

SmartHub Mobile App Instructions for Viewing Demand

Follow the instructions below to learn how SmartHub can be used to view your account's demand kW in addition to the kWh energy use.

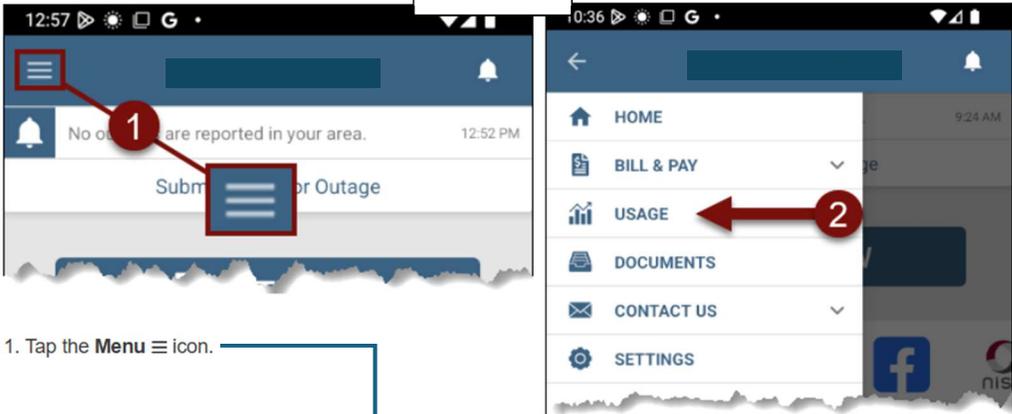
* Both apps are very similar, with the main difference being how to access the Usage information pages.

1. **iOS:** After successful log-in to the app, Tap the **Usage and Demand** icon at the bottom of the Home Screen. **ANDROID:** Tap the Menu Icon and then Usage.

iOS:



Android:



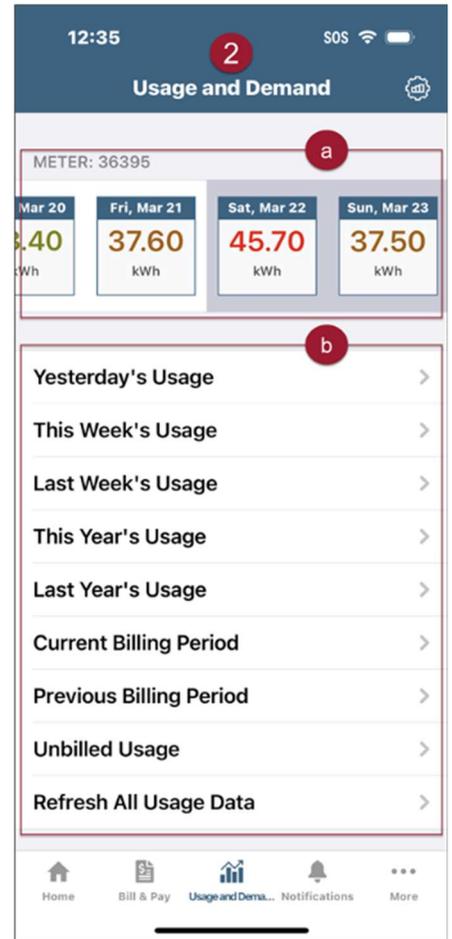
1. Tap the **Menu** \equiv icon.

2. Tap to select **Usage**.
The Usage screen displays.

2. On the Usage and Demand screen, tap to **choose a time range** to view information on the customer's Meter.

- a. **Daily Readings:** The readings for specific days appear horizontally across the top. Swipe back and forth to view the past month. *The daily readings are color coded to represent usage levels, ranging from a bright green for lowest usage to a bright red for highest usage.* Tapping on a specific day brings up the hourly usage data, if available.

- b. **Usage Date Blocks:** Tap to choose from Yesterday's Usage, This Week's Usage, Last Week's Usage, This Year's Usage, Last Year's Usage, Current Billing Period, Previous Billing Period, or Unbilled Usage. *When tapped, a graph displaying the selected range displays. To best read the graph, turn the mobile device sideways.*



3. The customer may **tap a specific column on the usage graph, to drill down**. In this example, the chart is displaying the result of 'Last Week's Usage' being selected.

