

Customer Portal User's Guide

The District Energy St. Paul Customer Portal supports customers in tracking building energy use and accessing account information. The Customer Portal can be accessed from a computer, tablet, or smart phone.

Access to the Customer Portal is available to all representatives at a customer building. An account must be created by registering through the Customer Portal website.

<https://myaccount.districtenergy.com/>

Support

If you have issues, questions, or if your meter data or account information does not seem accurate, please contact the District Energy team.

651-297-8955 or portalhelp@districtenergy.com

Additional Customer Portal resources are available on the [District Energy website](#).

Account Registration & Password Reset


In order to register or reset your password, you will need details from a recent District Energy St. Paul invoice including:

- **Name on account** - Refers to the building name and must be entered exactly as listed on the top of page 2 of the invoice. Use the building name and not the contact person listed in the mailing address.
- **Account number** - Exactly as listed on page 1 of the invoice
 - > Account numbers for heating include “DE” and account numbers for cooling include “DC.”
 - > All meters for the building, including snow melt and domestic hot water, are in the data.
- **Email address** - Only one account can be created per email address. You can access multiple buildings using one account.

Page 2 of 2

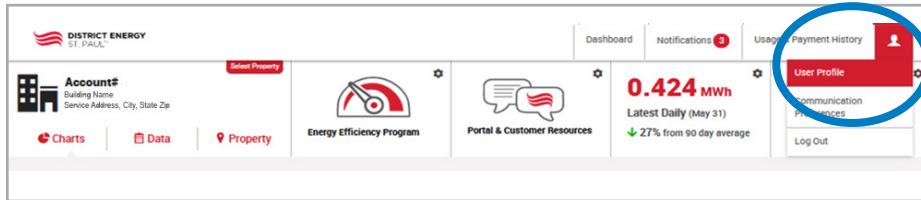
BUILDING NAME:	BUILDING NAME
SERVICE ADDRESS:	STREET NAME, ST PAUL, MN 55101
BILLING PERIOD:	2/28/2021 - 3/31/2021
NEXT METER READ DATE:	04/28/2021

Page 1 of 2

	Mail Payment To		Account Number	Date Due
	DISTRICT ENERGY ST PAUL, INC. Heating Services – Bin #131452 PO Box 1414 Minneapolis, MN 55480-1414		XXXXXXX	4/14/2021
	Invoice #	Date of Bill	Amount Due	
	0000	3/31/2021	000.00	

Linking Services & Buildings

To **link services** (heating or cooling) and **buildings** to your account, you will need the invoice information for each service and building. To link accounts go to your **user profile**.



At the bottom left of the page, you will see a section that is titled “District Energy St. Paul Account” where you can enter the building name and account number.

District Energy St. Paul Account

Name on Account:

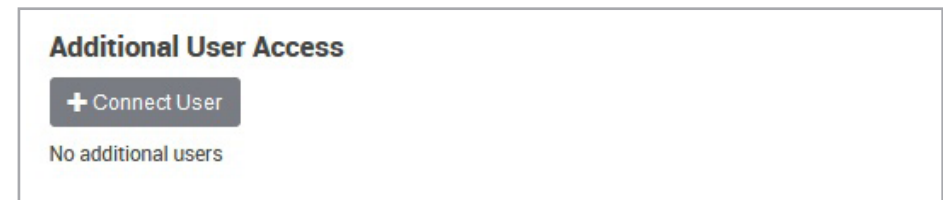
Account Number:

Linked Accounts: Add Account

Limited User Access

To grant limited access to third-party contractors, go to your **user profile**.

In the middle of the screen you will see a section titled “Additional User Access” where you can click the button to connect users by completing the form.



