

What is the Usage Dashboard?

The Usage Dashboard is a presentation of your consumption trends to help you better understand the days and times you use the most. This will help you better understand your usage patterns and therefore reduce your bill.

To view the Usage Dashboard, simply log into your myOUC Online Profile and click the blue View Usage button in your Account Summary. Be sure to allow pop-ups, as the dashboard will open in a new window.



Frequently Asked Questions

Do I need to sign up to view my usage dashboard?

No, simply click the “View Usage” link on your myOUC Online Profile to access the Usage Dashboard.

I do not see a “View Usage” button on myOUC Online Profile. Why?

To view the usage dashboard, you must be an OUC residential electric customer, although we are currently working on a solution to add the usage dashboard for water-only customers. Additionally, it is unavailable to certain customers subscribed to certain programs such as Solar PV, Community Solar Farm, Chilled Water and Account Consolidation. You also will not be able view your usage if you have a pending service change, such as start or stop.

When I click on the “View Usage” button, nothing happens. Why?

You may have pop-up blockers enabled. The usage dashboard leverages pop-up windows to show different sections of the website. You will need to allow pop-ups for www.ouc.com, my.ouc.com and ouc.myusage.com on your browser. How to enable pop-ups varies depending on which browser you are using.



The Reliable One®

Orlando Utilities Commission
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USAGE DASHBOARD

- Review your usage patterns to conserve and save money
- Daily and hourly data available
- Set up email alerts to receive usage notifications



The Reliable One®

www.ouc.com/usage

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Daily Electric Usage

The main page of the Usage Dashboard displays your daily electric usage. This screen shows the temperature and electric usage for the past 30 days. Knowing the temperature can help you understand your energy usage. On hotter days, you may need to use more electricity to do things like cool down your house.



- 1 **Red line:** high temperature for the day.
- 2 **Blue line:** low temperature for the day.
- 3 **Green bars:** kilowatt-hours (kWh) used per day.
- 4 **Account Info:** a quick reference that shows your last daily energy usage, your average daily usage, your account number and your status.*
- 5 **Recent Alerts:** a quick reference to your most recent alerts.

* Last energy usage shows your last full day's usage, while average energy usage is the average daily usage over the past month. Understanding these averages can help you set reduction goals and plan out the amount you want to conserve.

Hourly Electric Usage

Understanding your consumption on an hourly basis can help you identify the times when you use the most electricity, allowing you to investigate and make informed decisions to reduce your usage and save money.

To access your hourly electric usage, click the History tab. Then click the View Hourly Electric Usage link. You can then review the past seven days' worth of usage, broken down by hour. Clicking Next Week will allow you to review the usage of previous weeks.



Alerts

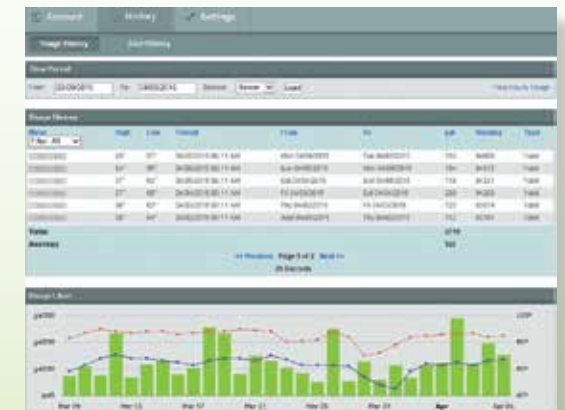
The Usage Dashboard also allows you to set up email alerts when you exceed an energy threshold that you set. This will help alert you when your usage is higher than you'd like it to be.

A good starting alert may be 20 percent more than your average energy use listed in the Account Info box on the main screen. You can also change the time you receive alerts.

Daily Water Usage

If you are an OUC electric customer and also have your water service provided by OUC, you can view your daily water consumption to make more educated decisions about conserving. At this time, hourly usage of water is not available.

To access your water usage, click the History tab. In the Service drop down menu, choose Water or Sewer. Choosing Water shows all of your water services, such as irrigation and reclaimed water. To view only your in-home usage, select Sewer to see how much water is being used in your home.



To set up energy alerts from your Usage Dashboard, click Settings. You can have alerts sent to up to six different email addresses.

