

# SmartHub Web 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 power use.

1) A user can access usage information by:

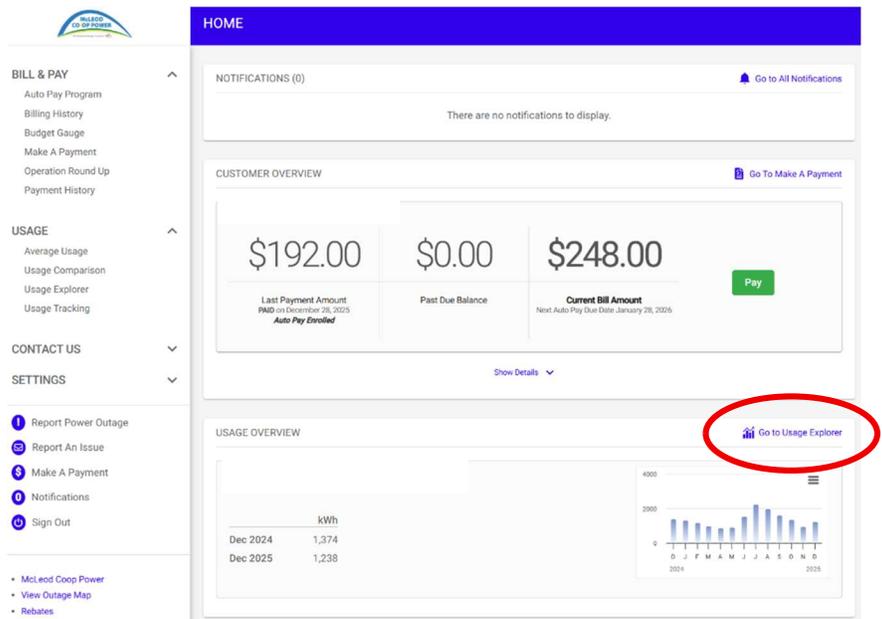
a. Clicking the down arrow to expand the Usage menu (circled in red).



Then Click on Usage Explorer.