You can set three access limitations for each additional user:

- Limit accounts — services and buildings
- Limit information — usage data or financial information
- Limit duration of user access

Add Additional User

Permissions

☐ Usage Data

☐ Financial Information

☐ Make Payments

☐ Edit Account Information

Duration

☐ 30 Days

☐ 60 Days

☐ 90 Days

☐ Select An End Date

☐ No End Date

Select Accounts

☐ Account#
Building Name
Service Address, City, State Zip

☐ Account#
Building Name
Service Address, City, State Zip

☐ Account#
Building Name
Service Address, City, State Zip

Additional User Email:

Additional User Email Confirm:

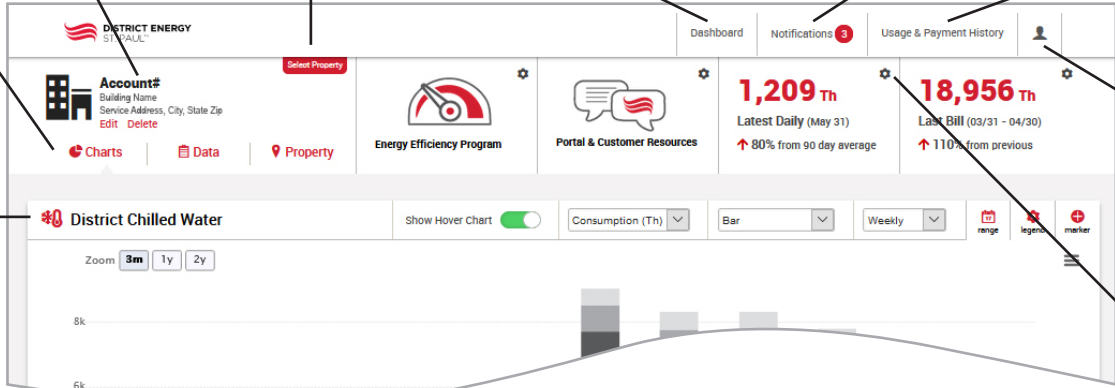
Continue

Navigation

When you log into the Customer Portal, you will arrive at the **dashboard**, displaying either **charts** or **data**. You can easily navigate back to this page from other sections of the Customer Portal by clicking **dashboard** in the site's top navigation.

There are two primary areas to navigate your view of the Customer Portal.

- The top navigation moves you through energy data, account history, notification messages, and user settings.
- A sub-navigation menu moves you through tabs for charts, data tables, and property details.



Account number, building name, and service address

Once you have **linked accounts**, you can switch between **services** and **buildings** by clicking **select property**.

From all pages, clicking the **dashboard** link will take you to either the charts or data page.

The **notification center** is where custom **alerts** and messages from District Energy will appear.

Usage and payment history provides account details and current balances.

In the **user profile** you can:

- update **password**
- **link accounts**
- customize **alerts**
- **log off**

Choose **widgets** with the gear icon.

You can view your usage data in a few ways by navigating between the tabs for **charts** and **data**.

Service type is indicated at the top left corner of the chart for **hot water** or **chilled water**.

Dashboard Content:

- Top navigation: Dashboard, Notifications (3), Usage & Payment History, User Profile
- Account# section: Building Name, Service Address, City, State Zip, Edit, Delete
- Sub-navigation: Charts, Data, Property
- Energy Efficiency Program
- Portal & Customer Resources
- Usage summary: 1,209th Latest Daily (May 31), ↑ 80% from 90 day average
- Usage summary: 18,956th Last Bill (03/31 - 04/30), ↑ 110% from previous
- Service type: District Chilled Water
- Chart controls: Show Hover Chart (toggle), Consumption (Th), Bar, Weekly, range, legend, marker
- Zoom: 3m, 1y, 2y
- Chart area: 8k, 6k

Charts View Basics

The charts help to visualize your building's energy consumption data over time.

