Meter Online

User Manual

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Version 1.0
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Part 1 Introduction of Meter Online

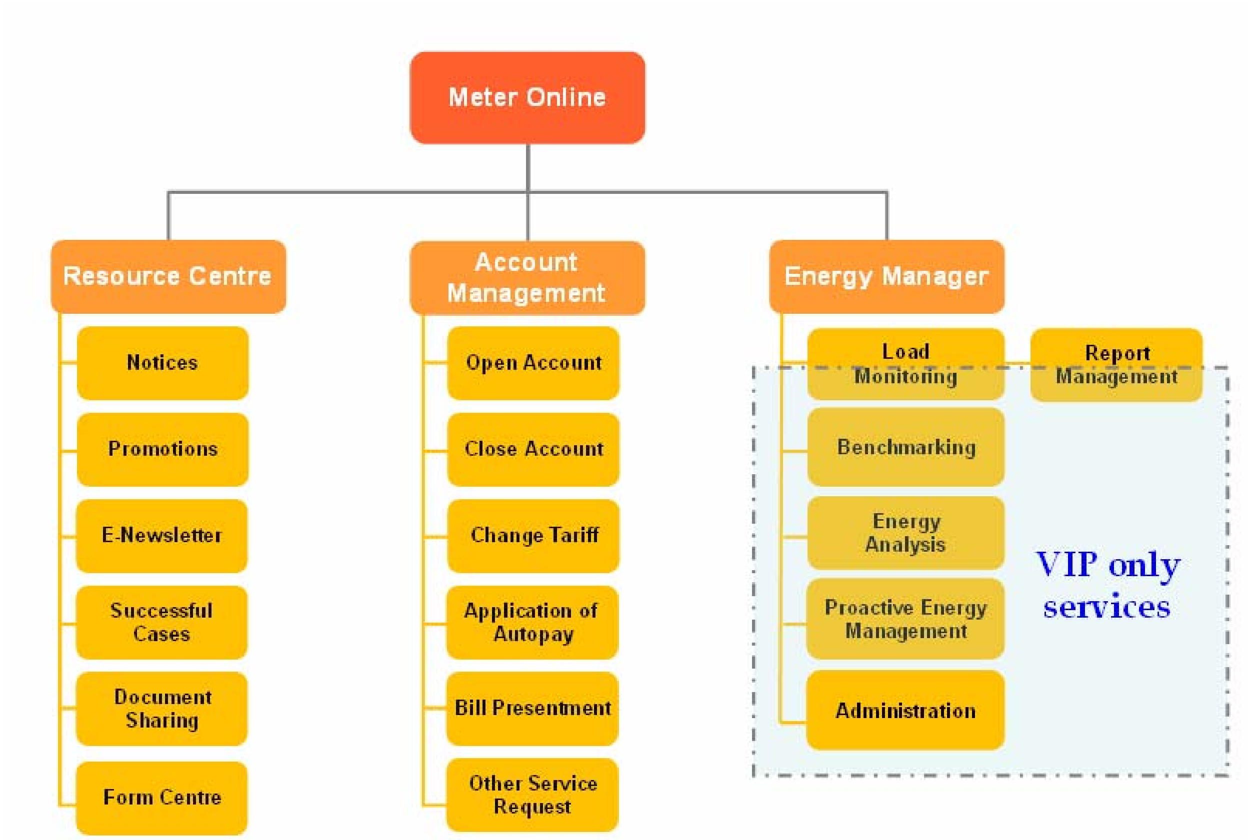
1.1 Meter Online Overview

Meter Online is a premium service on account and energy management, it offers you:

- **Resource Centre:**
  CLP latest promotions, e-newsletter, clients' successful case sharing, and practical business proposals

- **Account Management:**
  Check, download your bills, open/terminate your accounts, change tariff and apply autopay online anywhere, simple and convenient.

- **Energy Manager:**
  Load Monitoring, Benchmarking, Energy Analysis, Proactive Energy Management, Report Management and Administration.



1.2 VIP Service and Basic Service

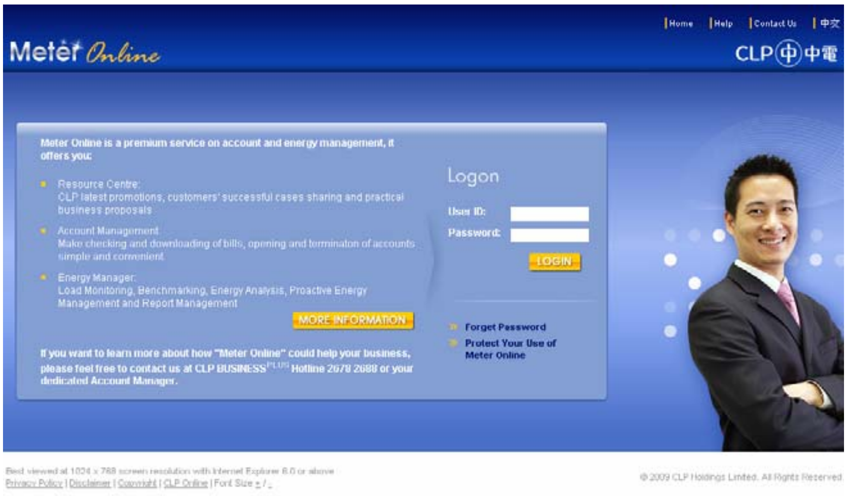
1.2.1 Comparison between VIP Service and Basic Service

Descriptions		VIP Service	Basic Service
Maximum no. of registered users per Meter Online Account		5	1
Maximum no. of accounts and / or meters under the same Meter Online Account		40	10
Resources Centre		✓	✓
Account Management		✓	✓
Energy Manager	Load Monitoring	Account & meter data	Account data only
	– *Display of Yearly Graph*	✓	✓
	– *Display of Monthly Graph*	✓	✓
	– *Display of Daily Graph*	✓	×
	– *Load Profile Data Available*	up to last working day	up to last meter reading day
	Benchmarking	✓	×
	Energy Analysis	✓	×
	Proactive Energy Management	✓	×
	Administration Function	✓	×
	Report Management Functions	✓	✓

1.2.2 Requirements and remarks on the Services

- Every application (it can contains no more than 40 accounts/ meters under VIP service & no more than 10 accounts under Basic Service) will be assigned a "subscription number" and all the accounts/meters in this subscription will have the same service expiry date.
- A Meter Online Account can have more than one subscription, each with different effective and expiry dates. But the total number of accounts/meters from all active subscriptions at any time cannot exceed 40 for VIP Service and 10 for Basic Service. The service expiry date for each account/meter will be determined by expiry date of its subscription.
- Each Meter Online Account can contain one kind of service only, either VIP or Basic Service.
- Only CLP customers on Large Power Tariff and/or Bulk Tariff rates are eligible.
- Metering systems of customers must be able to support the use of service.
- Customers need to use Internet Explorer 6.0 or 7.0 for the use of service.
- Customers will be able to retrieve historical load profile data for up to three years, however historical data before 01 Jan 2009 will not be available.

1.3 Login Page



Customer needs to login with the followings (* compulsory fields):

- **User ID***
- **Password***

When login successfully, it will redirect to homepage.

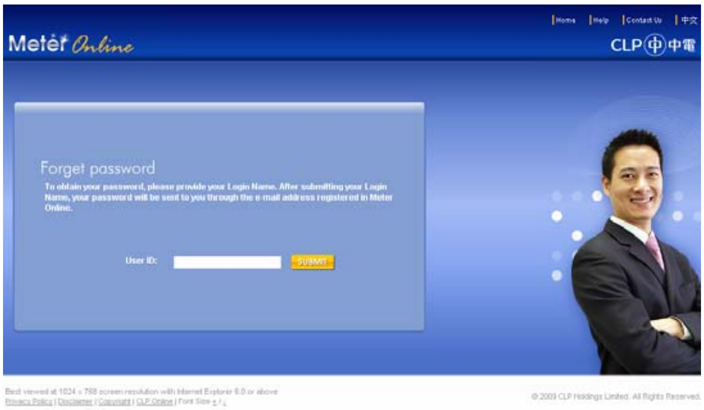
"More Information" – Contains 3 documents:

- Introduction to Meter Online
- Application Form with Terms & Conditions for VIP Service
- Application Form with Terms & Conditions for Basic Service

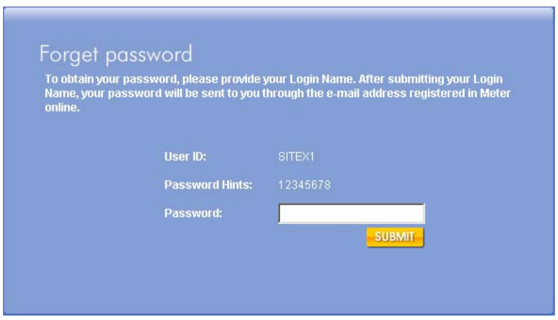
1.3.1 Login fail and forget password

After 3 unsuccessful login attempts, the customer account will be locked. The customer has to contact CLP Account Manager to unlock the account.

