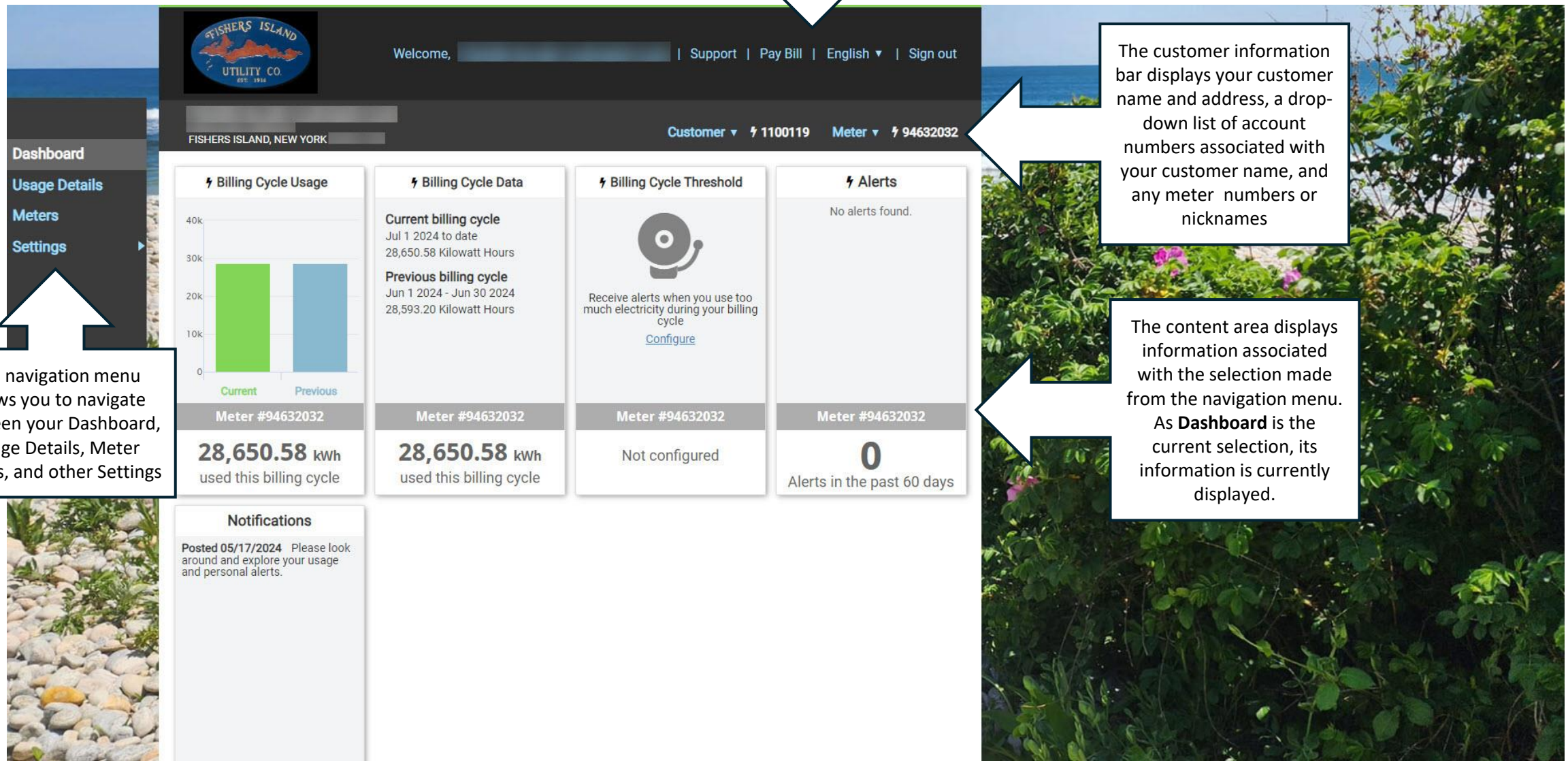
Fishers Island Customer Portal Overview

Dashboard

The menu line contains your customer name, a URL link for paying your bill online, a language option, and the ability to sign out of the portal