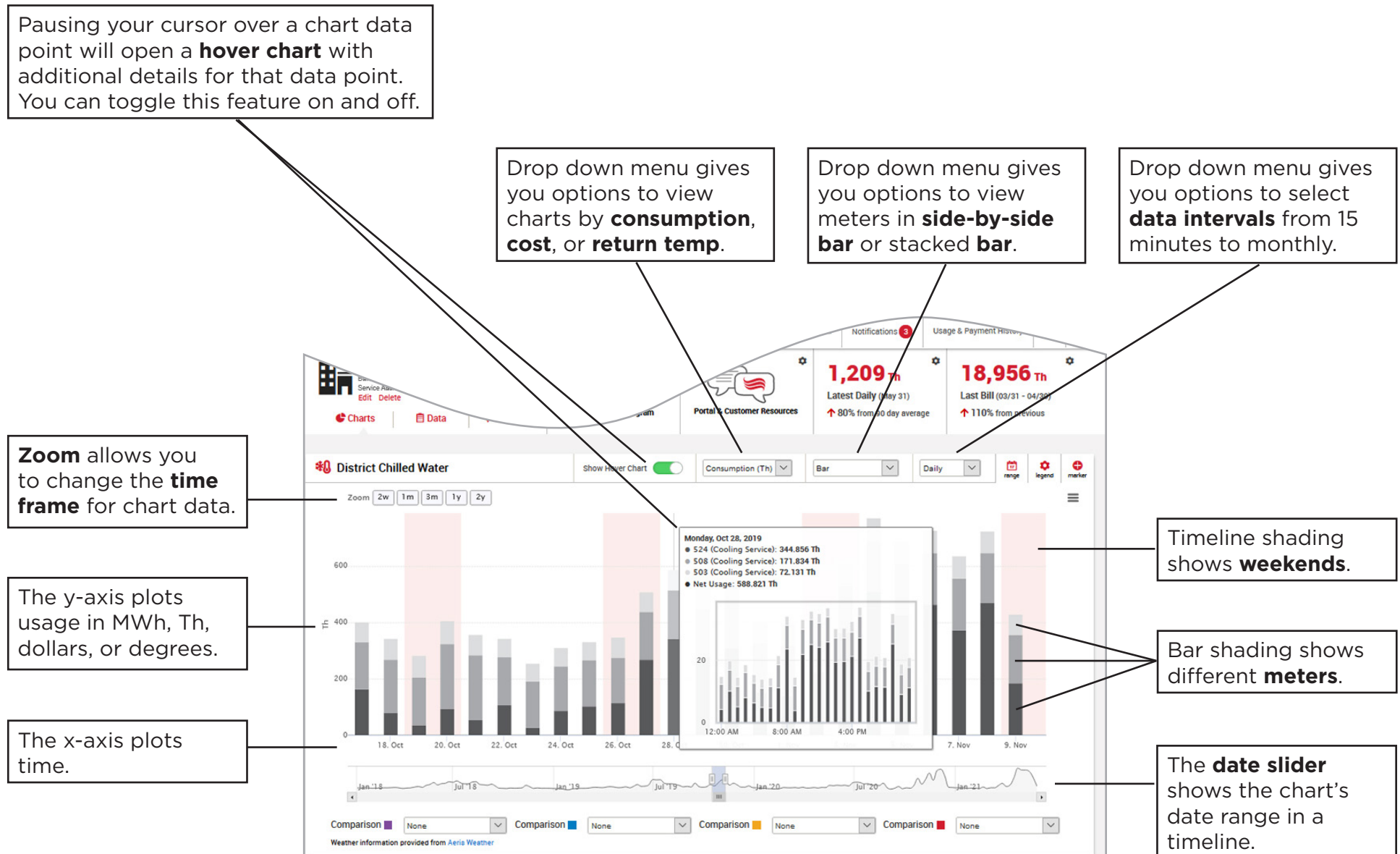


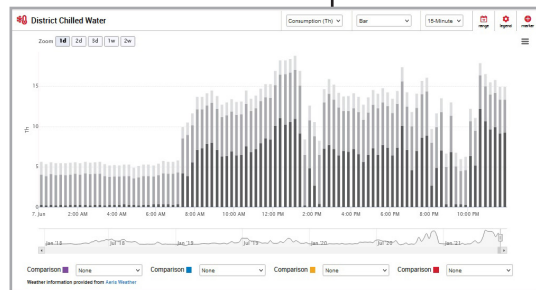
Chart View Customization

There are several options to customize your views in the charts tab as well as print and download charts.

Clicking on a data point in a chart will open a chart with more **granular data** for that data point.

Clicking the **legend** function allows you to select which **meters** to display in the chart.

Markers can be set up in charts, data table, or property and allow you to track events in your data. For example if you want to observe the impacts of a change in controls, revised building programming, or an energy efficiency project you could add a **marker**. See page 7 for instructions.



Use 4 drop down menus to add chart **comparisons** for outside temperature, precipitation, humidity, and prior usage.