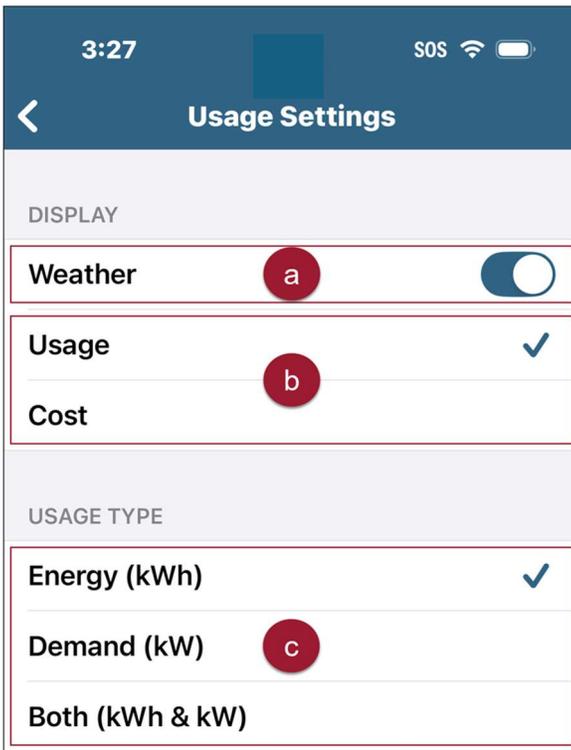
A new graph displays, presenting the data represented by the column you tapped in the previous graph. For example, if the customer is viewing a graph of the previous year's usage, tapping a specific month will bring up graph of the daily usage for that month. Tapping a specific day brings up a graph of the hourly readings for that day.

a. **Average temperatures** are represented with a **black line** across the graph.



*** If the user does not see Demand represented on the map, typically a yellow point and line, verify the following:**

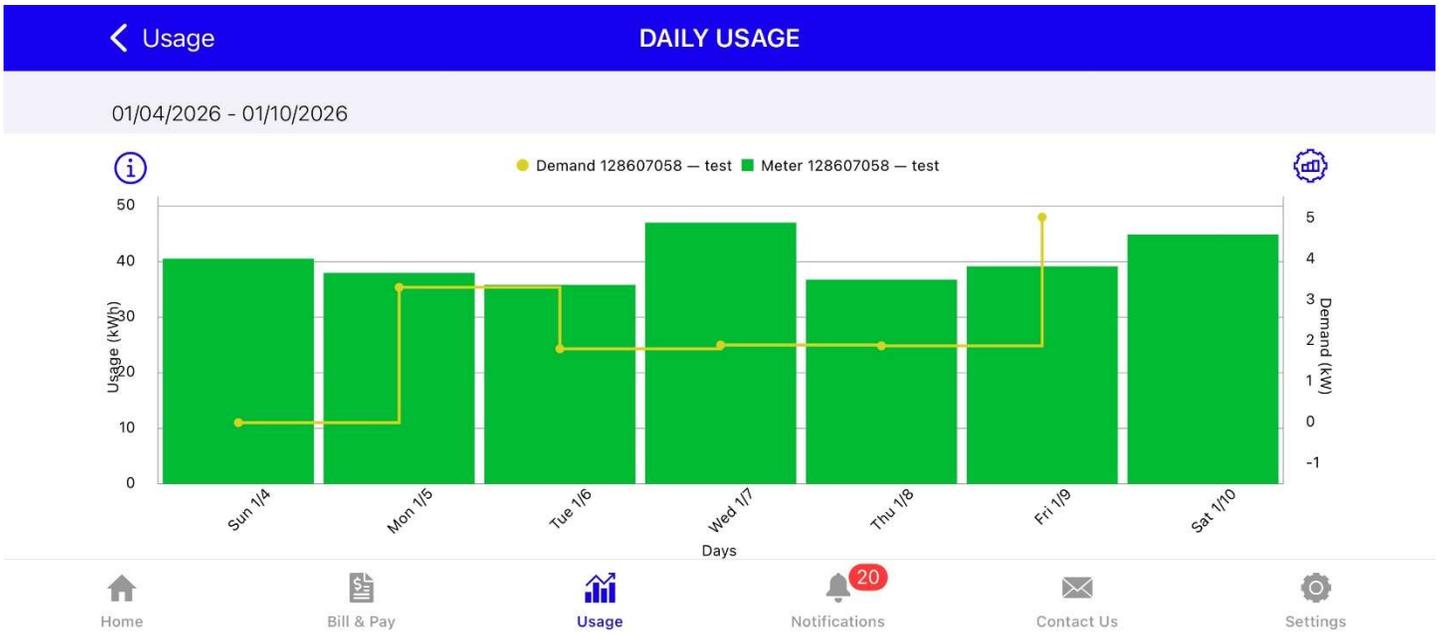
- Tap the **Usage Setting** icon.



