

PNM Profiler

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updated 4-4-2014



Talk to us.



PNM Profiler is a tool for commercial/industrial customers that allows you to view electricity usage 24/7 for one or multiple accounts, after special meters are installed. PNM Profiler also allows you to download data for later viewing or distribution, and to track your electric usage as closely as you need to, whether you are interested in daily trends or hour-by-hour usage.

To utilize PNM Profiler, your account (or multiple accounts where applicable), must meet or exceed 250kW electricity demand and have special meters installed at the service address (or in the case of multiple accounts, service addresses). PNM Profiler will display data in graphical and tabular formats that can be downloaded into a spreadsheet for you to view.



Talk to us.



The following steps are required before you can access the PNM Profiler. To get set up correctly, you will need to complete the following steps in the order they are listed.

1. If you do not have a PNM online account, click “Sign up” above “Quick Links” on the PNM.com home page and set up your account.
2. Contact your PNM Account Manager to request access to the PNM Profiler.
 - a. Your Account Manager will obtain the following information from you:
 - Your email address user name for your PNM online account.
 - Your PNM account numbers and the service addresses of the eligible accounts that you wish to view in PNM Profiler.
 - b. Your Account Manager will make sure you are set up for access to PNM Profiler and that your PNM account or accounts are available in PNM Profiler.
3. Your Account Manager will notify you that your PNM account or accounts are available in PNM Profiler.



Talk to us.



Logging into PNM Profiler

4

1. Click the Log in to My Account above Quick Links.

The screenshot shows the PNM Profiler website interface. At the top, there is a navigation bar with the PNM logo on the left, followed by links for 'About PNM | Contact Us | Log In/Sign Up'. To the right of these links is a 'Talk to us.' button, social media icons for PNM.com, Twitter, and Facebook, and a search bar. Below the navigation bar is a horizontal menu with categories: 'Services for: Homes Businesses Community Environment Looking Ahead My Account'. The main content area has an orange background. On the left, a 'Quick Links' sidebar is visible, with a hand cursor pointing to the 'Log In to My Account' button. The 'Log In to My Account' button is blue with white text, and below it is a link for 'Not Registered? Sign Up.'. The 'Quick Links' list includes: 'Pay My Bill', 'Report an Outage', 'Move In/Out', 'Billing Options', and 'Rebates'. In the center, there is a video player showing a woman in a blue PNM uniform. To the right of the video is a 'Learn More' button. Below the video, the text reads: 'Set up an online account to pay your bill or sign up for programs.' At the bottom of the page, there are three promotional boxes: 'REPORT AND TRACK current outages in our outage center' with a truck icon; 'Make paying your bills simple with EASY OPTIONS from PNM' with a document icon; and 'FIND DISCOUNTS & PROGRAMS that make you more efficient and save you money' with a piggy bank icon.

About PNM | Contact Us | Log In/Sign Up

Talk to us. PNM.com

Services for: Homes Businesses Community Environment Looking Ahead My Account

Log In to My Account
Not Registered? Sign Up.

Quick Links

- Pay My Bill
- Report an Outage
- Move In/Out
- Billing Options
- Rebates

Learn More

Set up an online account to pay your bill or sign up for programs.

REPORT AND TRACK
current outages in our outage center

Make paying your bills simple with
EASY OPTIONS from PNM

FIND DISCOUNTS & PROGRAMS
that make you more efficient and save you money

- Log in to your online account. If you don't have an online PNM account, select Sign Up at the top of the page to get started.

The screenshot shows the PNM Profiler website's 'My Account' section. At the top, there is a navigation bar with the PNM logo, links for 'About PNM', 'Contact Us', and 'Sign Up', and a search bar. Below the navigation bar, there are tabs for 'Services for: Homes', 'Businesses', 'Community', 'Environment', 'Looking Ahead', and 'My Account'. The 'My Account' tab is selected. The main content area is titled 'My Account' and contains a 'Log in to My Account' section. This section has an 'Email Address' field with a link for 'First time logging into the new PNM.com? Get help here.' and a 'Forgot Email Address?' link. There is a checkbox for 'Remember Email Address'. Below that is a 'Password' field with a 'Forgot Password?' link. A 'Log In' button is at the bottom of the login section. To the right of the login section, there are two sections: 'Not Registered?' with a 'Sign Up' button, and 'Why Register?' with a list of benefits. At the bottom of the page, there is a 'Site Index' link and a footer with navigation tabs for 'Homes', 'Businesses', 'Community', 'Environment', 'Safety', and 'Looking Ahead'.