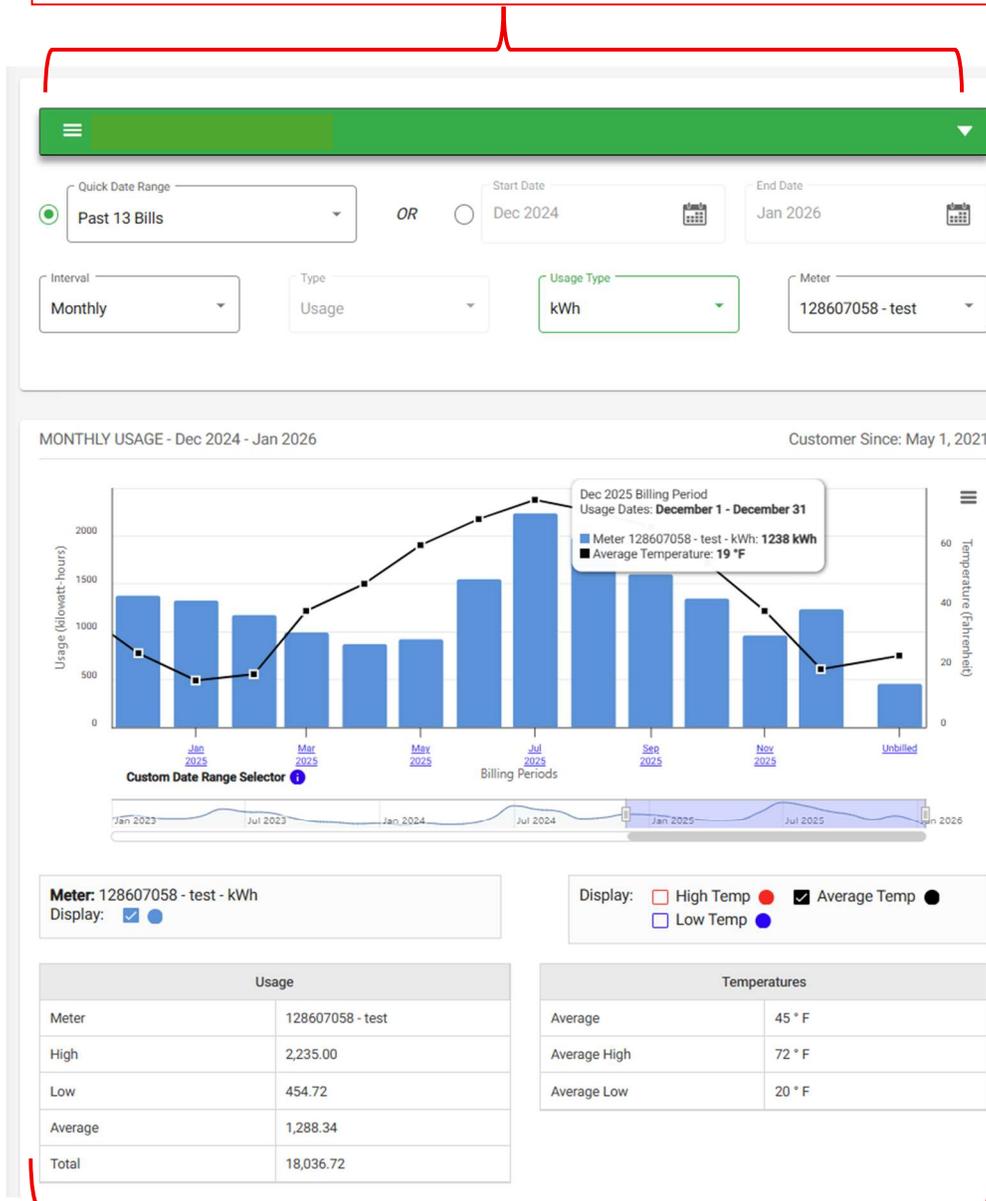


b. A user can also click on the *Go to Usage Explorer* hyperlink on the account home page.



## 2) Usage Explorer Screen:

Use the various drop down and information boxes to select what the user would like to view. Default is last 13 months. **To see demand info, the use must use the Usage Type drop down and select kWh and Demand (kW).** This dropdown is circled in the picture.



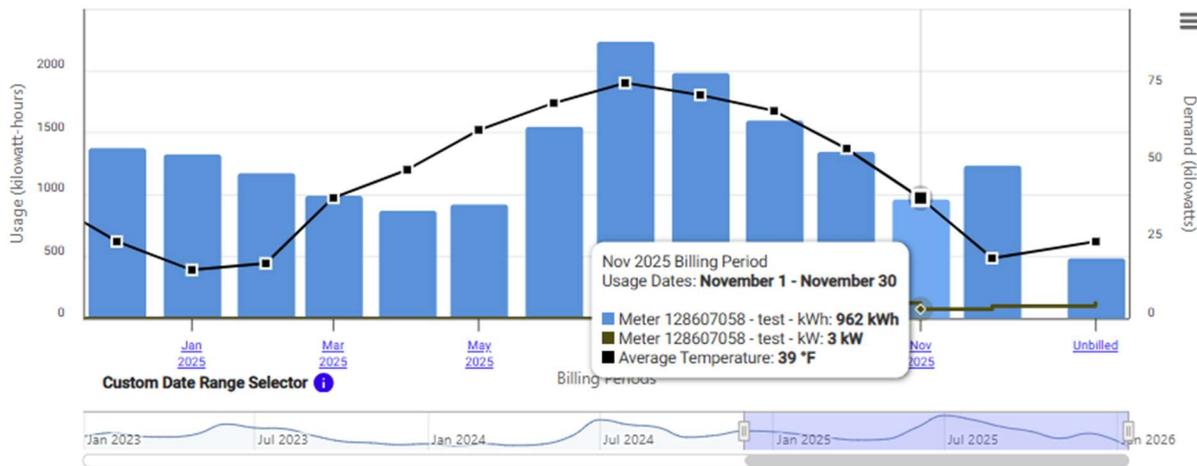
Graph area, and depending on selected information to be displayed, columns can be clicked on to drill further down until they reach a day's worth of 15-minute interval data.

Information will change depend on what is being displayed in the graph. Currently, TODD info will not display here at all. Depending on info being displayed, you may be able to turn off/on what is being graphed, temperature for example.

- 3) The default is past 13 bills for the graph. Below is an example where the *Usage Type = kWh* and *Demand(kW)*, *Temperature=Checked*. You can see that TODD's line is there, just at the bottom of the graph. Also, if a user rolls their mouse over the column for the month, the pop-up gives the information as it relates to the month. Specific date/time are not displayed.

