



# **USER GUIDE**

## **Citizens Energy Link Portal Internal/External End User - Thermal, Gas**

**Date: 6/1/20**

**Version: 1.01**

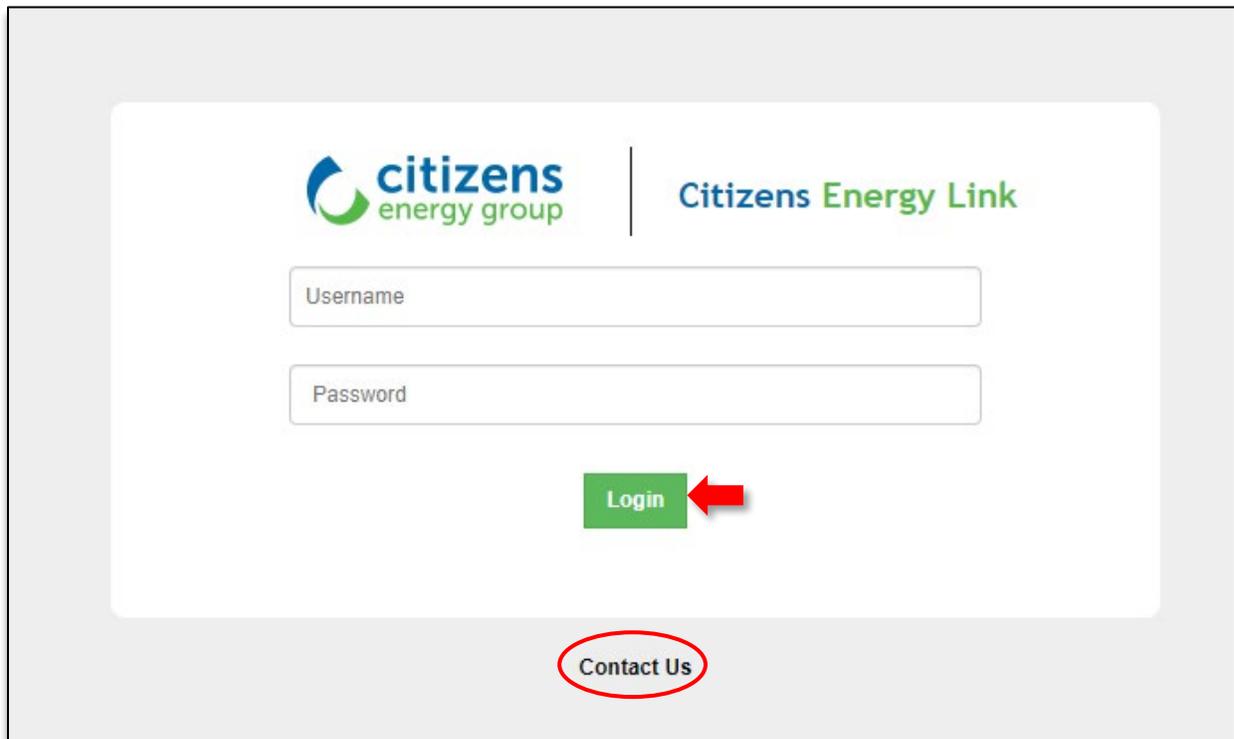
## Table of Contents

Login.....	2
Home Page.....	3
Account Summary.....	5
Bill Detail .....	6
Meter Detail.....	7
Meter Detail - Gas.....	7
Meter Detail - Steam.....	7
Meter Detail – Chilled Water .....	8
Contact Us Form .....	9