A "Forget Password" link is also provided to show hints for the customer to recall their password. Customer needs to input their **User ID** in order to retrieve Password Hint.



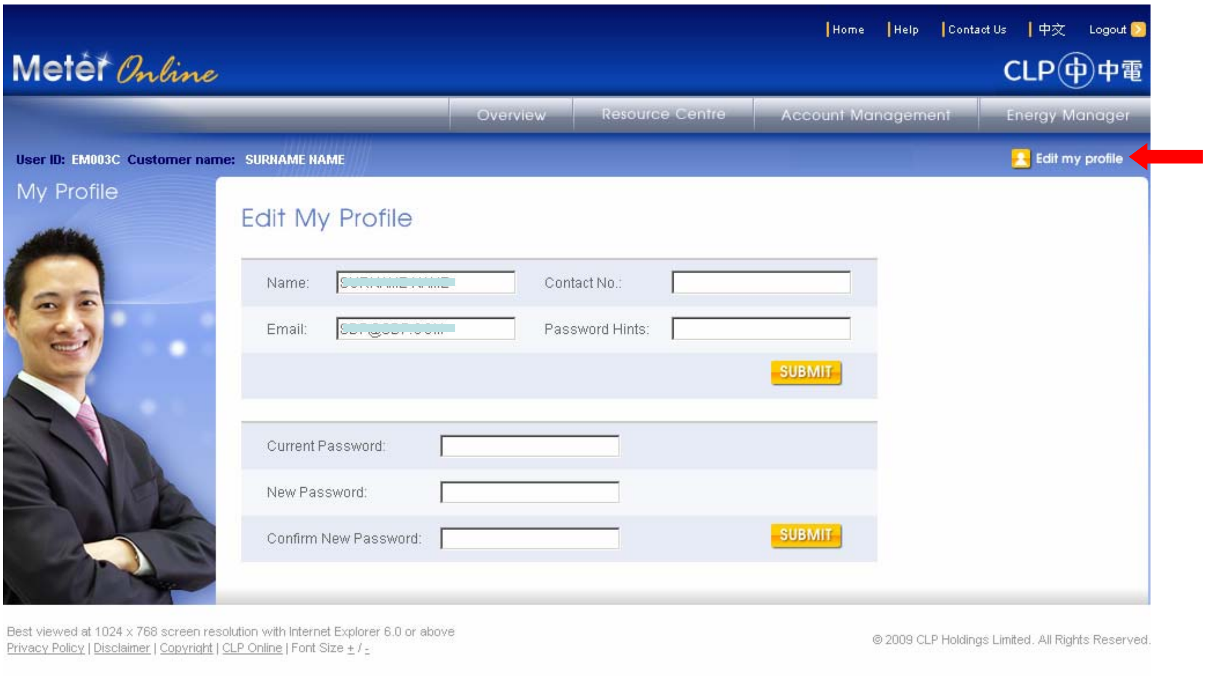
Then customer can try to login with the help of Password Hint.



* Please note that customer must pre-set the password Hints in advance in order to use "Forget Password" Function.

1.3.2 Edit my profile

User can edit his/her profile or change password by clicking “Edit my profile” button at top right corner.



Profile details are as follows (* compulsory fields):

- **Name** – display and read only;
- **Contact No.*** – should be in 8 digits;
- **Email*** – should be in email format;
- **Password Hints***.

Password fields have the following checking:

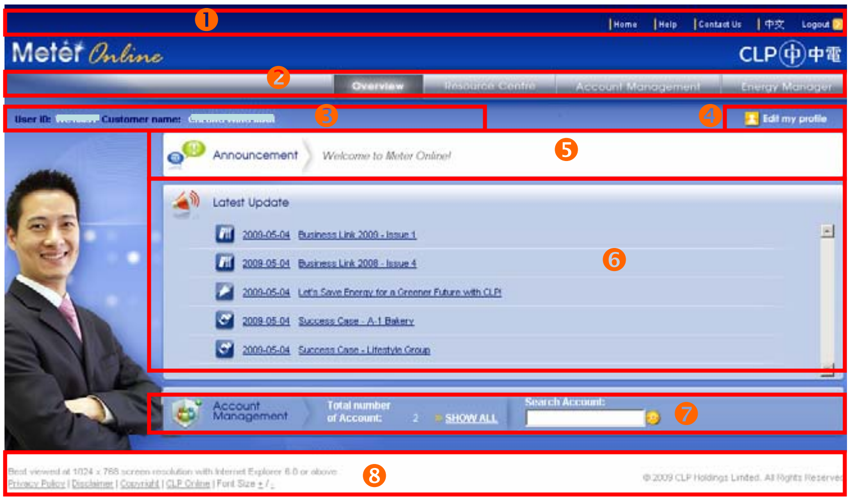
- Compulsory;
- 8-20 characters;
- Confirm New Password should match New Password

Password Hint:

- Customer must pre-set the password Hints in advance in order to use “Forget Password” Function.

1.4 Navigating the Home Page

Homepage consists of the following items:



❶ ***The header contains the following links:***

- **Home** – link to CLP Meter Online home page;
- **Help** – popup a new window to illustrate online help manual to users;
- **Contact Us** – link to Other Service Request page which is an online form.
- 中文 – switch to Traditional Chinese version;
- **Logout** – logout the session.

❷ ***Main navigation menu consists of 4 menu items:***

- **Overview** – contains the latest announcement, latest update for resource centre and search account for account management;
- **Resource Centre** – contains a list of messages with links of CLP Promotions, e-newsletters, and Successful Cases to our customers. This section also provides a form centre link up with CLP Online, and shares document library to individual customers;
- **Account Management** – provides step-by-step operations include Open Account, Close Account, Change Tariff and Application of Autopay. This section also provides a bill presentment function for users to retrieve copies of their past electricity bills and an Other Services Request form to allow customer to send comments/feedback to CLP;
- **Energy Manager** – allows customer to do Load Monitoring, Benchmarking, Energy Analysis, Proactive Energy Management, Report Management and Administration Function.

❸ ***User information*** – displays user ID and customer name.

❹ ***Edit my profile*** – link to "Edit my profile" page.

❺ ***Announcement*** – display the latest and within 30-day greeting message.

❻ ***Latest Update*** – display the latest 30-day validated messages from Resources Centre.

- Sorted by date in descending order;
- Click on the date or heading link to message details page.

❼ ***Account Management consists of the followings:***

- Display total number of accounts;
- Click "Show All" link to display the account list;
- Provide account search function.

❽ ***The footer consists of the following links:***

- **Privacy Policy**;
- **Disclaimer**;
- **Copyright**;
- **CLP Online** – popup CLP Online site;
- **Font Size** – control the font size appear on the screen.

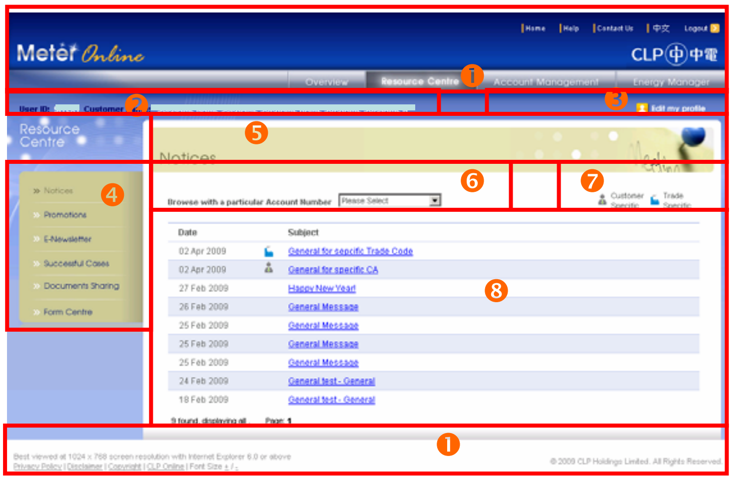
Part 2 Using Resource Centre

Resource Centre consists of six sub-sections as follows:

- Notices
- Promotions
- E-Newsletter
- Successful Cases
- Documents Sharing
- Form Centre

For first four sub-sections – "Notices", "Promotion", "E-newsletter", and "Successful Cases", message listing with all accounts of the sub-section will be shown as default.