MONTHLY USAGE - Dec 2024 - Jan 2026

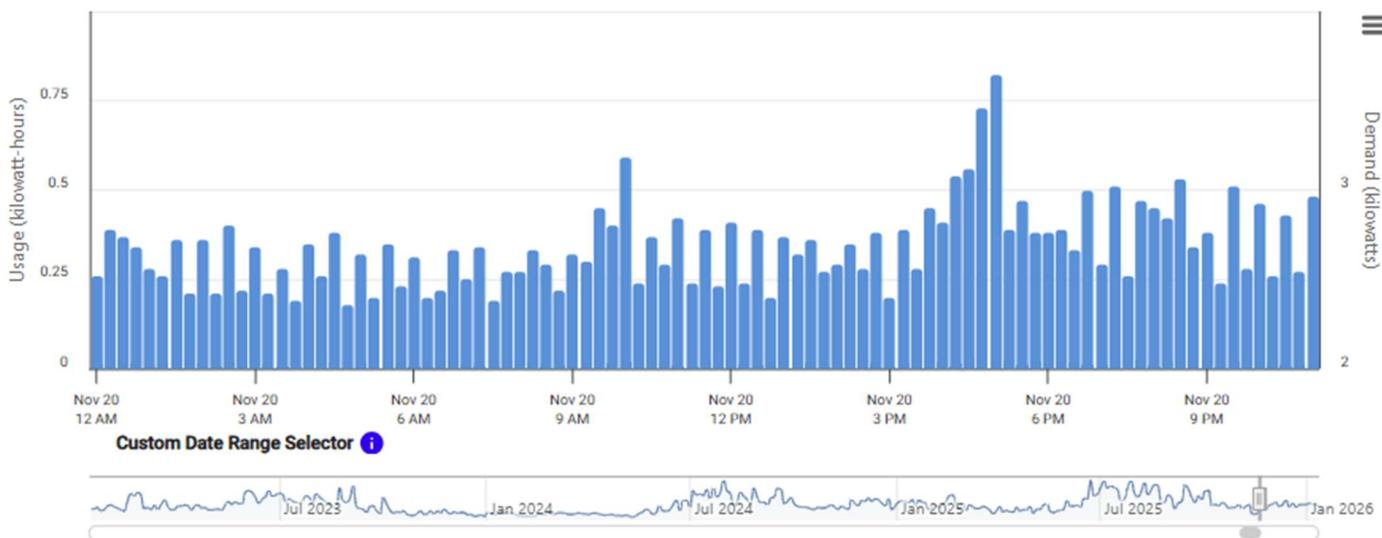
Customer Since: May 1, 2021



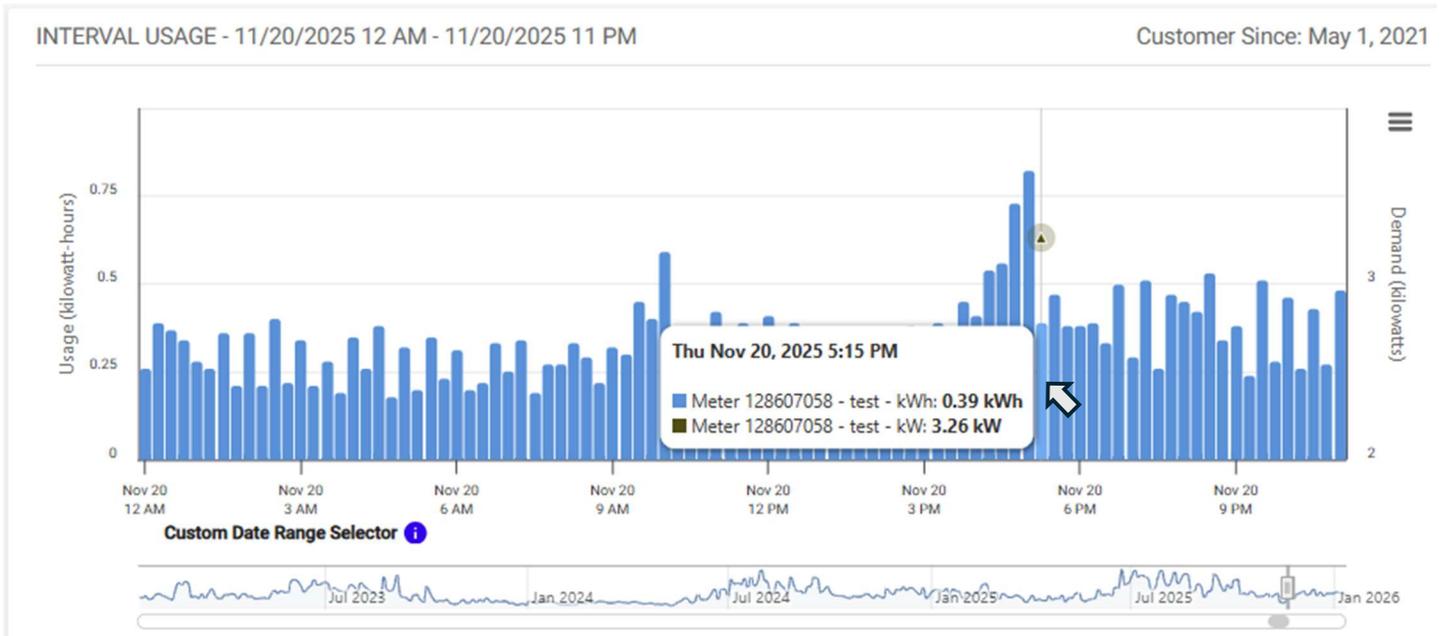
- 4) A user can click on a column in the graph to further drill down into information; down to 24-hour 15-minute interval data, as shown below. Also notice that currently, TODD for the day is not displayed automatically.