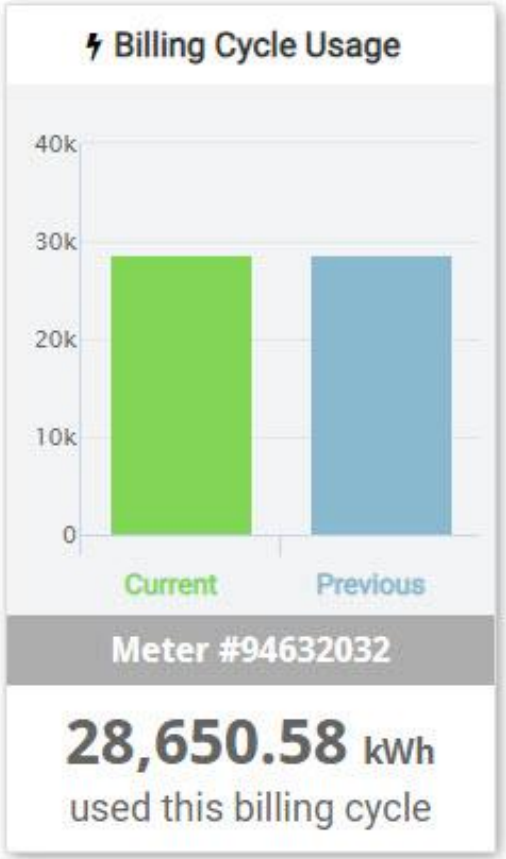


The customer information bar displays your customer name and address, a drop-down list of account numbers associated with your customer name, and any meter numbers or nicknames

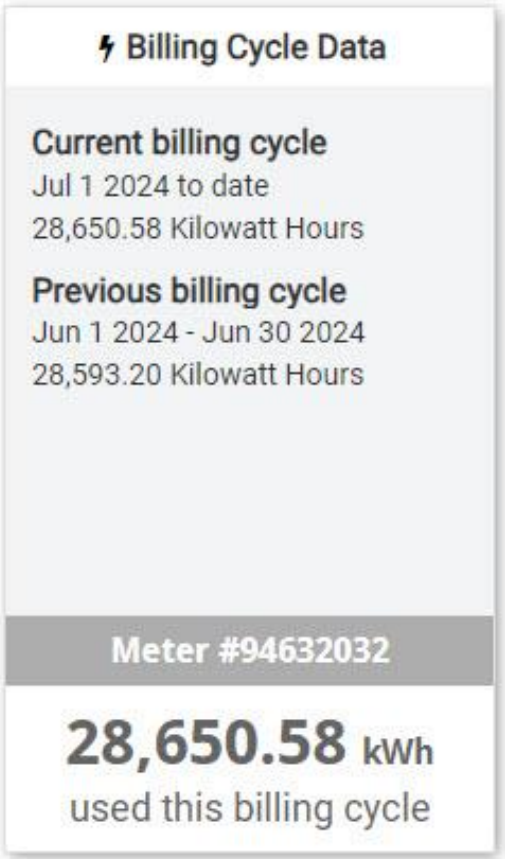
The navigation menu allows you to navigate between your Dashboard, Usage Details, Meter Details, and other Settings

The content area displays information associated with the selection made from the navigation menu. As **Dashboard** is the current selection, its information is currently displayed.

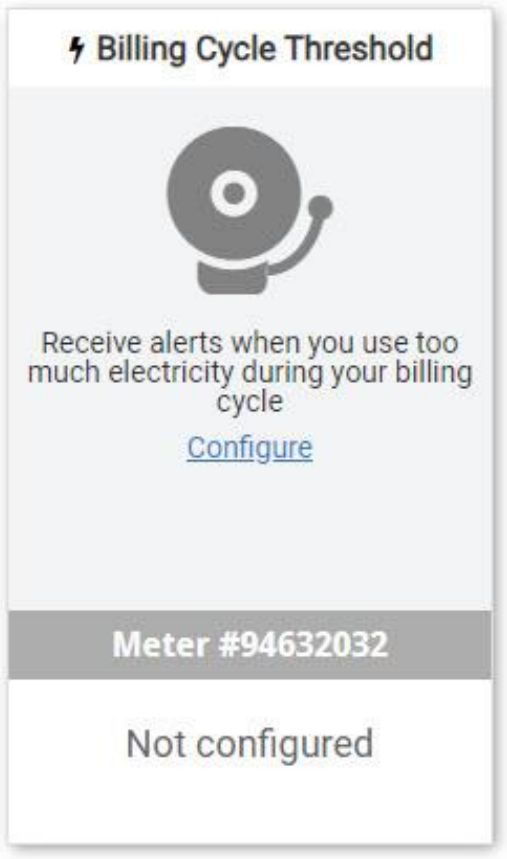
Widgets



Billing cycle usage displays a bar graph showing the number of units (e.g. kWh) used during the customer's billing cycle