The following is an example of "Notices" section.



❶ The header and footer remain the same throughout the site.

❷ User information – display user ID and customer name.

❸ Edit my profile – link to "Edit my profile" page.

❹ Sub-navigation menu – it provides links to different sub-sections within the selected section.

❺ Page header information – display the current page title.

❻ Account number filtering – message listing will be filtered by the selected account number.

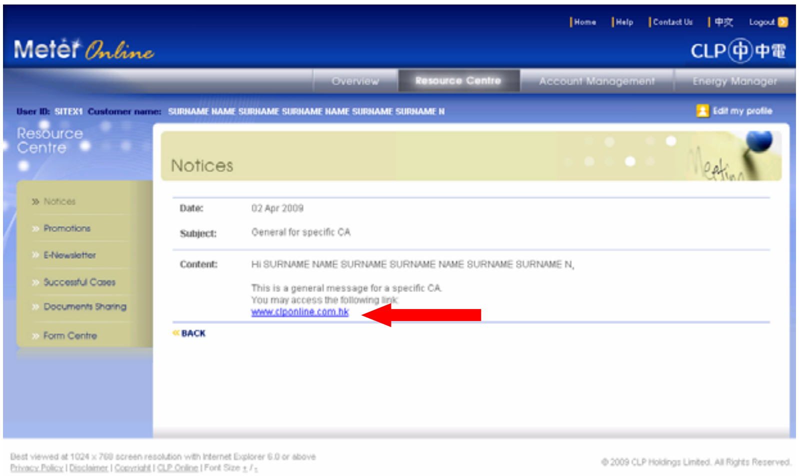
❼ Legends

– Message marked with  means the message is for specific customer only.

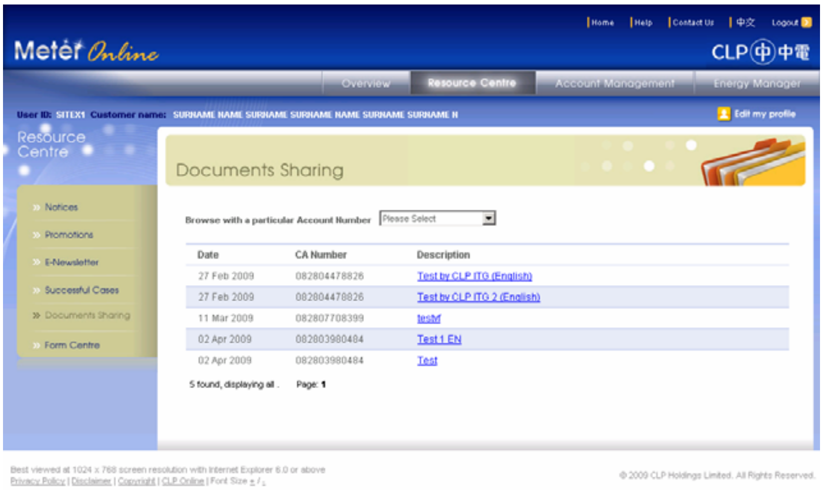
– Message marked with  means message is for specific trade only.

❽ Message listing – list all corresponding messages in descending order with 30 messages per page.

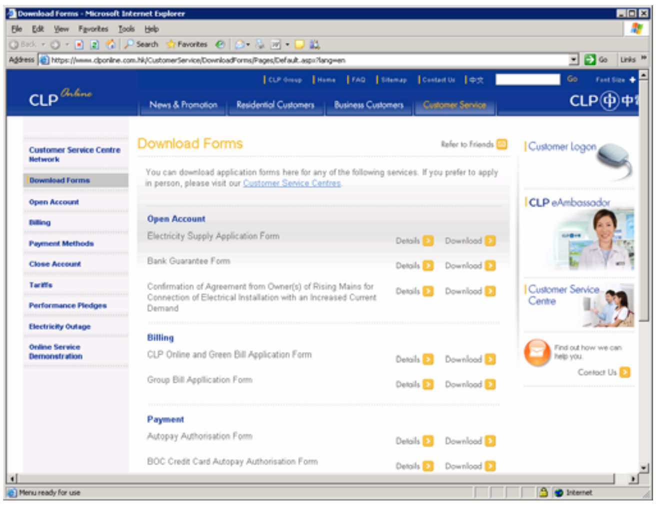
User may click the subject link to view the details:



Document Sharing - displays document listing with all accounts as default. Similar to the first four sub-sections, user may filter the document listing with selected account number. Click the description link will prompt dialog for open or save the document.



Form Centre - click it will redirect to the "Download Forms" section under CLP Online in new browser:



Part 3 Using Account Management

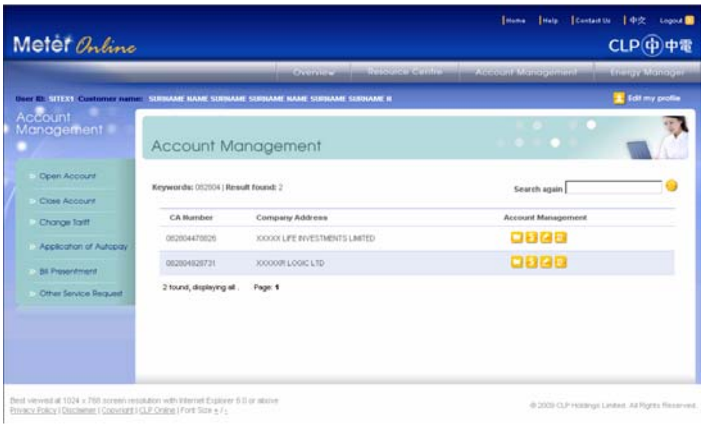
3.1 Using Search Account

Two basic methods are available to find out the account in Account Management. The first method is to click "Show All" to list out all accounts and find out the account you need. The second method of finding the account is to search for it.

Step 1: In the bottom part of CLP Meter Online Home Page, you will find the search account box.

Step 2: Enter a full or partial CA number that you want to find, then click .

Step 3: Result page as shown below.



You may search another CA number in the above box. You may also perform account management of the selected CA number:

: Close Account

: Change Tariff

: Application of Autopay

: Bill Presentment

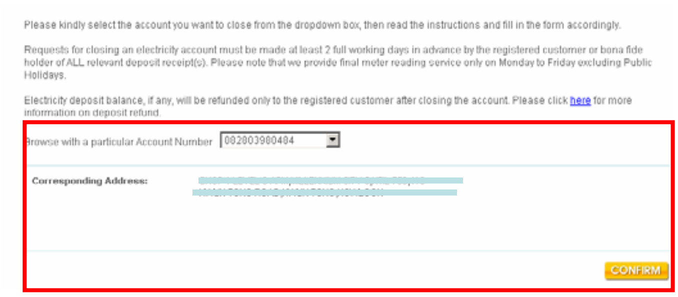
3.2 Overview of Account Management

Account Management consists of six sub-sections as follows:

- Open Account
- Close Account
- Change Tariff
- Application of Autopay
- Bill Presentment
- Other Service Request

3.2.1 Step-by-step pre-filled forms

For sub-sections of "Close Account", "Change Tariff", and "Application of Autopay", it provides step-by-step operations, user needs to **select an account** and click **Confirm** before performing the operations:



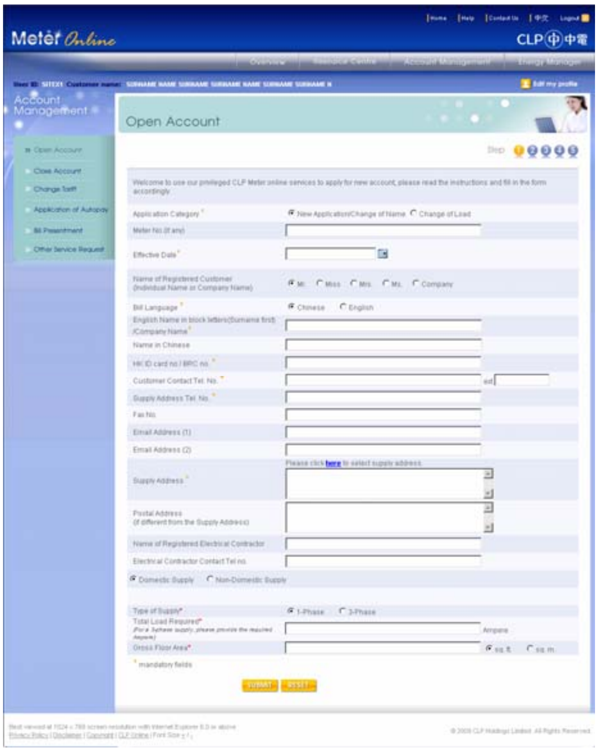
The operation includes the following steps:

Step 1: Fill in the form (the forms will have pre-filled some information).