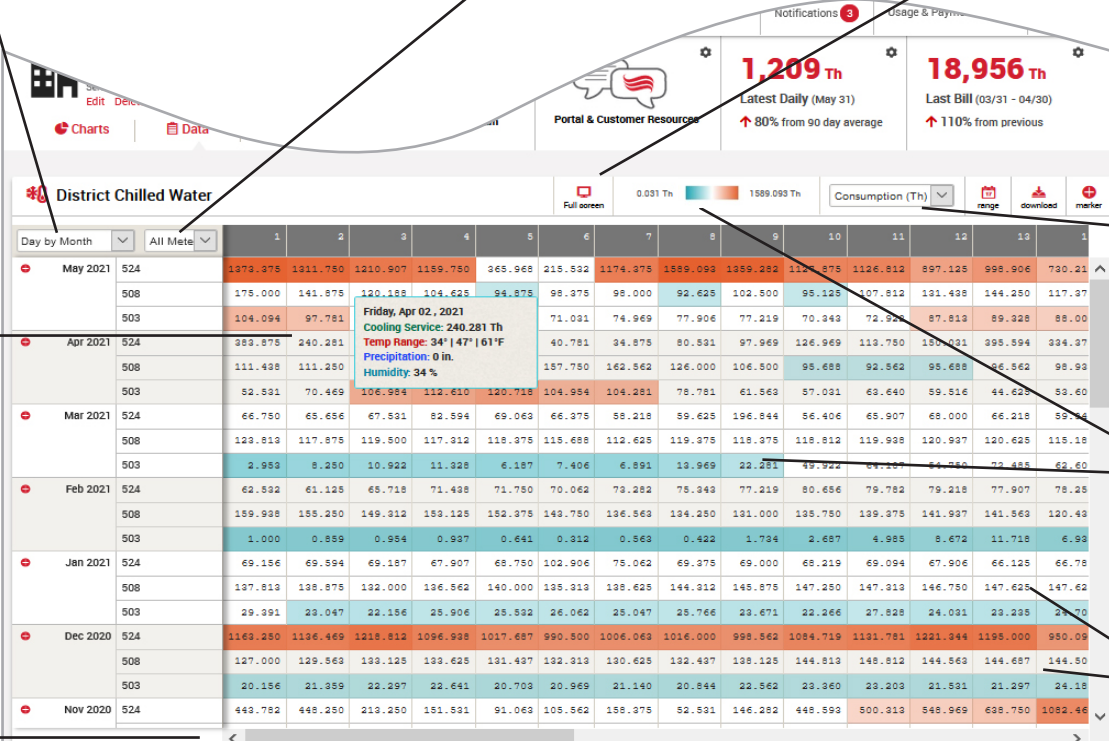
The charts sub-menu allows you to

- **view full screen**
- **print** chart
- **download** chart as PNG, JPEG, PDF, SVG

Change a chart's **date range** by moving or expanding the **date slider** or using the **date picker** at the top of the chart.

Data Table View Basics

The data tab provides a data table to help visualize your building's energy consumption data over time.



Drop down menu allows you to select the **data interval** and **time frame combination** for the data table with options like 15 min by day, day by month, month by year, and more. Selected values will appear in the column and header row.

Drop down menu gives you the option to view specific **meters**, all meters, or all usage.

Clicking **full screen** expands the table to fill your device screen. To exit, click **exit full screen**.

Pausing your cursor over a table data point will pop out a **hover chart** with additional details.

Temp Range indicates outside air temp low, average, and high.

A drop down menu gives you the option to view table data by **consumption**, **cost**, or **return temp**.

Table shading shows quantities at the low end and high end of the data range.

Sliders on the bottom and right of the table allow you to navigate to additional table columns and rows.

Alternate row shading for easier reading.