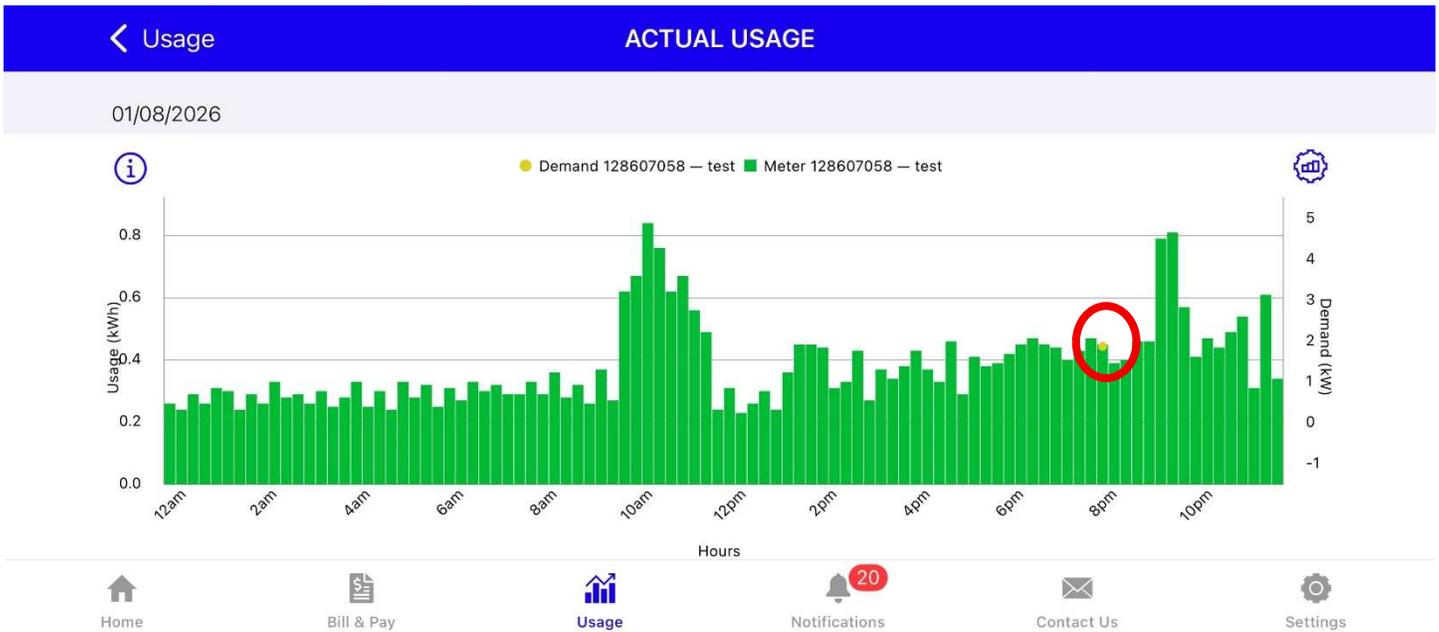
The Usage Settings screen allows you to configure what displays the Usage graph.