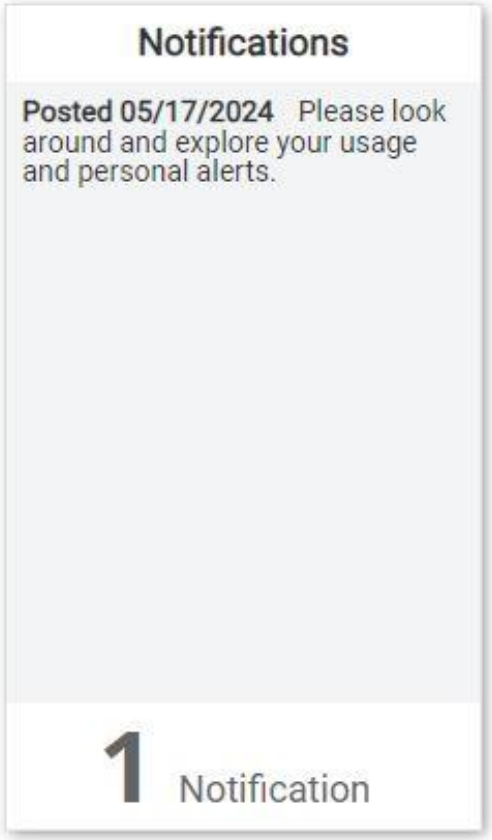
Billing cycle data displays the dates of the customer's current billing cycle along with the number of units (e.g. kWh) used during this time frame



Billing cycle threshold provides the customer the ability to configure their usage alerts. Alerts are posted when too much electricity is used over the amount specified by the customer during their billing cycle (see also **Settings** > **Usage Alerts**)