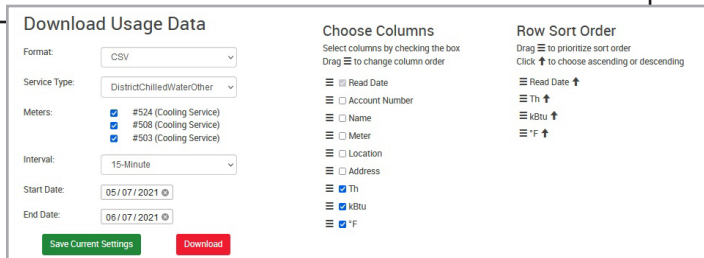
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	
May 2021	524	1979.375	1911.750	1210.907	1159.750	965.968	215.532	1174.375	1389.099	1359.282	1124.875	1126.812	597.125	995.906	730.21	
	508	175.000	141.875	120.188	104.625	94.875	98.375	98.000	92.625	102.500	95.125	107.812	131.438	144.250	117.37	
	503	104.094	97.781					71.031	74.969	77.906	77.219	70.349	72.928	87.813	89.328	88.00
Apr 2021	524	283.875	240.281					40.781	34.875	80.531	97.969	126.969	113.750	155.021	595.594	334.37
	508	111.438	111.250					187.750	162.562	126.000	106.800	95.688	92.562	95.688	66.562	98.93
	503	52.531	70.469	106.984	112.610	120.718	104.954	104.251	78.781	61.563	57.031	63.640	59.516	44.625	53.60	
Mar 2021	524	66.750	65.656	67.531	82.594	69.063	66.375	58.218	59.625	196.944	56.406	65.907	65.000	66.218	59.56	
	508	123.813	117.875	119.500	117.312	118.375	115.668	112.625	119.375	118.375	118.512	119.938	120.937	120.625	115.18	
	503	2.952	8.250	10.922	11.328	6.187	7.406	6.591	10.969	22.281	49.922	67.281	64.562	73.488	62.60	
Feb 2021	524	62.592	61.125	65.718	71.438	71.750	70.062	72.282	75.343	77.219	80.656	79.782	79.218	77.907	78.25	
	508	159.938	155.250	149.312	153.125	152.375	143.750	136.563	134.250	131.000	135.750	139.375	141.937	141.563	120.43	
	503	1.000	0.859	0.984	0.937	0.641	0.312	0.563	0.422	1.724	2.687	4.985	8.672	11.718	6.93	
Jan 2021	524	69.156	69.594	69.187	67.907	68.750	102.906	75.062	69.375	69.000	68.219	69.094	67.906	66.125	66.78	
	508	137.813	138.875	132.000	136.562	140.000	135.313	139.625	144.312	145.875	147.250	147.313	146.750	147.625	147.62	
	503	29.391	23.047	22.156	25.906	25.532	26.062	25.047	25.766	23.671	22.266	27.828	24.031	23.235	23.70	
Dec 2020	524	1163.280	1136.469	1218.812	1096.938	1017.687	990.500	1006.063	1016.000	998.562	1084.719	1131.781	1221.344	1195.000	950.09	
	508	127.000	129.563	133.125	133.625	131.437	132.313	130.625	132.437	138.125	144.813	148.812	144.563	144.687	144.50	
	503	20.156	21.359	22.297	22.641	20.703	20.969	21.140	20.844	22.562	23.360	23.203	21.531	21.297	24.18	
Nov 2020	524	443.782	448.250	213.250	151.531	91.063	105.562	158.375	52.531	146.282	448.593	500.313	548.969	638.750	1082.46	

Data Table View Customization

There are several options to customize your views in the data tab as well as download the data.

Selecting the **download** icon opens a form to specify your download parameters including:

- meters** to include
- data intervals** - 15 or 30 min, hourly, weekly, monthly, or billing
- date range** - customizable back to January 1, 2018. This is one way to download annual data.
- option to add information like meter number, address, etc. The data will download as a CSV file.



Download Usage Data

Format:

Service Type:

Meters: ☒ #524 (Cooling Service) ☒ #508 (Cooling Service) ☒ #503 (Cooling Service)

Interval:

Start Date:

End Date:

Choose Columns
Select columns by checking the box
Drag to change column order

- ☒ Read Date
- ☐ Account Number
- ☐ Name
- ☐ Meter
- ☐ Location
- ☐ Address
- ☒ Th
- ☒ kWh
- ☒ °F

Row Sort Order
Drag to prioritize sort order
Click to choose ascending or descending

- ☒ Read Date ↑
- ☐ Th ↑
- ☐ kWh ↑
- ☐ °F ↑

To set up **markers** to track events in usage data, click on **marker** in charts, data table, or property tab. A pop-up menu allows you to customize details. **Markers** appear as black dots in the data table and charts.