INTERVAL USAGE - 11/20/2025 12 AM - 11/20/2025 11 PM

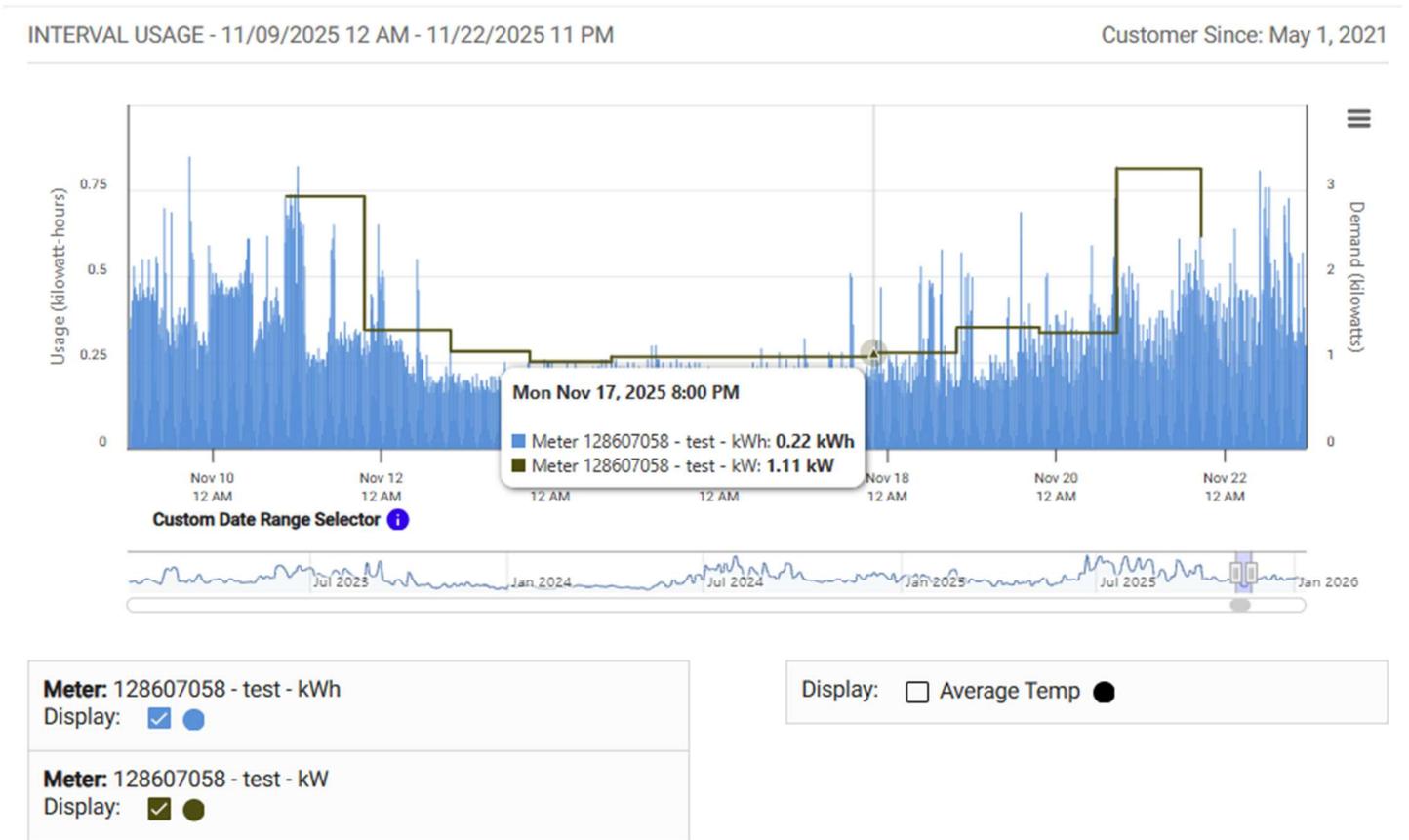
Customer Since: May 1, 2021



- 5) A user must scroll with their mouse through the individual columns during the current TODD time to display where TODD occurred in the pop-up as shown in the picture below.



- 6) Below is an example of two weeks of *Interval* data, No Temperature, and *Usage Type= kWh and Demand*. While a user can scroll their mouse over the columns to see the TODD info with Date and time, it is more difficult to pinpoint because of the small columns you are working with.



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 account does have a subtractive sub meter, so in the current version of SmartHub, the user would have to calculate their TODD demand on their own to find that for month of December, 8kW is their demand. This added calculation will hold true no matter what length of time a user is viewing.