Step 2: Display confirmation page to let user to double check the input values.

Step 3: Confirm the form will generate the PDF file for open/save.

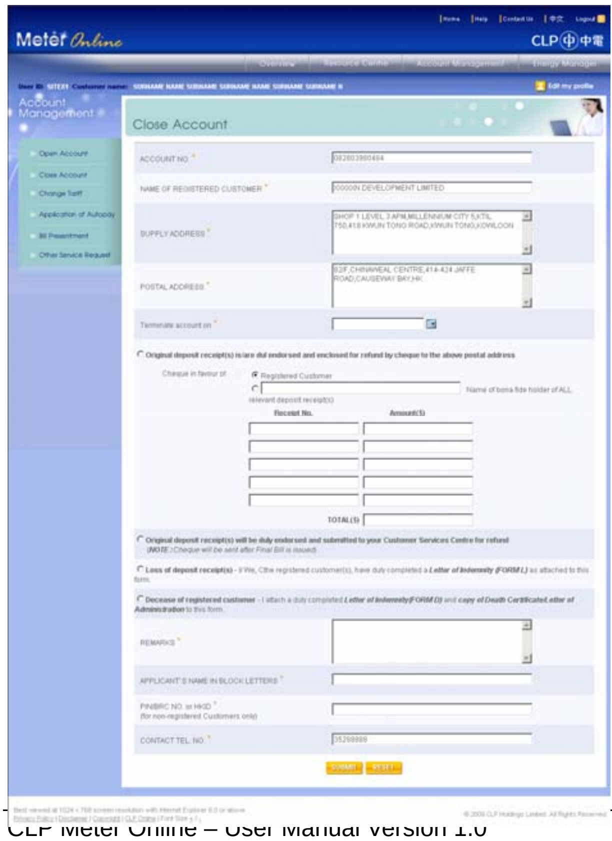
3.3 Open Account



You may fill in the following (* compulsory fields):

- Application Category*
- Meter No. (if any)
- Effective Date* – should be in future
- Name of Registered Customer
- Bill Language*
- English Name in block letters
- Name in Chinese
- HK ID card no/ BRC no.* – should be in correct format
- Customer Contact Tel. No.* – should be in 8 digits
- Supply Address Tel. No.* – should be in 8 digits
- Fax No.
- Email Address (1)
- Email Address (2)
- Supply Address*
- Postal Address (if different from the Supply Address)
- Name of Registered Electrical Contractor
- Electrical Contractor Contact Tel no.
- Type of Supply*
- Total Load Required* – should be a number
- Gross Floor Area* – should be a number

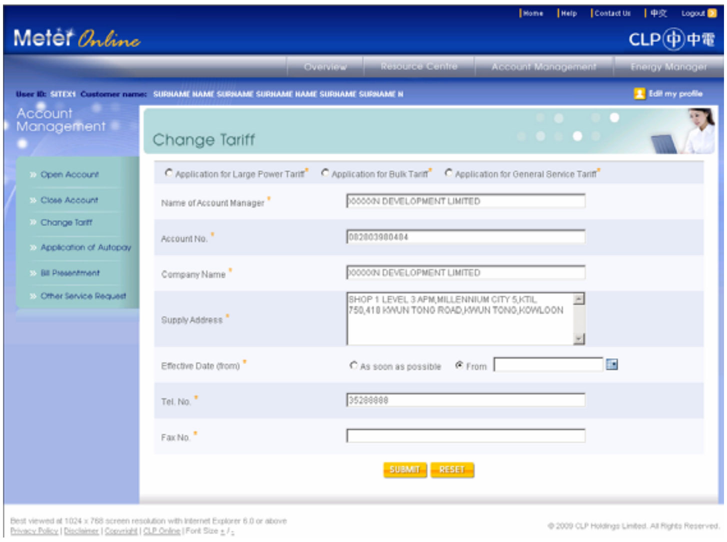
3.3 Close Account



You may fill in the following (* compulsory fields):

- Account No*
- Name of Registered Customer*
- Supply Address*
- Postal Address*
- Terminate account on* – should be at least TWO working days in advance on Monday to Friday excluding Public Holidays
- Options about deposit receipt
- Remarks*
- Applicant's Name in Block Letters*
- PIN/BRC No. or HKID* – should be in correct BRC or HKID format
- Contact Tel No.* – should be in 8 digits

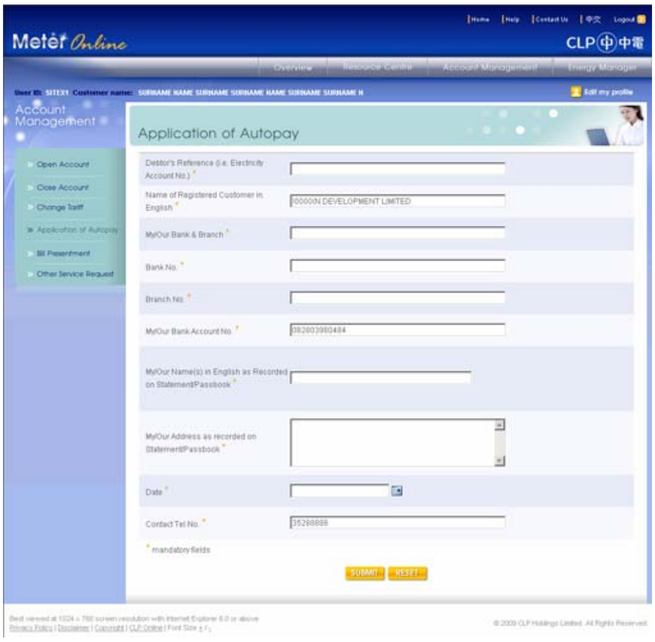
3.4 Change Tariff



You may fill in the following (* compulsory fields):

- Type of Tariff*
- Name of Account Manager*
- Account No*
- Company Name*
- Supply Address*
- Effective Date (from)* – should be in future
- Tel No.* – should be in 8 digits
- Fax No.* – should be in 8 digits