## Login

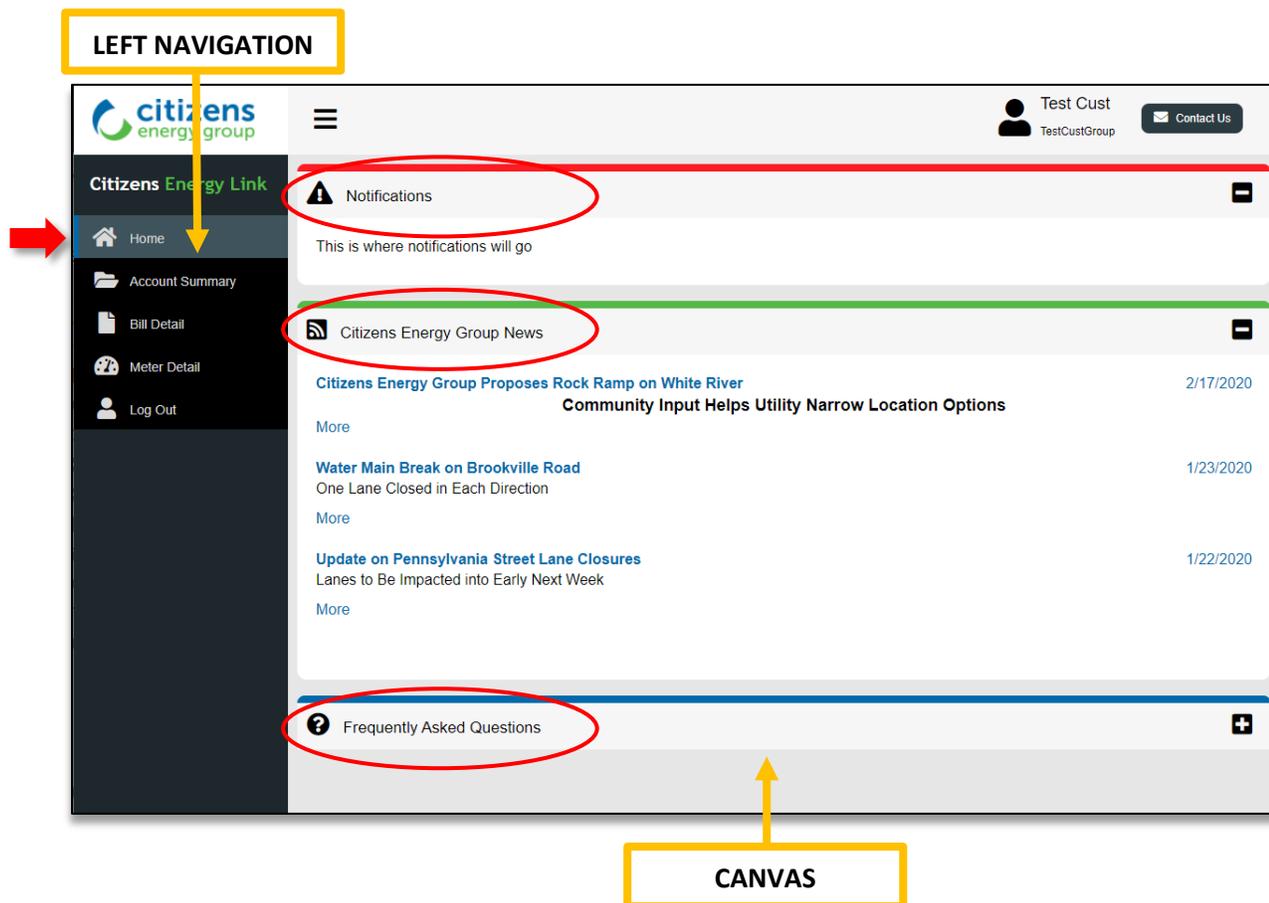
Follow the link sent by email or copy and paste the url [www.CitizensEnergyLink.com](http://www.CitizensEnergyLink.com) into your browser to launch the landing page for the portal. The Citizens Energy Link portal is designed to be compatible with all modern browsers.

Apply your **Username** and **Password** that were provided by the Citizens Energy Link (CEL) administrator. Click the **Login** button. If you encounter any difficulties, click the **Contact Us** link.



## Home Page

The **Home** page opens every time you log in. The layout of the portal is divided into two sections. The **Left Navigation** contains the main functions of CEL. The larger **Canvas** area to the right is where you can view and input changes to the information. In the **Canvas** of the **Home** page you can find updates in the **Notifications** section, the latest news from **Citizens Energy Group**, and resources specific to the portal in the **Frequently Asked Questions** section.