About PNM | Contact Us | Sign Up

Talk to us. PNM.com

SEARCH

Services for: Homes Businesses Community Environment Looking Ahead My Account

My Account

Log in to My Account

Email Address First time logging into the new PNM.com? [Get help here.](#)

[Forgot Email Address?](#)

Remember Email Address

Password

[Forgot Password?](#)

[Log In](#) This is a secure site

Not Registered?

[Sign Up](#)

Why Register?

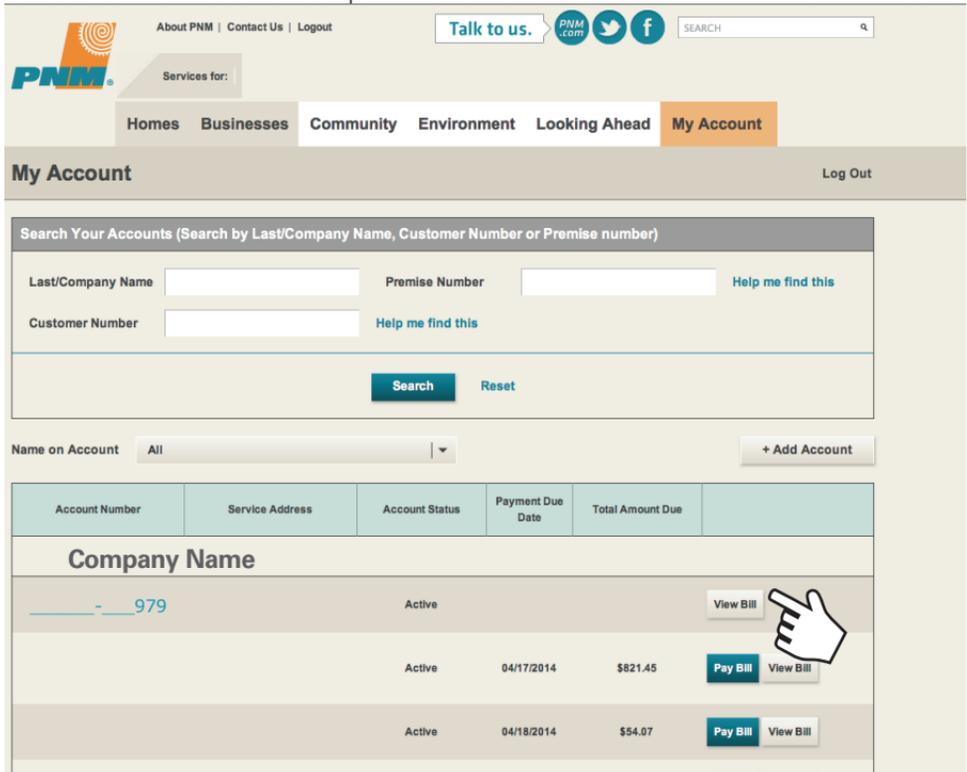
Manage your PNM account online to:

- Get account information 24/7
- View and pay your bill online
- Make a Free payment from checking or savings
- Go Paperless
- Get copies of bills
- View usage history
- Set up automatic payments
- Set up and manage alerts
- Update mailing address and phone number
- More

[Site Index](#)

Homes Businesses Community Environment Safety Looking Ahead

3. Select View Bill on the account you want to view.
This is used with multiple accounts.



PNM About PNM | Contact Us | Logout Talk to us. PNM.com Twitter Facebook SEARCH

Services for:

Homes Businesses Community Environment Looking Ahead **My Account**

My Account Log Out

Search Your Accounts (Search by Last/Company Name, Customer Number or Premise number)

Last/Company Name Premise Number [Help me find this](#)

Customer Number [Help me find this](#)

Name on Account All

Account Number	Service Address	Account Status	Payment Due Date	Total Amount Due	
Company Name					
_____ - 979		Active			<input type="button" value="View Bill"/>
		Active	04/17/2014	\$821.45	<input type="button" value="Pay Bill"/> <input type="button" value="View Bill"/>
		Active	04/18/2014	\$54.07	<input type="button" value="Pay Bill"/> <input type="button" value="View Bill"/>

- 3b.** Select View Detailed Bill on the account you want to view.
This is used with single accounts.

