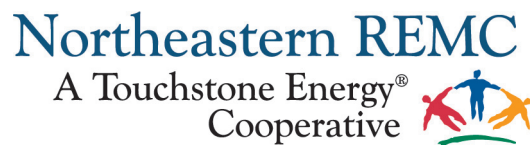
- 1 Time of Day** – The report shows you how much electricity you used each hour of the day for the time period you select. This can help you identify what is causing increased usage.
- 2 Day of Week** – This report shows you how much electricity you used each day of the specified period of time.
- 3 Monthly** – This reports shows you how much electricity you used each month of the year.

Billing Comparison Tab



The purpose of the Billing Comparison Tab is to enable you to compare different billing periods. You can choose a billing month on the left, and a billing month on the right. The column on the right shows the differences between the months.

Planning Tab



Usage Explorer Analysis **Billing Comparison** **Planning** RETURN TO EBILL Help

Use energy markers to note situations that may cause a change in usage.

Date	Energy marker	Description	
8/26/2011	Hot Tub	Turned on hot tub for season.	
8/22/2011	Installed CFLs	Installed CFLs in family room and bedroo...	

[Add new](#)

The purpose of the Planning Tab is to enable you to track energy actions you've taken that may impact your electricity usage. This helps you remember what happened and how it may impact your electricity usage. You can see the planning markers on the Planning Tab as well as on the graph for that time period.