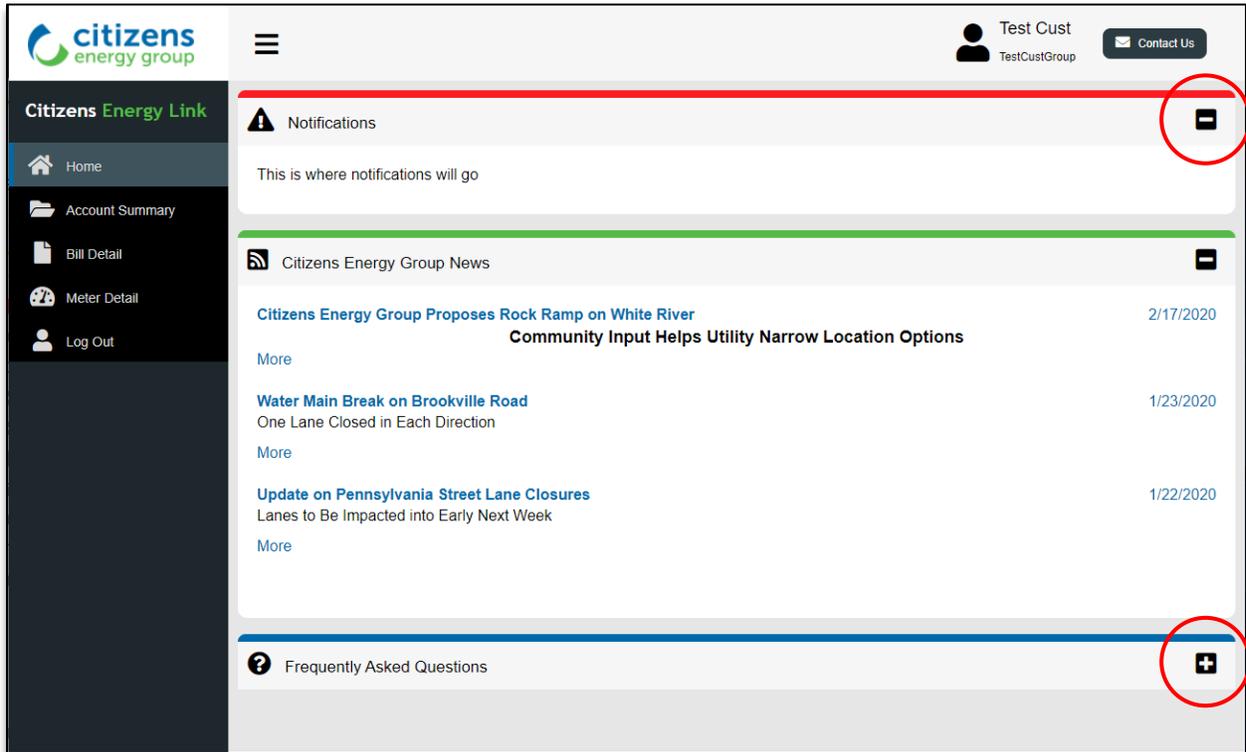
The **Canvas** area of the **Home** page in the portal has three sections.

The **Notifications** section will contain timely information about the portal and items relevant to your services in the portal. Please take a moment to review this section for important updates.

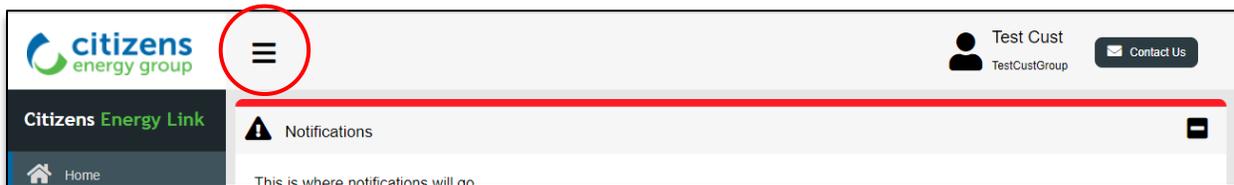
The middle section, **Citizens Energy Group News** contains general news about significant events at Citizens.

The lower section, **Frequently Asked Questions (FAQs)** is a collection of reference materials to help you navigate and use the portal. You can find this **User Guide** there.

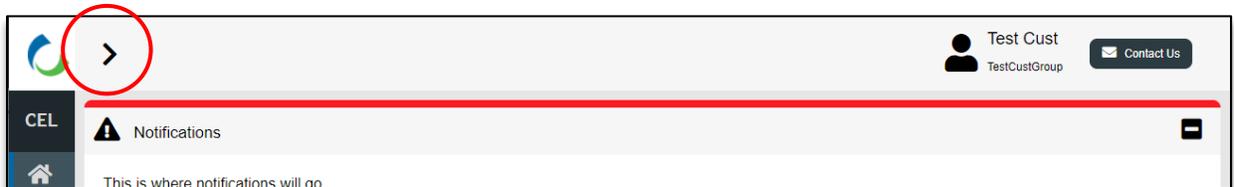
Each section of the **Home** page can be expanded or collapsed with the plus and minus icons at the right.