- Enable/Disable the Weather data.
- Choose the Data Type, Typically Usage.
- Choose the Usage Type, most will want to select Both (kWh & kW)
- Once the desired options have been selected, a user would tap the back arrow in the upper left corner to return to the chart.

4. In this example, Weather data has been turned off, Usage is selected, and the Usage type of Both was turned on.



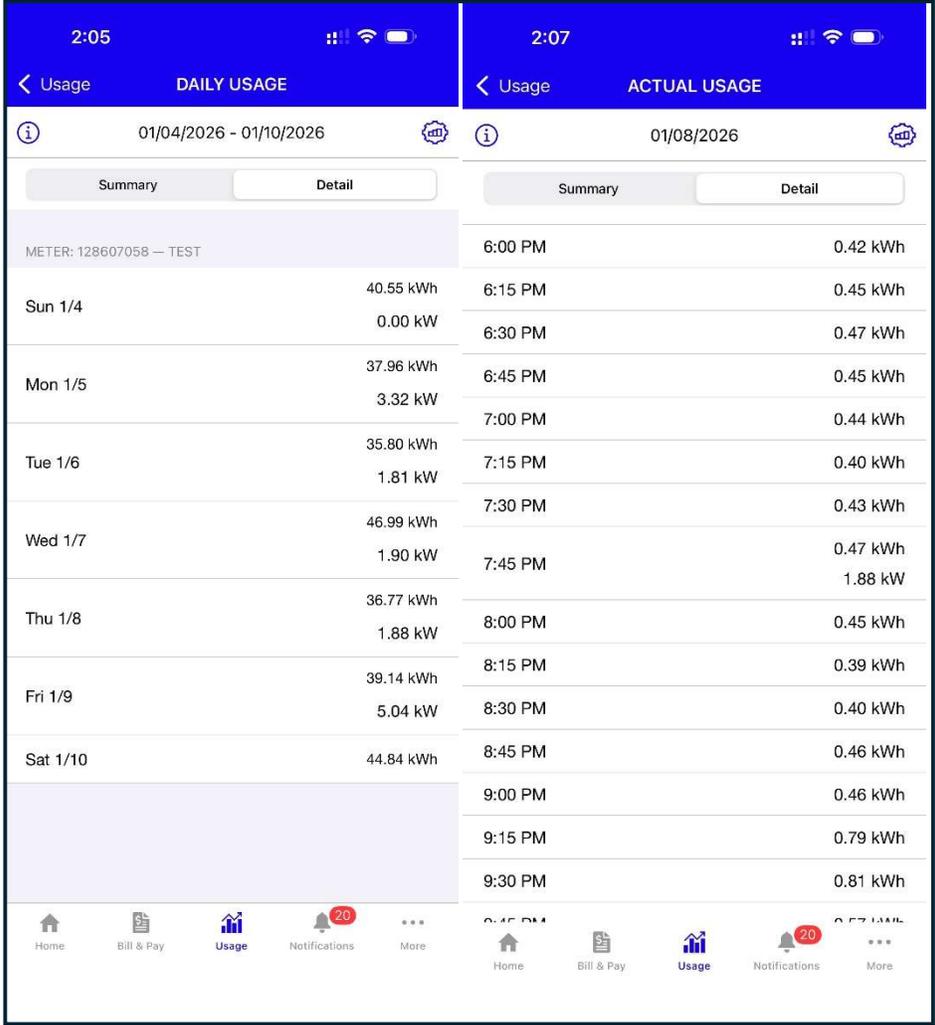
5. When the user selects a day to view, hourly information will display for the day. In the example, the yellow marker for the day's TODD demand has been circled. This can be hard to see, but there currently is not a way to improve this function.