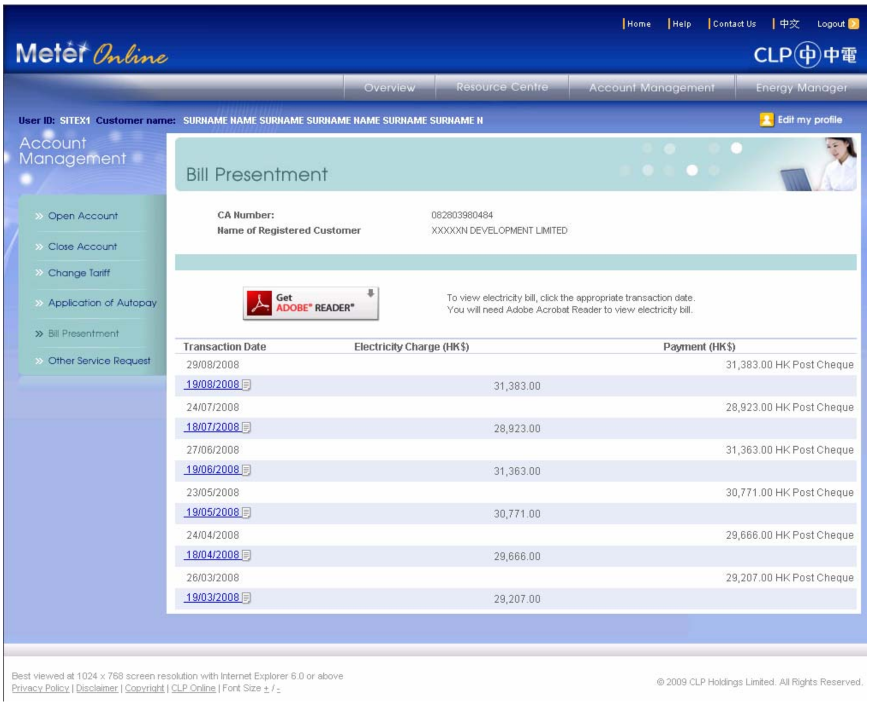
3.5 Application of Autopay



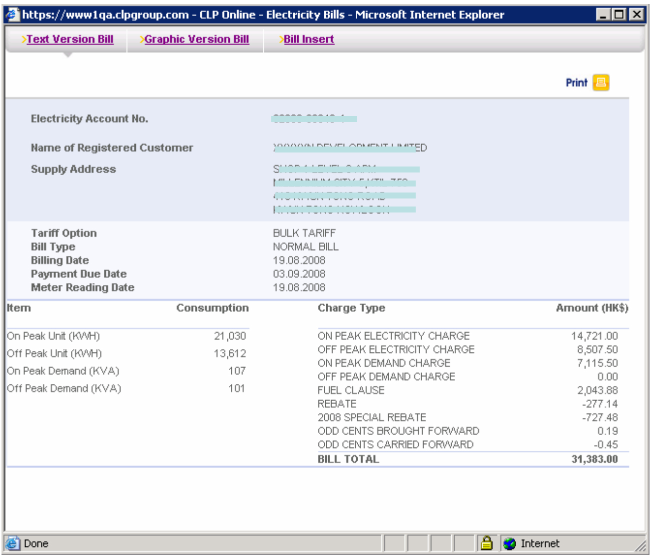
You may fill in the following (* compulsory fields):

- Debtor's Reference (i.e. Electricity Account No.)*
- Name of Registered Customer in English*
- My/Our Bank & Branch*
- Bank No.*
- Branch No.*
- Bank Account No.*
- Name(s) in English as Recorded on Statement/Passbook*
- Address as recorded on Statement/Passbook*
- Date*
- Contact Tel No.* – should be in 8 digits

3.6 Bill Presentment



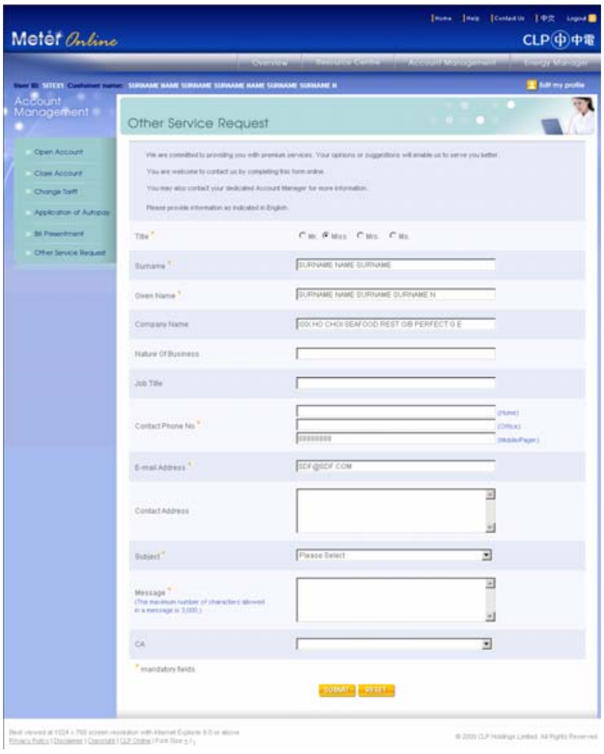
To view the electricity bill, you may click the **appropriate transaction date**; corresponding Text Version Bill will be shown in a popup window:



- You may view **Graphic Version Bill** or select **Bill Insert** if available at the top of the page, or click **Print** to print the page.
- If you cannot read the PDF, you may click [Get ADOBE READER] to get Adobe Acrobat Reader.

3.7 Other Service Request (Contact Us)

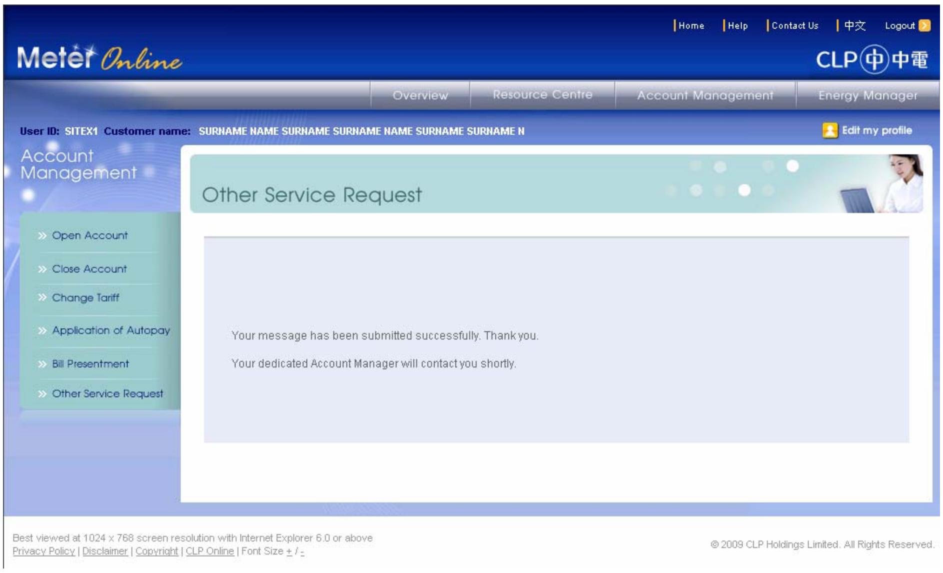
"Contact Us" form, is also called Other Service Request, which is an online form to allow customer to send comments/feedback to CLP.



You may fill in the following (* compulsory fields):

- Title*
- Surname*
- Given Name*
- Company Name
- Nature Of Business
- Job Title
- Contact Phone No.* – at least one contact phone number should be inputted and should be in 8 digits
- E-mail Address* – should be in email format
- Contact Address
- Subject*
- Message*
- Contract Account

Once the user submitted the contact us form, an acknowledge page will be shown.



Part 4 Using Energy Manager

4.1 Overview of Energy Manager

Energy Manager allows customer to monitor energy consumption and carry out other energy management functions such as Benchmarking, Energy Analysis, Proactive Energy Management, Report Management and Administration.

- **Load Monitoring** – customer can select Account/meter and view the Consumption based on different period types. Output will mainly consist of Graphic for consumption curve and table for additional information.

- **Benchmarking** – Customer can compare their Consumption based on Account/meter or Period. Output will mainly consist of Graphic for consumption curve and table for additional information. This function is available for VIP Service only.

- **Energy Analysis** – Customer can predict their own resultant Profile by using their Original Profile and imported profile values. Output will mainly consist of Graphic for consumption curve and table for additional information. This function is available for VIP Service only.

- **Proactive Energy Management** – Customer can create their own alert rules. Alert emails will be sent to them when their consumption values reach their pre-set threshold limits. This function is available for VIP Service only.

- **Report Management** – This function enables web user to view and print output result from Load Monitoring, Benchmarking and Energy Analysis in an easy and convenient manner.

- **Administration** – This function enables web user to create his/her own CA*/Meter Group that could be used in Benchmarking. This function is available to VIP Service only.

**CA means Contract Account, which is another name for electricity account.*

4.2 Load Monitoring

Select Options:

Yearly

- For Basic Service, the selectable time range of the account is 36 months up to last billing period (starting from 1st Jan 2009).
- For VIP Service, the selectable time range of the account/meter is 36 months up to last month of current month (starting from 1st Jan 2009).