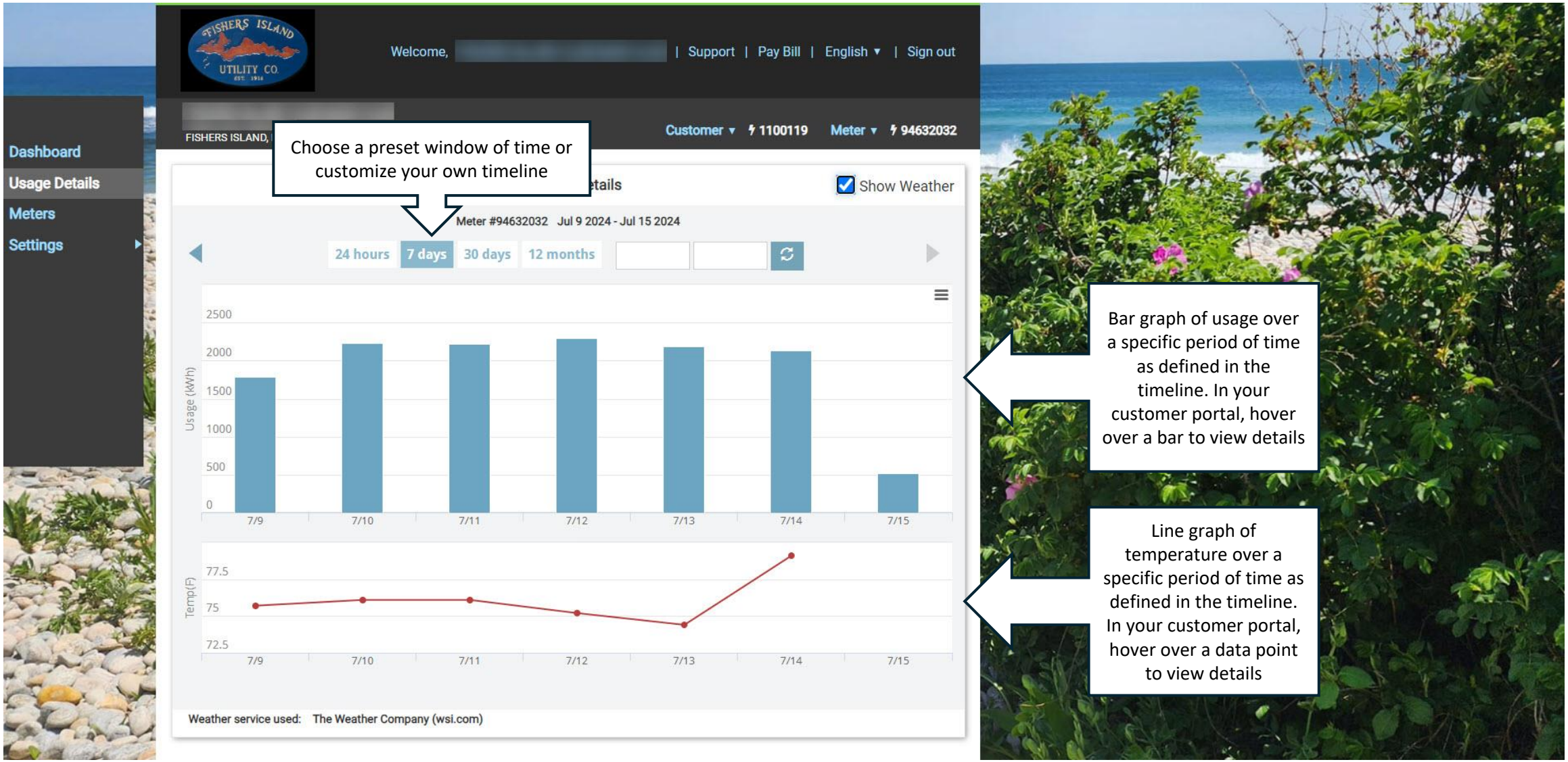
Widgets

Alerts displays the alerts that meet the criteria as configured in **Usage Alerts**

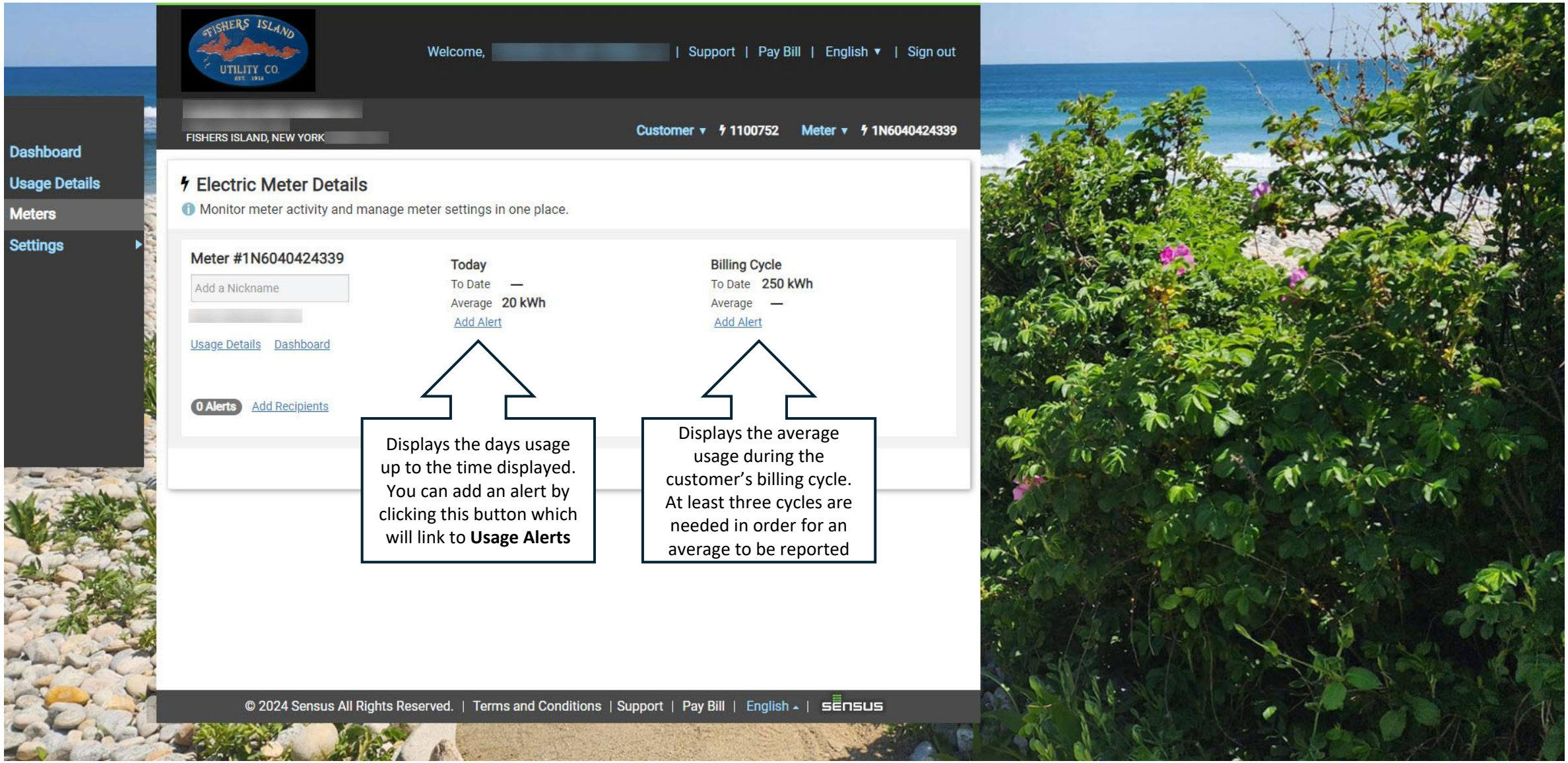


Notifications displays any messages that the utility wishes to broadcast to a customer or multiple customers