PNM About PNM | Contact Us | Logout Talk to us.

Services for: Homes Businesses **Community** Environment Looking Ahead My Account

My Account Log Out

Select Another Account

Welcome Account # Active Account

Total Amount Due \$0.00 DO NOT PAY - ZERO OR CREDIT BALANCE View Detailed Bill >	<h3>PNM Sky Blue®</h3> <p>Renewable energy for New Mexico</p> <ul style="list-style-type: none">You can voluntarily support more renewable energy in New Mexico.No contracts or long term commitments.PNM Sky Blue is wind and solar energy. Learn More
Last Payment Received \$246.01 <small>(Thank You)</small>	
Date Processed 03/24/2014 View Recent Payments >	

My Profile
User Name:
Phone Number: Unassigned
[View / Edit Profile >](#)
[< Go to All Accounts](#)

Go Paperless
 TURN ON OFF
[View Details >](#)

Programs & Options

- Outage Alerts [View / Sign Up](#)
- Payment Reminders [Sign Up](#)
- PNM Sky Blue [View / Sign Up](#)
- Good Neighbor [View / Sign Up](#)

4. When you see your bill summary page, select PNM Profiler.

The screenshot shows the PNM Profiler 'My Account' page. At the top, there is a navigation bar with the PNM logo, 'About PNM | Contact Us | Logout', a 'Talk to us.' button, social media icons for PNM.com, Twitter, and Facebook, and a search bar. Below this is a secondary navigation bar with tabs for 'Homes', 'Businesses', 'Community', 'Environment', 'Looking Ahead', and 'My Account'. The 'My Account' section includes a breadcrumb trail 'My Account > View Bill > Current Bill' and a 'Log Out' link. A 'Select Another Account' dropdown menu is visible. The main content area is titled 'Welcome' and displays 'Account # XXXXXXXX-XXXX 979' as an 'Active Account'. A 'View Bill' dropdown menu is open, showing options: 'Current Bill', 'Previous Bill', 'Usage History', 'Make a Payment', 'Programs & Offers', 'Submit a Meter Read', 'Report an Outage', and 'PNM Profiler'. A hand icon points to the 'PNM Profiler' option. The 'Current Bill' section shows a 'Bill Summary: March 7, 2014' with a table of bill details. To the right, there is a 'My Profile' section with fields for 'User Name' and 'Phone Number' (both 'Unassigned'), a 'View / Edit Profile >' link, and a '< Go to All Accounts' link. Below that is a 'Go Paperless' section with a 'TURN ON OFF' toggle and a 'View Details >' button. At the bottom right, there is a 'View / Print Bills' button and a 'Check Your Energy Usage' section with a 'Track your energy use over the last 13 months' link and a bar chart.

Services for:

Navigation: Homes, Businesses, Community, Environment, Looking Ahead, My Account

My Account > View Bill > Current Bill

Select Another Account

Welcome Account # XXXXXXXX-XXXX 979 Active Account

View Bill

- Current Bill
- Previous Bill
- Usage History
- Make a Payment
- Programs & Offers
- Submit a Meter Read
- Report an Outage
- PNM Profiler

Bill Summary: March 7, 2014

Amount Of Your Last Bill	\$30,739.96	
Payments Received (Thank You)	-\$30,739.96	
Balance Before Current Bill	\$0.00	
Your Current Electricity Charges	\$30,711.92	
Payment Posted Since Most Recent Bill	\$30711.92	
Total Amount Due	\$0.00	Do not pay - zero or credit balance

My Profile

User Name: Unassigned

Phone Number: Unassigned

View / Edit Profile >

< Go to All Accounts

Go Paperless

TURN ON OFF

View Details >

View / Print Bills

Check Your Energy Usage

Track your energy use over the last 13 months

See when you use more energy during the year.