Monthly

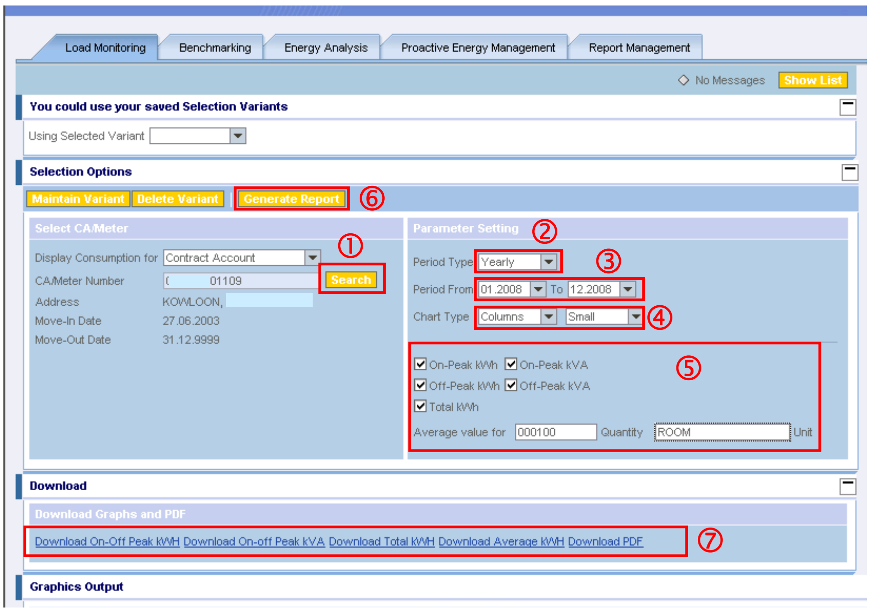
- For Basic Service, the selectable time range of the account is any 62 days in the last 36 months up to last billing period (starting from 1st Jan 2009).
- For VIP Service, the selectable time range of the account/meter is any 62 days in the last 36 months up to last working day (starting from 1st Jan 2009).

Daily

- Only available for VIP Service, the selectable time range is any 48 hours in the last 36 months up to last working day (starting from 1st Jan 2009).

Step by step guide for using Load Monitoring

1. Select display for Contract Account or Meter
2. Select 'Period Type', can be Yearly, Monthly and Daily
3. Select display period, starting from 1st Jan 2009
   For Yearly, maximum 36 months; for Monthly, maximum 62 days; for Daily, maximum 48 hours
4. Select 'Chart Type', can be Column or Line
5. Select types of chart to be displayed (The last input row allows users to display chart for average kWh, e.g. to display average kWh for a hotel with 100 rooms, input 100 for quantity, ROOM for unit.)
6. Press 'Generate Report' to display charts and summary table
7. Press respective buttons to download charts and PDF file



4.3 Benchmarking

Select Options:

<u>Benchmarking for an Account/Meter in Different Period</u>

For Benchmarking of Yearly Consumption

- Comparison can be done among maximum 36 months (starting from 1st Jan 2009).
- User can select the years for comparison. The x-axis of the graph will always start from January and end in December.
- The output data will only consist of data in 36 months for selected years.

For Benchmarking of Monthly Consumption

- Comparison could be done for any 12 months of the past 36 months (starting from 1st Jan 2009). The months need not be contiguous. This means maximum number of Consumption curves in one graph is 12.
- Output period is always all days of selected month. The x-axis always starts from 01 and ends at last day of the month.

For Benchmarking of Daily Consumption

- Comparison could be done for any 7 Days among 3 past years (starting from 1st Jan 2009). The days need not be contiguous. This means maximum no. of Consumption curves in one graph is 7.
- Output period is always 24 hours. The x-axis always starts from 00:00:00 and end at 23:59:59.

<u>Benchmarking for different Account/Meter in Same Period</u>

- Maximum comparison is among 10 Accounts/Meters.
- The maintained Account/Meter Group for current Web user can be selected. The number of Account/Meter in selected Account/Meter group should not greater than 10.

For same period based on Yearly

- Selectable period range is from 36 months up to last month of current month (starting from 1st Jan 2009).

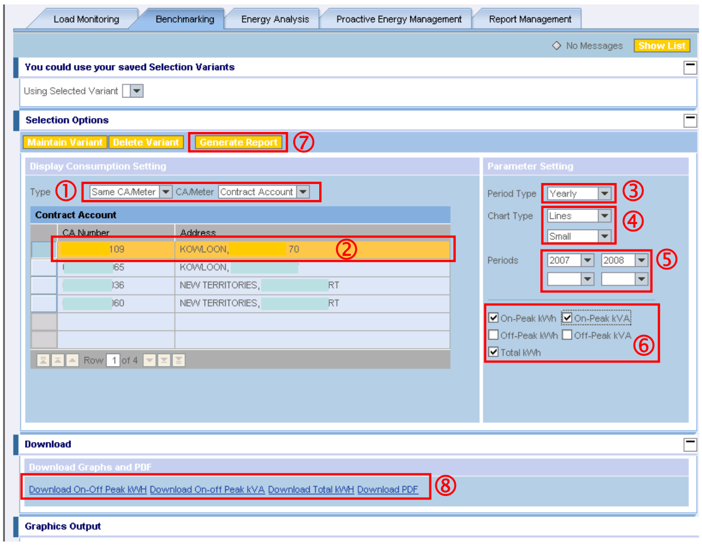
For same period based on Monthly

- Selectable period range is from 36 months up to last month of current month (starting from 1st Jan 2009).

For same period based on Daily

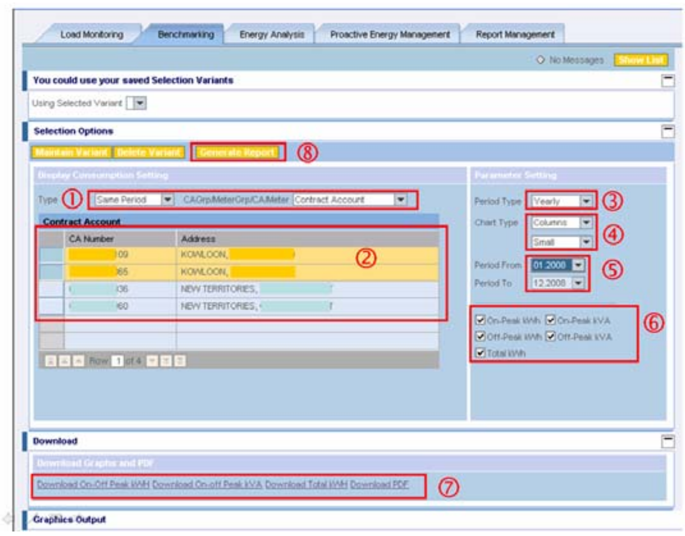
- Selectable period range is 3 years up to last working day (starting from 1st Jan 2009).

Step by step guide for using Benchmarking - Same Contract Account / Meter, comparison amongst different periods:



1. Select 'Same Contract Account/ Meter' for comparison
2. Select the Contract Account to be benchmarked
3. Select period type, can be Yearly, Monthly and Daily
4. Select 'Chart Type', can be Columns or Lines
5. Select periods for comparison (starting from 1st Jan 2009)
6. Select types of charts to be displayed
7. Press 'Generate Report' to display charts and summary table
8. Press corresponding buttons to download charts and PDF file

Step by step guide for using Benchmarking - Same period, comparison amongst different Contract Accounts / Meters:



1. Select 'Same Period' for comparison
2. Select the Contract Accounts to be benchmarked (use CTRL+ Mouse Left Click for multiple selections)
3. Select period type, can be Yearly, Monthly and Daily
4. Select 'Chart Type', can be Columns or Lines
5. Select periods for comparison (starting from 1st Jan 2009)
6. Select types of charts to be displayed
7. Press 'Generate Report' to display charts and summary table
8. Press corresponding buttons to download charts and PDF file

4.4 Energy Analysis

Select Options:

Upload file with Profile values

- Customer could download 2 files:
  - ➢ Description document about how the data should be filled in file.
  - ➢ User inputting file filled with profile value. Only this document with profile value is necessary to be uploaded.
- For document filled with Profile Value
  - ➢ Customer needs to input profile value for each 30-min interval of the selected month.
  - ➢ Input profile values can be positive or negative. The sign will determine whether the value will be added to or subtracted from consumption values of the corresponding intervals of the original profile to derive the resultant curve. If the profile value is blank, it will be assumed as "0" and valid. If there is no "+" or "-" sign before the customer input profile value, then the profile value is assumed to be positive and the value will be added to the consumption value of the corresponding interval of the original profile to derive the resultant profile.
- The uploaded profile values will be used to calculate the resultant Profile and the formula is defined as: ***Resultant Profile Value***