Note that the **time field** is formatted hour : minutes “AM” or “PM”

To delete a **marker**, go to **view all** in the pop-up menu or property tab and click the **X** in the right column.

By clicking on the **plus sign** left of the **date line**, you can access a pop-out **comparison menu**. Choosing a comparison time frame adds a comparison line to the data table below the line you clicked.

Full screen

0 MWh2.775 MWh

Consumption (MWh)

range

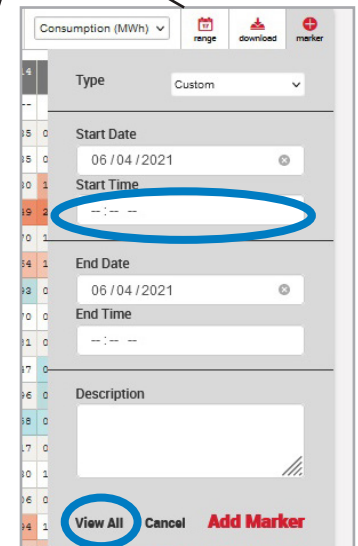
download

mark

Day by Month

All Usage

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Dec 2020 All Usage	0.032	0.993	0.931	0.244	0.331	1.214	1.408	1.132	0.985	1.073	0.286	0.459	1.664	1.561	1.466	1.398	1.236	0.917	0.679	1.482	1.301	
Nov 2020 All Usage	0.052	0.728	0.546	0.442	0.372	0.069	0.067	0.424	0.897	0.909	1.084	0.977	0.193	0.519	1.465	1.143	0.949	0.853	0.958	0.212	0.777	
Oct 2020 All Usage	0.821	0.086	0.080	0.698	0.610	0.492	0.489	0.453	0.066	0.070	0.471	0.541	0.670	0.787	0.912	0.087	0.099	1.379	1.240	1.131	1.127	
Sept 2020 All Usage	0.289	0.308	0.379	0.059	0.055	0.342	0.599	0.774	0.705	0.717	0.064	0.061	0.481	0.405	0.409	0.599	0.614	0.065	0.062	0.435	0.370	
Aug 2020 All Usage	0.048	0.193	0.278	0.287	0.305	0.322	0.048	0.045	0.218	0.250	0.325	0.306	0.347	0.055	0.045	0.133	0.219	0.252	0.290	0.275	0.047	
July 2020 All Usage	0.245	0.208	0.050	0.045	0.097	0.126	0.173	0.207	0.227	0.045	0.046	0.103	0.196	0.175	0.287	0.187	0.050	0.046	0.103	0.211	0.322	
June 2020 All Usage	0.194	0.216	0.133	0.126	0.049	0.051	0.120	0.139	0.180	0.174	0.145	0.059	0.058	0.138	0.133	0.174	0.235	0.296	0.053	0.049	0.214	
May 2020 All Usage	0.061	0.068	0.377	0.449	0.333	0.388	0.539	0.091	0.096	0.750	0.630	0.609	0.417	0.376	0.076	0.087	0.503	0.386	0.291	0.294	0.321	
Apr 2020 All Usage	0.642	0.849	0.219	0.173	0.897	0.656	0.671	0.786	0.787	0.129	0.159	1.094	1.130	1.076	0.953	0.819	0.182	0.188	0.812	0.763	0.572	
Compared to Last Year	0.649	0.656	0.000	0.000	0.850	0.321	0.603	0.984	0.907	0.000	0.202	1.047	0.460	0.481	0.484	0.307	0.000	0.000	0.402	0.350	0.198	
Mar 2020 All Usage	0.333	1.082	0.952	0.888	1.057	0.196	0.184	1.107	0.973	0.971	0.949	0.993	0.306	0.330	1.374	1.111	0.879	0.908	0.959	0.273	0.307	
Feb 2020 All Usage	0.733	1.388	1.333	1.304	1.333	1.345	0.650	1.305	1.338	1.453	1.431	1.370	1.894	1.066	0.938	1.536	1.563	1.808	1.963	1.556	0.306	



Consumption (MWh) | range | download | marker

Type:

Start Date:

Start Time:

End Date:

End Time:

Description:

Customer Portal User's Guide

Usage & Payment History

There are several options to customize your views of billing and payment information.