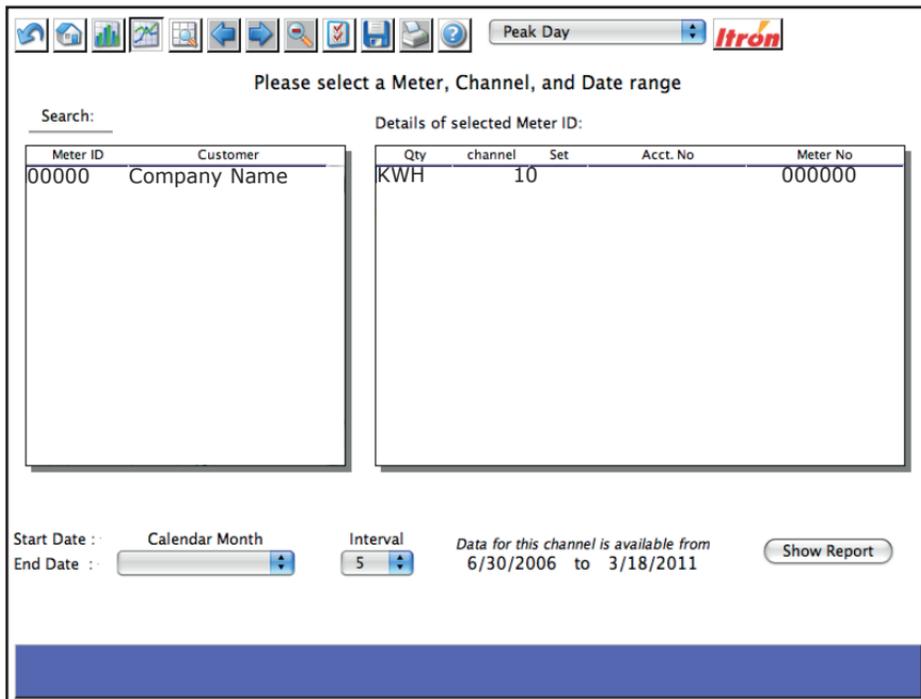
View current bill

- At the PNM profiler landing page, select 'Click to see Profiler'. PNM Profiler will load in about a minute.

PNM Profiler landing page navigation and content:

- Top navigation: About PNM | Contact Us | Logout
- Search: Talk to us. PNM.com, Twitter, Facebook, SEARCH
- Services for: [Dropdown]
- Navigation: Homes, Businesses, Community, Environment, Looking Ahead, My Account
- Section: My Account > PNM Profiler
- Content:
 - PNM Profiler
 - PNM Profiler allows large commercial businesses to view hourly and daily electricity usage.
 - Access to electric usage information is available online, 24/7
 - Information is displayed in graph and table formats and also can be downloaded into spreadsheets.
 - Customers' accounts must meet an established minimum of electricity usage and have special meters installed at their properties.
 - [Contact your commercial account manager with questions](#)
 - [Click to see Profiler](#)
- Footer: Site Index
- Bottom navigation: Homes, Businesses, Community, Environment, Safety, Looking Ahead

1. Select the Meter ID you would like to view. A scroll bar on the right side of the meter ID will be available if you have several Meter ID's listed in PNM Profiler.



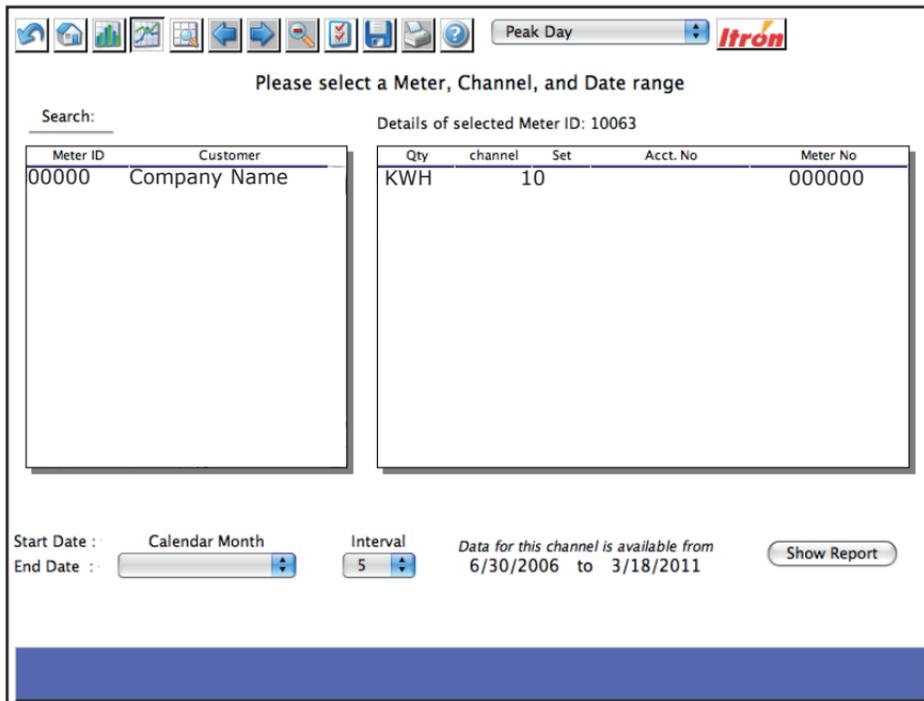
The screenshot displays the PNM Profiler web application interface. At the top, there is a navigation bar with various icons and a "Peak Day" dropdown menu. Below this, a prompt asks the user to "Please select a Meter, Channel, and Date range".