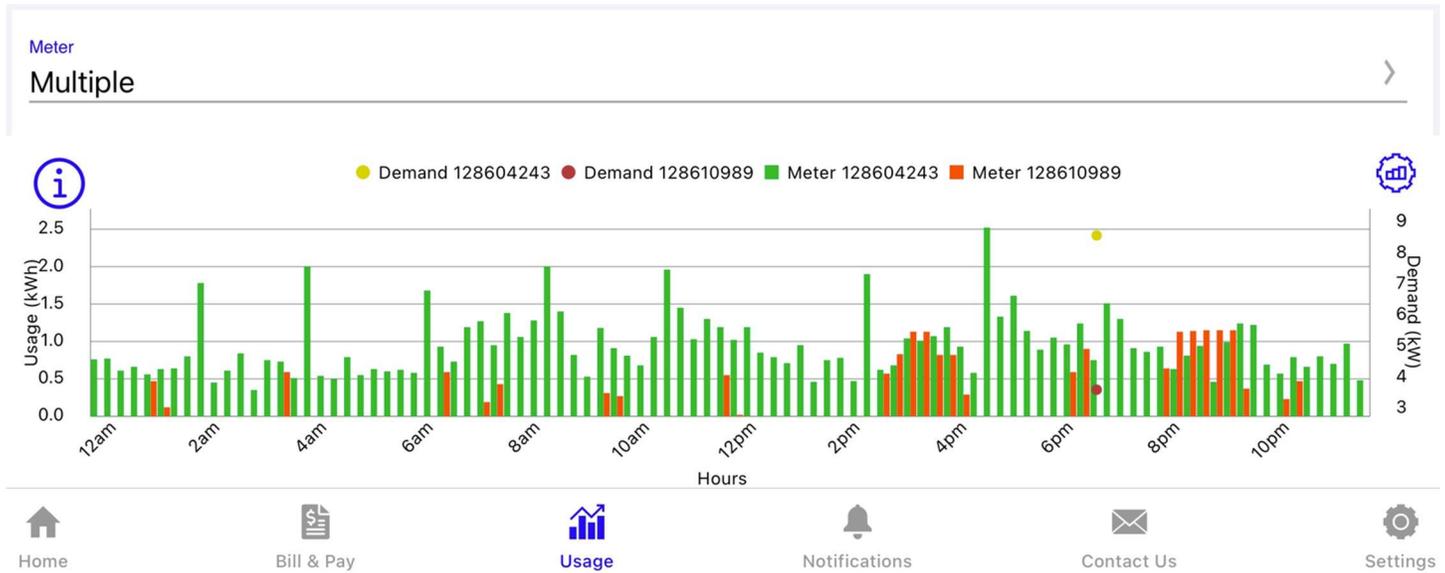
6. A user can also tap on the  information button when viewing a graph. While the information is similar, it will vary slightly depending at what level the user is viewing information. Some examples:

Pictured below is a Summary tab for a week's usage. Notice that it gives the highest TODD for the selected week.

Pictured below are two examples of the detail tab. The one on the left is for a week, the right is for a single day. The week's detail will show what day TODD occurred, the single day will give you the time.



7. ACCOUNTS WITH MULTIPLE METERS: When looking at an account with multiple meters, the user *needs to be aware if they have a subtractive sub meter or not*. In the example below, the user is looking at a single day, and you can see that the demand is represented by a yellow and red dot.



To calculate TODD, when a user taps on the information button, they will see information only for one of the meters, typically the main. A user will have to tap on the arrow in the Choose a Meter field and select the subtractive meter to view its information to then calculate TODD; in this example it would be 5kW. This calculation will have to be done regardless of the unit of time that is selected.

ACTUAL USAGE	
	01/19/2026
Choose a Meter	128604243
Summary	Detail
USAGE	
High:	2.52 kWh (4:45 PM)
Low:	0.35 kWh (3:00 AM)
Average:	0.95 kWh
Total:	90.99 kWh
DEMAND	
Current High kW	8.58 kW

ACTUAL USAGE	
	01/19/2026
Choose a Meter	128610989
Summary	Detail
USAGE	
High:	1.15 kWh (8:45 PM)
Low:	0.00 kWh (12:00 AM)
Average:	0.19 kWh
Total:	18.05 kWh
DEMAND	
Current High kW	3.60 kW