The **Menu Icon** (3 bars) at the top (next to the Citizens logo) allows you to minimize the left navigation.



Then maximize the left navigation with the **Arrowhead Icon**.



## Account Summary

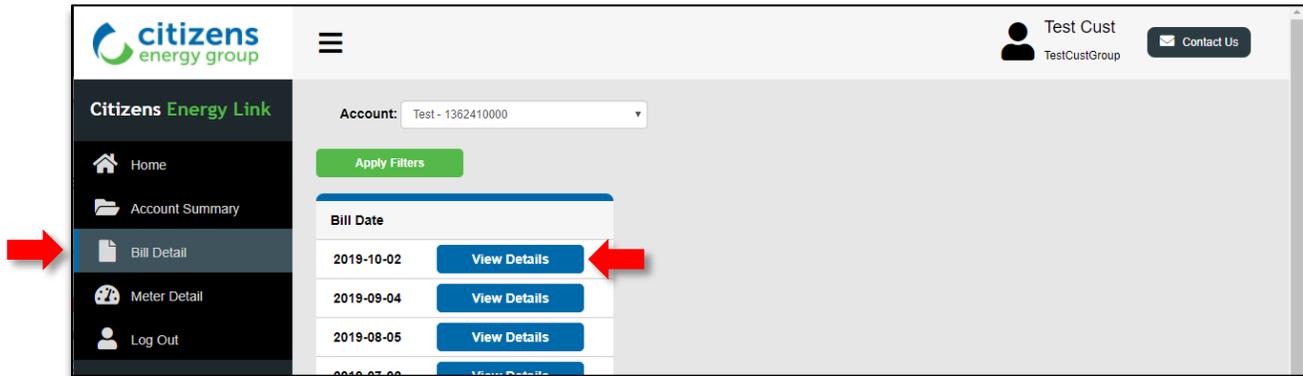
The **Account Summary** page is a good place to start your work. Here you can view a summary of account information including account name and number.

The table includes buttons to view details of the bill or meter. The green **View Bill** button inside the table opens a list of bills for that **Account Name**. The blue **View Meter** button inside the opens the **Meter Detail**.

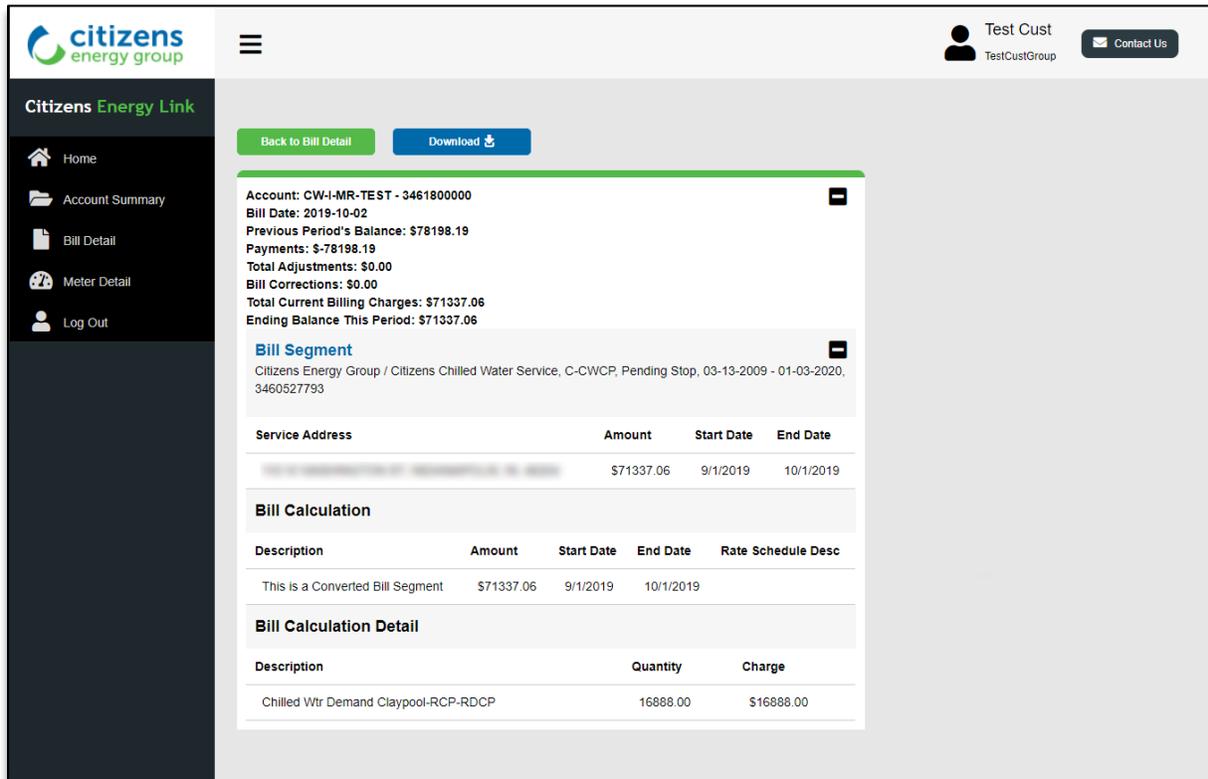
Account Name	Account Number	View Bill	View Meter
STM-I-TEST	2672120000	View Bill	View Meter
STM-I-TEST2	3688760000	View Bill	View Meter
CW-I-MR-TEST	3461800000	View Bill	View Meter
CW-I-MR-TEST2	5667320000	View Bill	View Meter
CW-I-MR-TEST3	6780530000	View Bill	View Meter
CW-I-MR-TEST4	9548320000	View Bill	View Meter
CW-I-MR-TEST5	2808450000	View Bill	View Meter