The interface is divided into two main sections:

- Search:** A table with two columns: "Meter ID" and "Customer". The first row contains the values "00000" and "Company Name".
- Details of selected Meter ID:** A table with five columns: "Qty", "channel", "Set", "Acct. No", and "Meter No". The first row contains the values "KWH", "10", "10", "000000", and "000000".

At the bottom of the interface, there are controls for "Start Date" and "End Date" (both set to "Calendar Month"), an "Interval" dropdown set to "5", and a "Show Report" button. A note indicates that "Data for this channel is available from 6/30/2006 to 3/18/2011".

- When you have located the Meter ID you want, highlight it so you can view the details, similar to the sample below. The details include the corresponding/matching meter number(s) from your account(s) with the associated Meter IDs in Profiler (these are different numbers).



The screenshot displays the Itron PNM Profiler interface. At the top, there is a navigation bar with various icons and a "Peak Day" dropdown menu. Below this, the main heading reads "Please select a Meter, Channel, and Date range".

The interface is divided into two main sections:

- Search:** A table with two columns: "Meter ID" and "Customer". The first row contains the values "00000" and "Company Name".
- Details of selected Meter ID: 10063:** A table with five columns: "Qty", "channel", "Set", "Acct. No", and "Meter No". The first row contains the values "KWH", "10", "10", "00000", and "00000".

At the bottom of the interface, there are several controls:

- Start Date:** A dropdown menu set to "Calendar Month".
- End Date:** A date selection field.
- Interval:** A dropdown menu set to "5".
- Data availability:** A text label stating "Data for this channel is available from 6/30/2006 to 3/18/2011".
- Show Report:** A button to generate the report.

3. After you have selected the meter ID you can select how you would like to see the data. The following options are available from the Report type drop-down menu.

- Peak Day
- 24-Hour Profile
- Detail Profile
- Daily Peaks
- Daily Totals
- KVA/Power Factor
- Peaks Report
- Statistics Report
- Comparison Graph
- Load Duration Graph

NOTE: The data interval can be changed to display in intervals of 5,10,15,20,30 or 60 minutes and can be selected from the interval drop-down menu at the bottom of the page.

Peak Day 

Please select a Meter, Channel, and Date range

Search: _____

Details of selected Meter ID:

Meter ID	Customer
00000	Company Name

Qty	channel	Set	Acct. No	Meter No
KWH	10			000000

Start Date : Calendar Month

End Date :

Interval

- ✓ 5
- 10
- 15
- 20
- 30
- 60

Data for this channel is available from 7/20/2007 to 10/10/2008

Show Report

Select a report type from the drop-down menu

Select a data interval from the drop-down menu

- After you have selected from the report type and data interval drop-down menus, select a date range for the reporting period that you would like to view. One year of data is retained in the database.

The screenshot displays the PNM Profiler web interface. At the top, there is a navigation bar with various icons and a "Peak Day" dropdown menu. Below this, the main heading reads "Please select a Meter, Channel, and Date range".