You can filter information with a date range to view

- all information
- **bills**
- **payments**

You can **export** the account billing history into an Excel file by clicking the Excel icon. This is one way to download annual data.

Account# (S2,611.74) Paid on 4/20/2021

Building Name
Service Address, City, State Zip

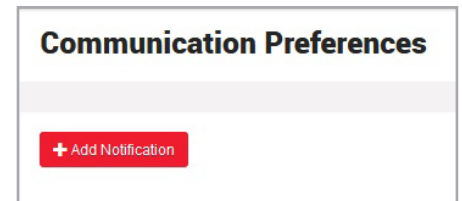
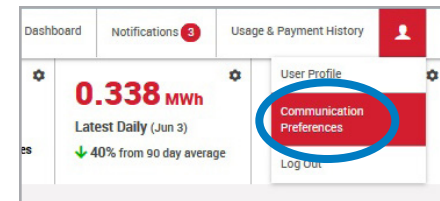
Filter By Entry Type: All From: 06/08/2020 To: 05/05/2021 Filter

Date	Description	Usage	Period Ending	Total Usage	Due Date	Amount	Balance
5/5/2021	524 - Cooling Service	18956.6 Th	4/30/2021	18956.6 Th	5/19/2021	\$4,393.66	\$4,393.66
4/20/2021	Posted - Energy Usage/Charge - Authorization Number:					(\$847.33)	
4/20/2021	Posted - Demand Charge - Authorization Number:					(\$2,611.74)	
4/6/2021	503 - Cooling Service	9014.1 Th	3/31/2021	9014.1 Th	4/20/2021	\$3,459.07	\$3,459.07
3/24/2021	Posted Payment - Authorization Number:					(\$599.17)	
3/24/2021	Posted Payment - Authorization Number:					(\$2,611.74)	
3/5/2021	503 - Cooling Service	6374.1 Th	2/28/2021	6374.1 Th	3/19/2021	\$3,210.91	\$3,210.91
2/22/2021	Posted Payment - Authorization Number:					(\$672.67)	
2/22/2021	Posted Payment - Authorization Number:					(\$2,611.74)	
2/5/2021	503 - Cooling Service	7156.1 Th	1/31/2021	7156.1 Th	2/19/2021	\$3,284.41	\$3,284.41
1/29/2021	Posted Payment - Authorization Number:					(\$2,275.08)	
1/29/2021	Posted Payment - Authorization Number:					(\$2,611.74)	
1/6/2021	503 - Cooling Service	24203 Th	12/31/2020	24203 Th	1/20/2021	\$4,886.82	\$4,886.82
12/30/2020	Posted Payment - Authorization Number:					(\$1,954.40)	
12/30/2020	Posted Payment - Authorization Number:					(\$2,611.74)	
12/30/2020	Posted Payment - Authorization Number:					(\$440.55)	
12/7/2020	503 - Cooling Service	21222.9 Th	11/30/2020	21222.9 Th	12/21/2020	\$4,606.69	\$4,606.69
11/30/2020	Posted Payment - Authorization Number:					(\$440.55)	
11/20/2020	Posted Payment - Authorization Number:					(\$53.36)	

Notifications & Alerts

You will receive system notifications from District Energy in the notification center accessible through the site's top navigation.

You can also set up customized **usage threshold alerts** to be delivered to you by email or text message. To create an **alert**, go to your user profile. Then select "Communication Preferences." Once you are in the preferences, you will see the button to add notifications.



Complete the form details to set up your customized threshold notification and save changes.

Add Threshold Notifications

Notification Details

Location: All

Service Type: District Chilled Water

Threshold Details

Notify me when: 15-Minute usage is: Over 0 Th

Recipient Details

Contact Method: Email Email Address:

Add Recipient+

Delivery Method: Enabled

There are no recipients for this notification. Please fill out the recipient details section and click the "Add Recipients" button to add recipients to the notification.

Close Save Changes