## Bill Detail

Bills can also be accessed with the left navigation tab for **Bill Detail**.



The **View Details** button shows an expanded page of details for the selected bill.



## Meter Detail

The **Meter Detail** page allows you to view interval data depending on the meter type available per the service and with your filter selections.

### Meter Detail - Gas

For **Gas**, You have the option to view data in **60 min.**, or **Daily** intervals. Click the green **Apply Filter** button to see the filtered results. The **Download** button creates a .csv file of the filtered table.

The screenshot shows the Citizens Energy Link portal interface. The left sidebar contains navigation options: Home, Account Summary, Bill Detail, Meter Detail (highlighted with a red arrow), Group Consumption, Nomination Entry, Nomination Summary, and Log Out. The main content area displays filter settings: Group: BASIC, Account: -2662920000, Service/Meter: Gas Meter, Measure: CCF (selected), DTH, Start Date: 01/01/2020, End Date: 01/31/2020, and Interval: 60 mins (highlighted with a red box). Below the filters are 'Apply Filters' and 'Download' buttons (both highlighted with red boxes). A summary bar shows Total: 55900.00 and Max.: 1400.00. A table displays consumption data:

Date	Time	CCF	Estimated
01/01/2020	11:00 AM	0.00	N
01/01/2020	12:00 PM	0.00	N
01/01/2020	1:00 PM	0.00	N

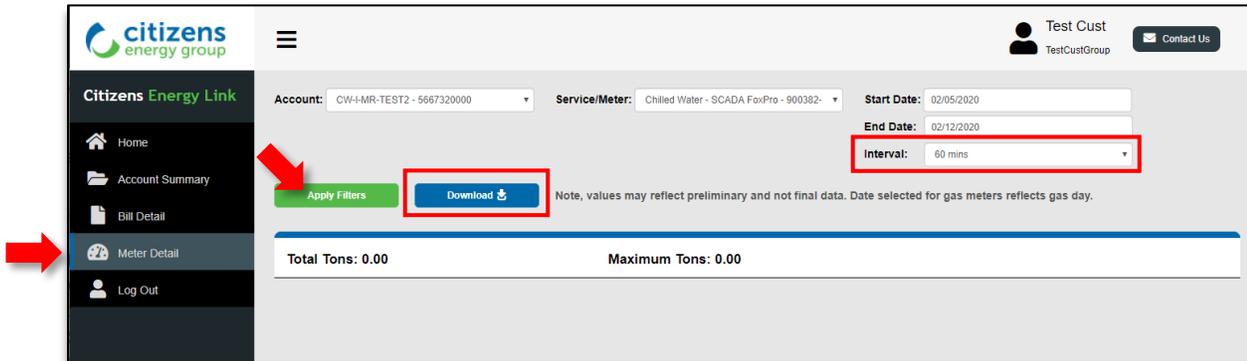
### Meter Detail - Steam

The **Meter Detail** for **Steam** includes filters to view data in **5 min.**, **60 min.**, or **Daily** intervals.