  = Original Profile + Imported Profile Value

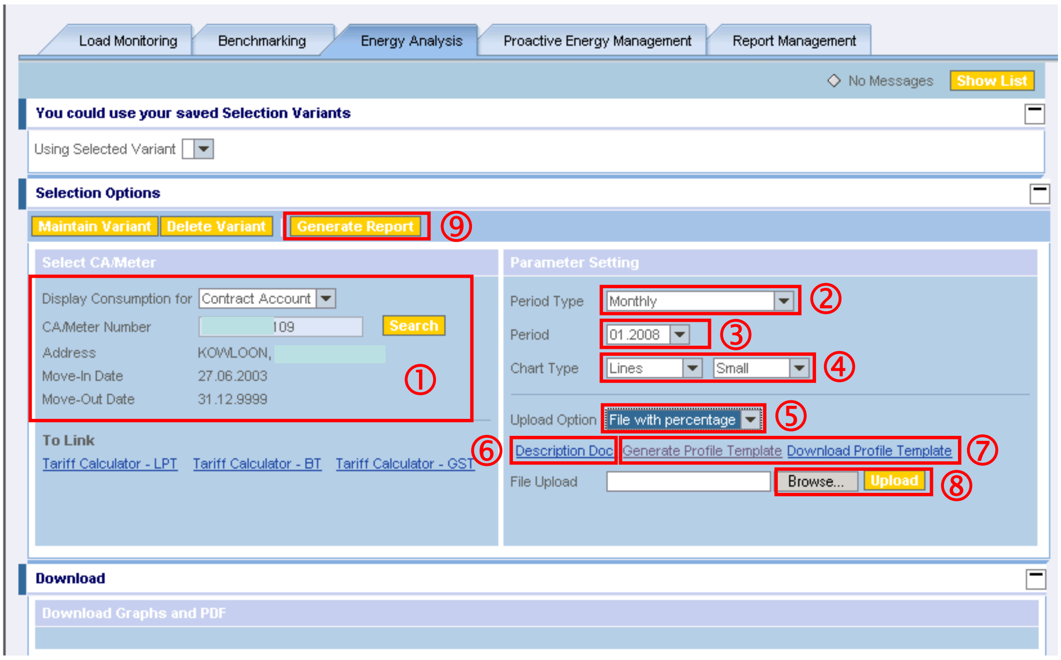
Upload file with Percentage

- Customer could download 2 files:
  - ➢ Description document about how the data should be filled in file.
  - ➢ User inputting file filled with percentage. Only this document with profile value is necessary to be uploaded.
- For document filled with percentage of Profile Value
  - ➢ All days within the specific period will be downloaded into this file and customer needs to fill in predicted percentage for each day.
  - ➢ Input percentage values can be positive or negative. The sign will determine whether the percentage value will be added to or subtracted from every intervals of the day of the original profile to derive the consumption values of every intervals of the resultant profile. If the percentage value is blank, it will be assumed as "0" and valid. If there is no "+" or "-" sign before the customer input percentage value, then the profile value is assumed to be positive and that percentage will be added to the consumption value of the corresponding interval of the original profile to derive the resultant profile.
- The uploaded percentage values will be used to calculate the resultant Profile and the formula is defined as: ***Resultant Profile Value***

  = Original Value *[(1 +Imported Percentage)/100]

Step by step guide for using Energy Analysis

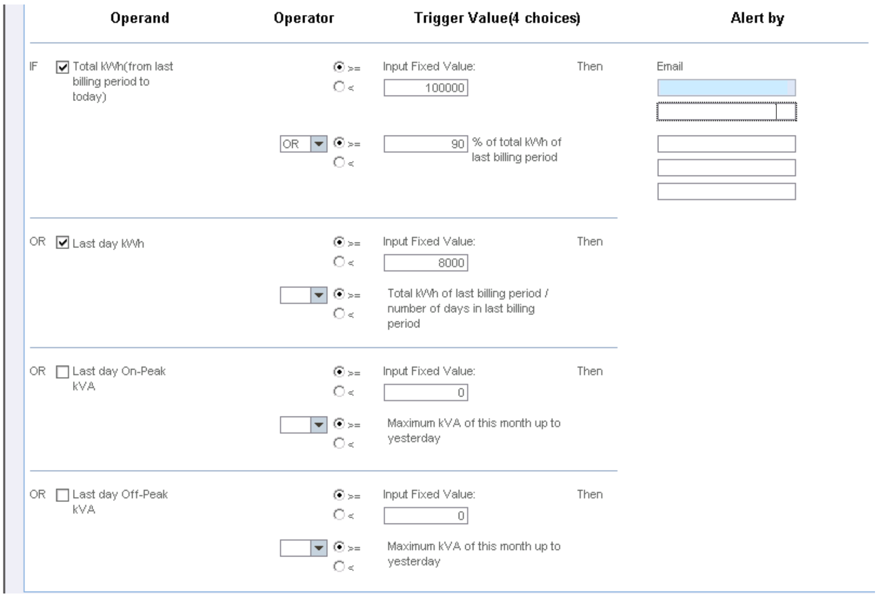
1. Select Contract Account / Meter for analysis
2. Select 'Period Type', can be Monthly, Monthly with Interval and Daily
   - Monthly : require input of all 30-min interval data for whole month (i.e. 30x48 or 31x 48 data points), display of all month data in one chart
   - Monthly with Interval : require input of all 30-min interval data for whole month (i.e. 30x48 or 31x 48 data points), then user specify day of the month (i.e. 1 to 31) to be displayed, display of 30-min interval data for the specified day
   - Daily : require input of all 30-min interval data for a particular day, display of 30-min interval data for the specified day
3. Select 'Period' (starting from 1st Jan 2009)
4. Select 'Chart Type', can be Columns or Lines
5. Select 'Upload Option', can be 'File with value' or 'File with percentage'
   - File with value : a template for input of delta value
   - File with percentage : a template for input of delta percentage
6. Press 'Description Doc' will download a document with detailed steps on use of Energy Analysis
7. Press 'Generate Profile Template' to generate profile file, then press 'Download Profile Template' to download an EXCEL file in user's local computer for input of delta values. Save the file as 'Text (Delimited with Tab)' format after completing data input.
8. Press 'Browse' to select the update profile file. Then press 'Upload' to upload the profile to Meter Online.
9. Press 'Generate Report' to display chart and summary table



4.5 Proactive Energy Management

Select Options:

- Customer could set alert rule for the Account/Meter he/she authorized via setting following formula:



- User could create rules or maintain rules based on Account/Meter.
- User could also maintain rules created by others if user gets authorization for this Account/Meter.
- The Maximum number of rules of one Account/Meter is 10.

<u>For Operator:</u>

- Only “>=” (greater than) and “<” (lower than) are selectable
- For linking operator only “OR” is supported

<u>For Operand:</u>

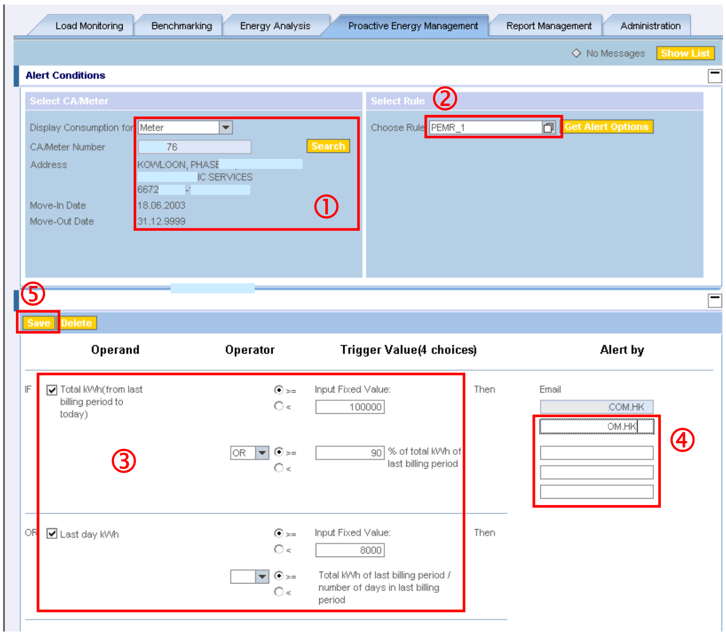
- **Total kWh:** total consumption for specified Account/Meter occurs from the day after last meter reading date up to current date
- **Last Day kWh:** total consumption for specified Account/Meter occurs in last day of current date
- **Last Day On-Peak kVA :** Maximum kVA in on-peak time of last day
- **Last Day Off-Peak kVA :** Maximum kVA in off-peak time of last day
- **Total kWh of last billing period/ number of days in last billing period:** Average consumption value in last billing period.
- **Maximum kVA of this month up to yesterday:** Maximum kVA in current month up to last day.

<u>For “Alert by” – email address of receiver:</u>

- Maximum 5 email addresses can be maintained
- The email address of User himself/herself will be set automatically
- The other 4 email address should be maintained by user himself/herself.