Usage Details



Meters


FISHERS ISLAND UTILITY CO.
Welcome, | Support | Pay Bill | English | Sign out
FISHERS ISLAND, NEW YORK
Customer 1100752 Meter 1N6040424339
Dashboard
Usage Details
Meters
Settings
Electric Meter Details
Monitor meter activity and manage meter settings in one place.
Meter #1N6040424339
Add a Nickname
Usage Details Dashboard
0 Alerts Add Recipients
Today
To Date —
Average 20 kWh
Add Alert
Billing Cycle
To Date 250 kWh
Average —
Add Alert
Displays the days usage up to the time displayed. You can add an alert by clicking this button which will link to Usage Alerts
Displays the average usage during the customer's billing cycle. At least three cycles are needed in order for an average to be reported
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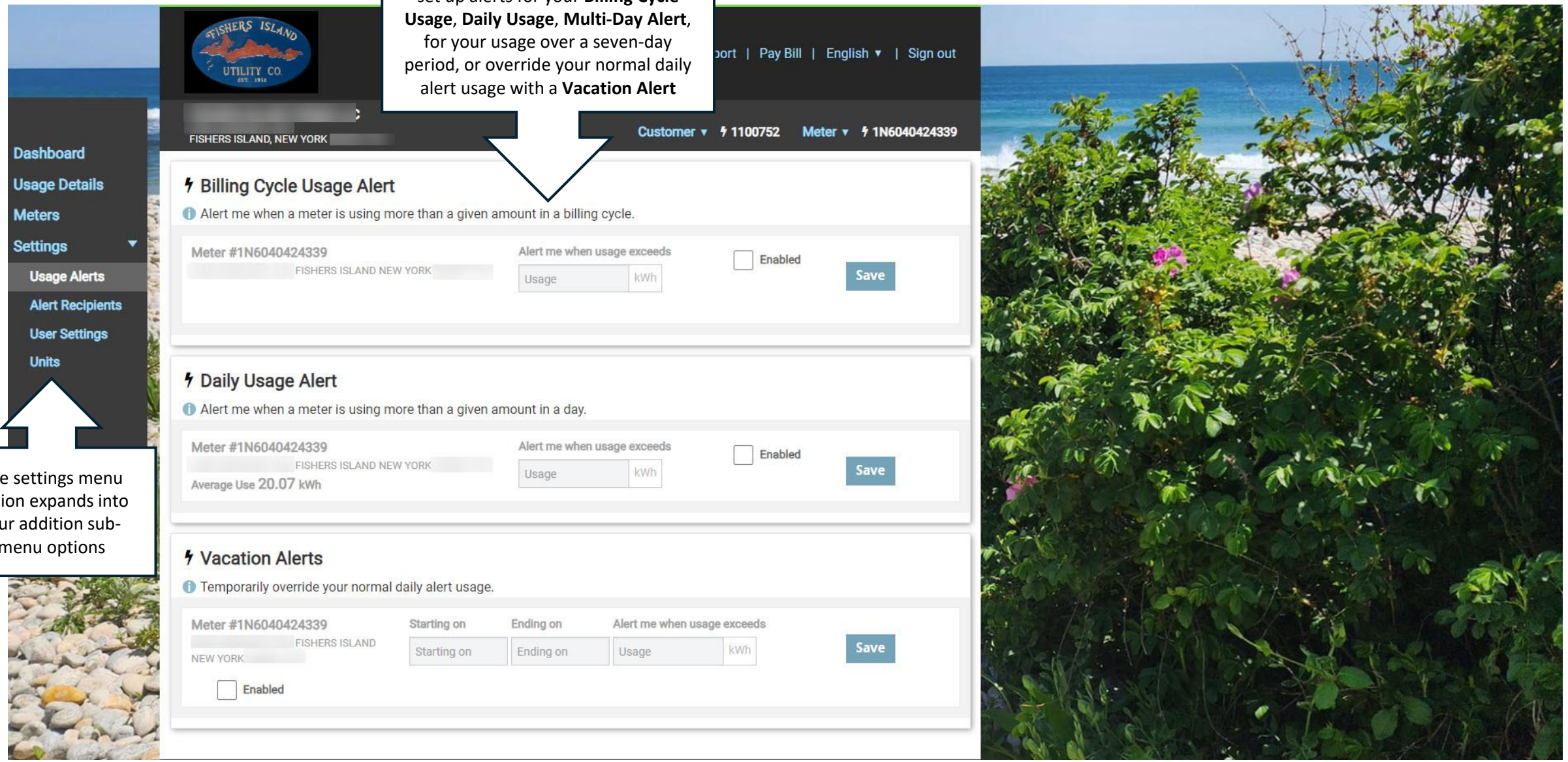
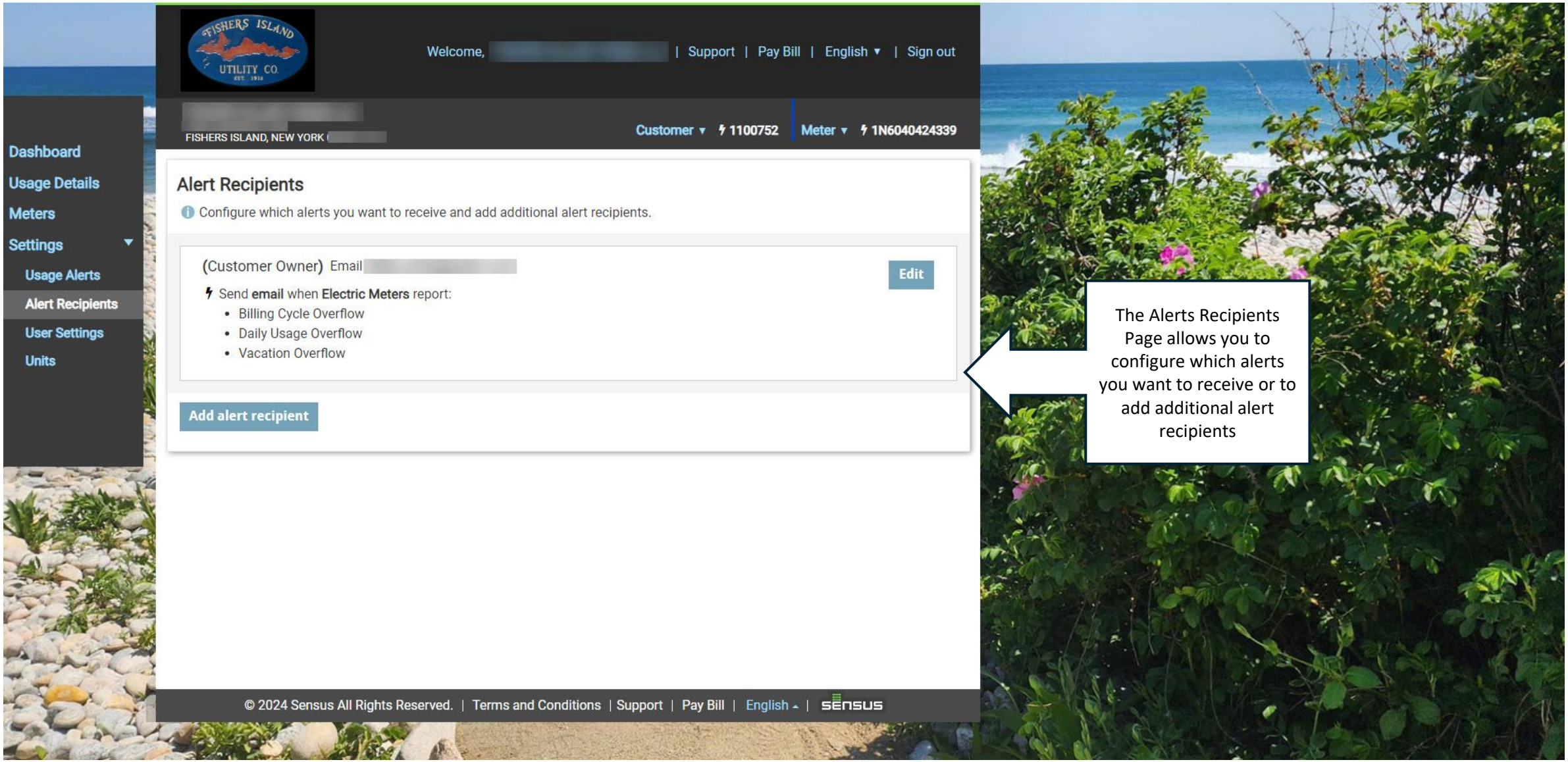
Settings