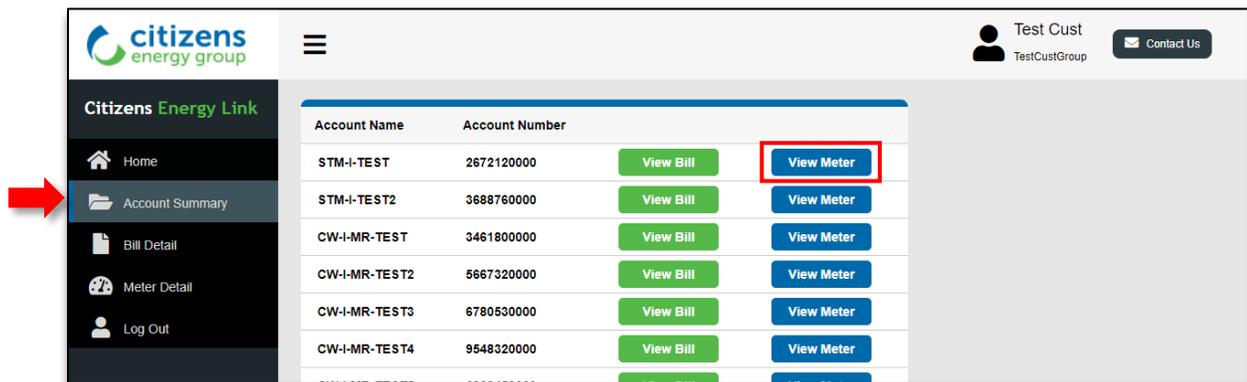
The screenshot shows the Citizens Energy Link portal interface for Steam. The left sidebar contains navigation options: Home, Account Summary, Bill Detail, Meter Detail (highlighted with a red arrow), and Log Out. The main content area displays filter settings: Account: STM-I-TEST - 2672120000, Service/Meter: Steam Interval AMR - MV90 - 500881, Start Date: 2/28/2020, End Date: 2/28/2020, and Interval: 5 mins (highlighted with a red box). Below the filters are 'Apply Filters' and 'Download' buttons (both highlighted with red boxes). Summary statistics are displayed: Maximum Therms: 0.00, Total Therms: 0.00, and Maximum Pounds: 0.00.

## Meter Detail – Chilled Water

The **Meter Detail** for **Chilled Water** includes filters to view data in **60 min.**, or **Daily** intervals.



These details are also accessible with the **View Meter** button on the **Account Summary** page.



## Contact Us Form

If you have technical difficulties or questions, please use the **Contact Us** button at the top right to submit a form with your question.

The screenshot shows the 'Contact Us' form in the Citizens Energy Link portal. The form is titled 'Contact Us' and is located in the main content area. The form includes the following fields and sections:

- Name:** A text input field.
- Account Number:** A text input field.
- Email:** A text input field with the placeholder 'name@email.com'.
- Confirmed Email:** A text input field with the placeholder 'name@email.com'.
- Phone (Optional):** A text input field.
- Username (Optional):** A text input field.
- \*Customer or Supplier (choose one):** Radio buttons for 'Customer' (selected) and 'Supplier'.
- Service:** A dropdown menu with 'Chilled Water' selected.
- Reason:** A dropdown menu with 'Billing Inquiry' selected.
- Your message, question, or comment:** A large text area for the user's message.
- Submit:** A green button to submit the form.
- Phone Numbers:** A section listing contact numbers for Emergency or Leak, Customer Service, Business Contact Center, Crisis Hotline, Toll Free, and Call Before You Dig.
- Hours:** A section listing business hours for the Business Contact Center and Customer Service.

Red arrows in the image point to the 'Contact Us' button in the top right corner, the 'Log Out' button in the left navigation menu, and the 'Submit' button at the bottom of the form.

For the best security of your data, select the **Log Out** button (bottom, left navigation) and close your browser.

The screenshot shows the login form in the Citizens Energy Link portal. The form is titled 'Citizens Energy Link' and is located in the main content area. The form includes the following fields and sections:

- Username:** A text input field.
- Password:** A text input field.
- Login:** A green button to submit the form.
- You are now logged out.** A message displayed below the login button.
- Contact Us:** A button located at the bottom of the form.