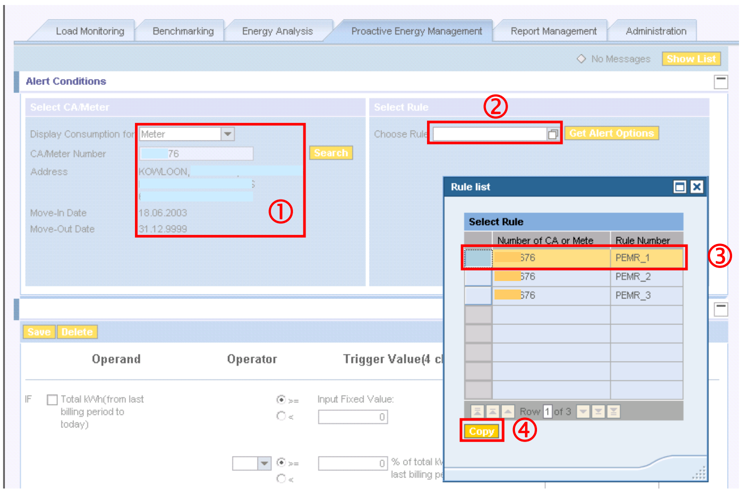
Step by step guide for using Proactive Energy Management

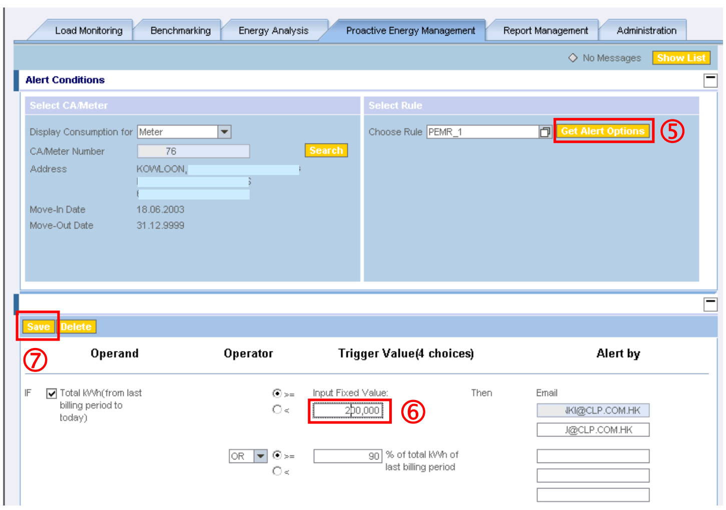
Steps for create Rule and set Alert Options:



1. Select Contract Account / Meter for setting alert function
2. Input name of rule to be created
3. Input conditions for triggering of alerts
4. Input email address of users to be alerted
5. Press ‘Save’ to save and activate the rule

Steps for Change Alert Options





1. Select Contract Account / Meter
2. Press the tab on the right of ‘Choose Rule’ to display the ‘Rule List’
3. In the ‘Rule List’, highlight the rule to be changed
4. Press ‘Copy’ to select the rule
5. Press ‘Get Alert Options’ to retrieve the alert options for the rule to be changed
6. Edit the changes
7. Press ‘Save’ to save changes to the Rule

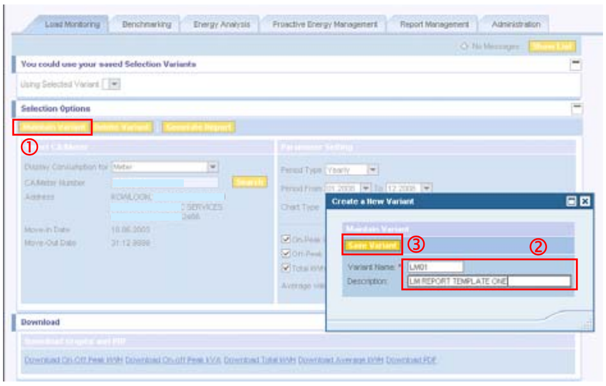
4.6 Report Management

Select Options: User can choose selection variants saved from Load Monitoring, Benchmarking and Energy Analysis.

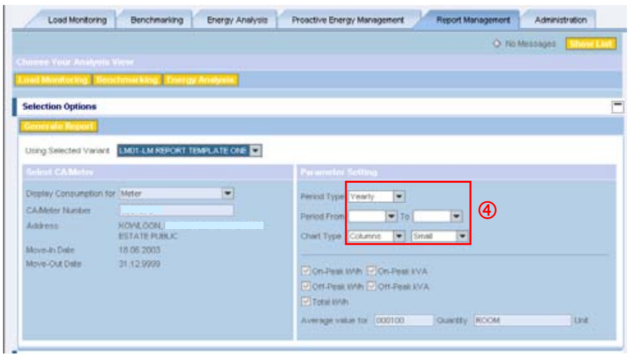
Output result: Graphic and Table will be output.

Step by step guide for using Report Management:

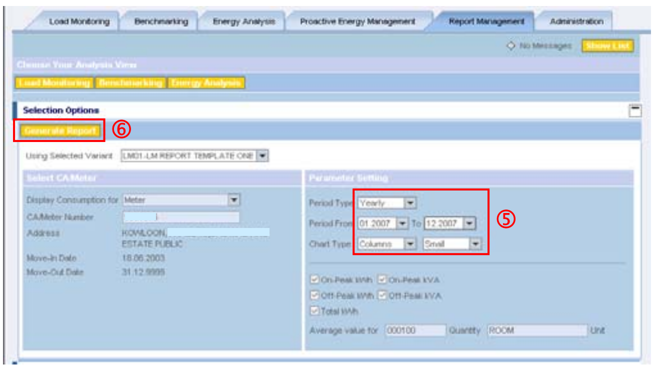
1. User must first create variants before they can use the report management function. A variant can be created in Load Monitoring, Benchmarking or Energy Analysis. To create a variant, user has to press 'Maintain Variant' after generating a report in one of the above three functions.
2. A 'Create a New Variant' input box will then be popped up for user to input 'Variant Name' and 'Description' for it.
3. Press 'Save Variant' to save the variant.



4. Then in Report Management, user can select a variant from a list in 'Using Selected Variant'. After the selection, all the report details will be pre-filled except for Period and Chart type parameter settings.



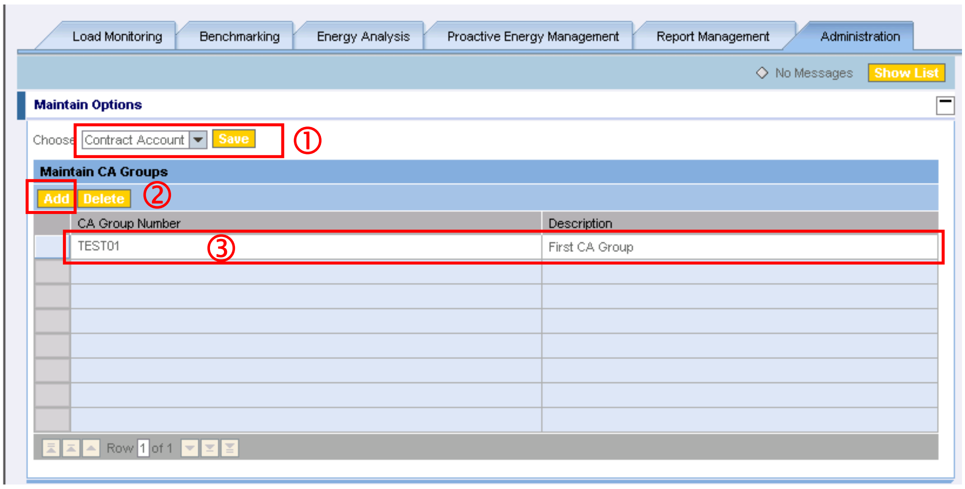
5. User can then input the parameter settings required
6. Press 'Generate Report' to create a new report.



4.7 Administration

Step by step guide for using Administration

1. Select type of group, can be 'Contract Account' or 'Meter'
2. Press 'Add' to add a new entry
3. Assign Contract Account / Meter Group Number and then description for it. A new list of 'Maintain CA / Meter' will then pop up.



4. In the 'Maintain Contract Account / Meter', press 'Add' and a new 'Contract Account & Meter List' will then be popped up for selection of Contract Account / Meter.
5. Highlight the Contract Account / Meter and then press OK to add to the group. Repeat the above for the other Contract Account / Meter
6. Press 'Save' to save the Contract Account / Meter group. The group will then be available for selection for Benchmarking of same period for different Contract Account / Meter.