From the **Usage Alerts** screen, you can set up alerts for your **Billing Cycle Usage**, **Daily Usage**, **Multi-Day Alert**, for your usage over a seven-day period, or override your normal daily alert usage with a **Vacation Alert**



The settings menu option expands into four addition sub-menu options

Settings


FISHERS ISLAND UTILITY CO.
Welcome, | Support | Pay Bill | English | Sign out
FISHERS ISLAND, NEW YORK
Customer 1100752
Meter 1N6040424339
Dashboard
Usage Details
Meters
Settings
Usage Alerts
Alert Recipients
User Settings
Units
Alert Recipients
Configure which alerts you want to receive and add additional alert recipients.
(Customer Owner) Email
Edit
Send email when Electric Meters report:
Billing Cycle Overflow
Daily Usage Overflow
Vacation Overflow
Add alert recipient
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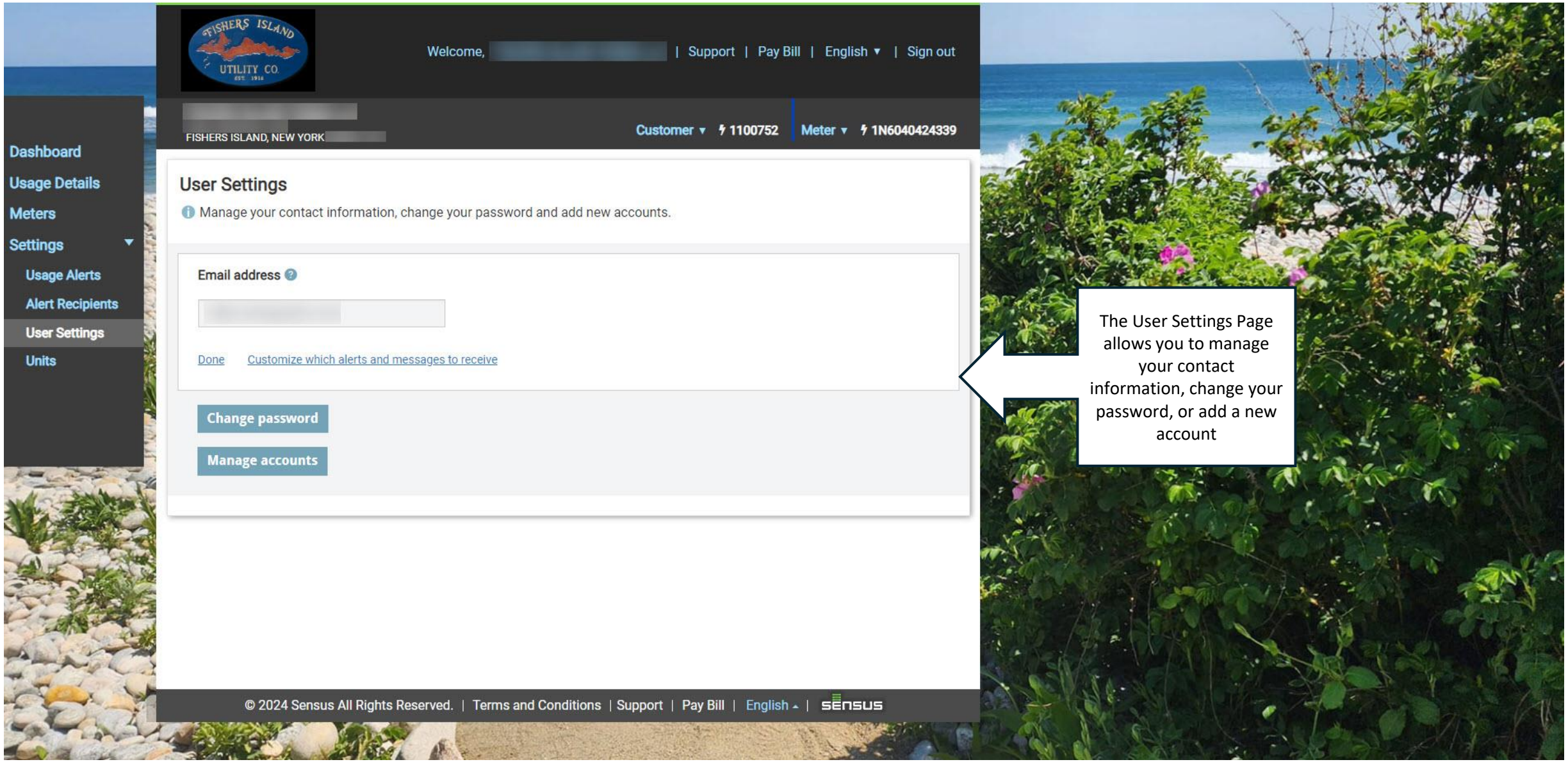
The Alerts Recipients Page allows you to configure which alerts you want to receive or to add additional alert recipients

Settings


FISHERS ISLAND UTILITY CO
Welcome, | Support | Pay Bill | English | Sign out
FISHERS ISLAND, NEW YORK
Customer 1100752
Meter 1N6040424339
Dashboard
Usage Details
Meters
Settings
Usage Alerts
Alert Recipients
User Settings
Units
User Settings
Manage your contact information, change your password and add new accounts.
Email address
Done
Customize which alerts and messages to receive
Change password
Manage accounts
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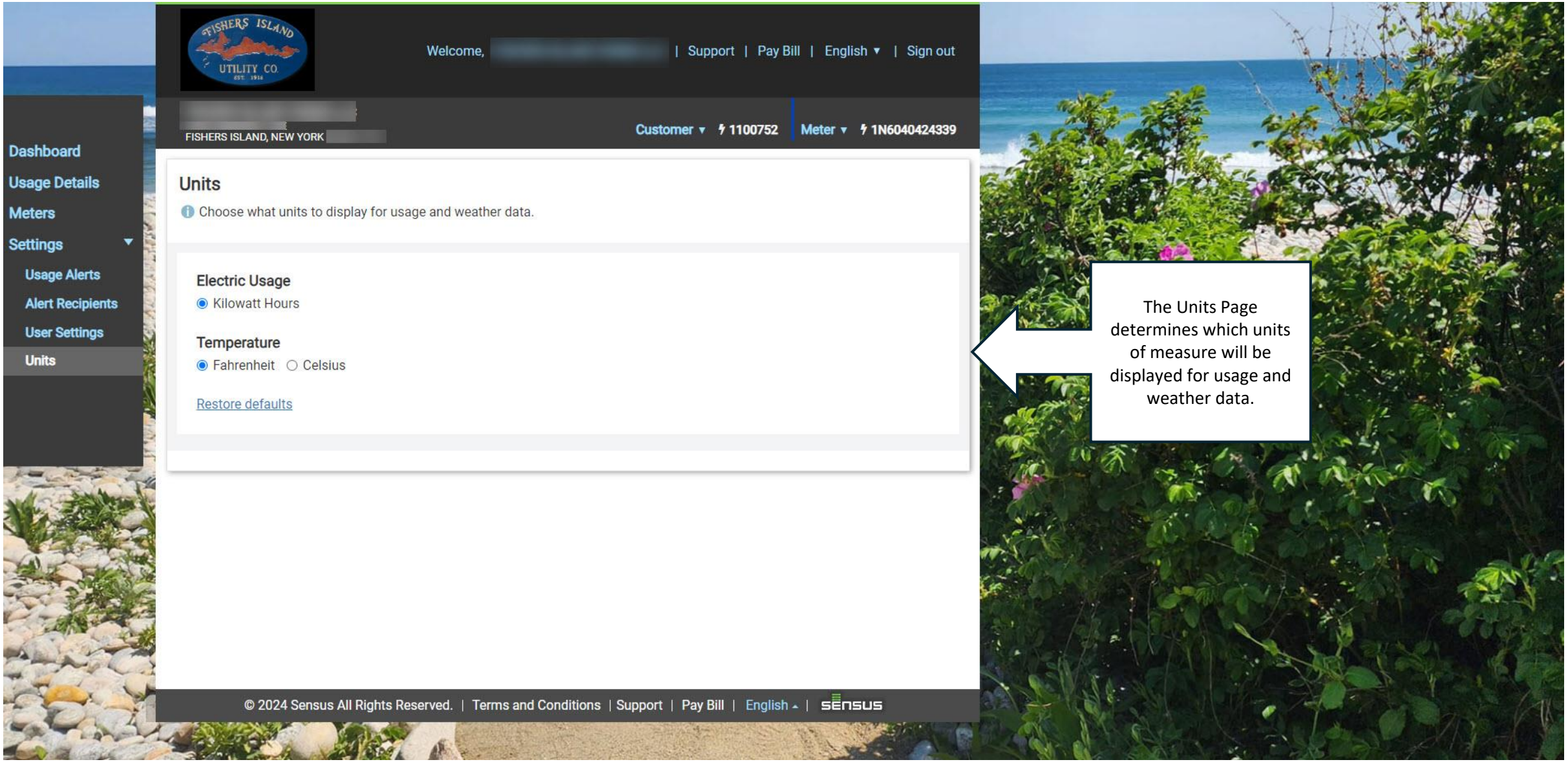
The User Settings Page allows you to manage your contact information, change your password, or add a new account

Settings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Welcome,
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FISHERS ISLAND, NEW YORK
Customer 1100752
Meter 1N6040424339
Dashboard
Usage Details
Meters
Settings
Usage Alerts
Alert Recipients
User Settings
Units
Units
Choose what units to display for usage and weather data.
Electric Usage
Kilowatt Hours
Temperature
Fahrenheit
Celsius
Restore defaults
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The Units Page determines which units of measure will be displayed for usage and weather data.