On the left, there is a "Search:" section with a table containing the following data:

Meter ID	Customer
00000	Company Name

On the right, there is a "Details of selected Meter ID:" section with a table containing the following data:

Qty	channel	Set	Acct. No	Meter No
	KWH	10		000000

At the bottom, there are two dropdown menus: "Start Date" (set to "Calendar Month") and "End Date" (set to "Interval"). The "Interval" dropdown is open, showing options: 5 (checked), 10, 15, 20, 30, and 60. A red arrow points from a callout box to the "Start Date" dropdown. The callout box contains the text "Select Start Date and End Date".

To the right of the date dropdowns, there is a text label: "Data for this channel is available from 7/20/2007 to 10/10/2008".

At the bottom right, there is a "Show Report" button.

5. After you have selected the start and end dates, click the "Show Report" button.

The screenshot displays the PNM Profiler software interface. At the top, there is a toolbar with various icons and a "Peak Day" dropdown menu. Below the toolbar, the text "Please select a Meter, Channel, and Date range" is centered. On the left, there is a "Search:" section with a table containing two columns: "Meter ID" and "Customer". The first row shows "00000" and "Company Name". On the right, there is a "Details of selected Meter ID:" section with a table containing five columns: "Qty", "channel", "Set", "Acct. No", and "Meter No". The first row shows "KWH", "10", an empty "Set" cell, an empty "Acct. No" cell, and "000000". Below the search and details sections, there are "Start Date" and "End Date" fields, both set to "Calendar Month". An "Interval" dropdown menu is open, showing options: 5 (checked), 10, 15, 20, 30, and 60. To the right of the date and interval fields, there is a text label: "Data for this channel is available from 7/20/2007 to 10/10/2008". At the bottom right, there is a "Show Report" button. A red arrow points from a box containing the text "Click on Show Report" to the "Show Report" button.

Peak Day

Please select a Meter, Channel, and Date range

Search:

Meter ID	Customer
00000	Company Name

Details of selected Meter ID:

Qty	channel	Set	Acct. No	Meter No
KWH	10			000000

Start Date : Calendar Month
End Date :

Interval
✓ 5
10
15
20
30
60

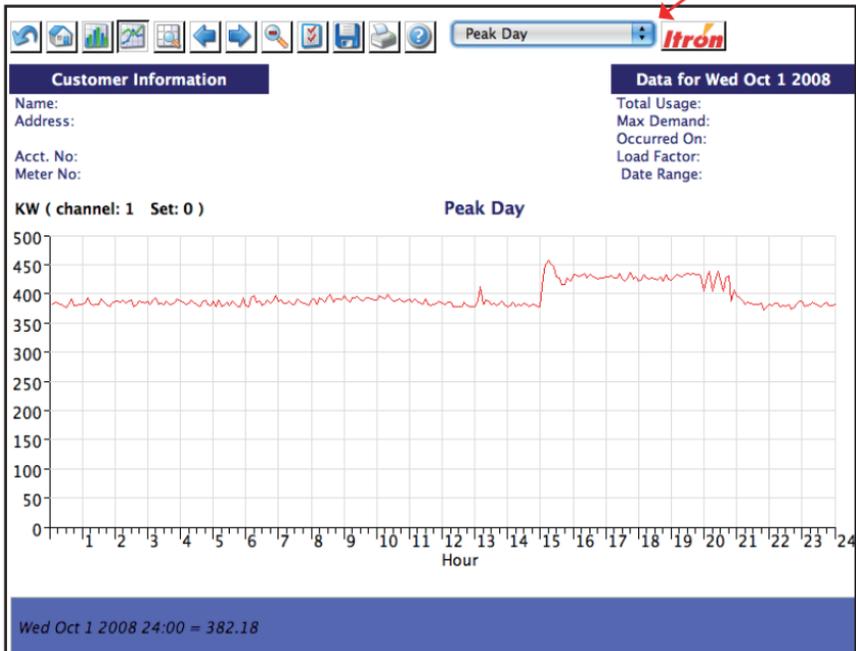
Data for this channel is available from 7/20/2007 to 10/10/2008

Show Report

Click on Show Report

The Peak Day report shows you the day within your selected date range that had the highest peak usage. For example, the selected date range for this sample was September 10 through October 10 and, according to this sample, the highest peak usage took place on October 1, 2008.

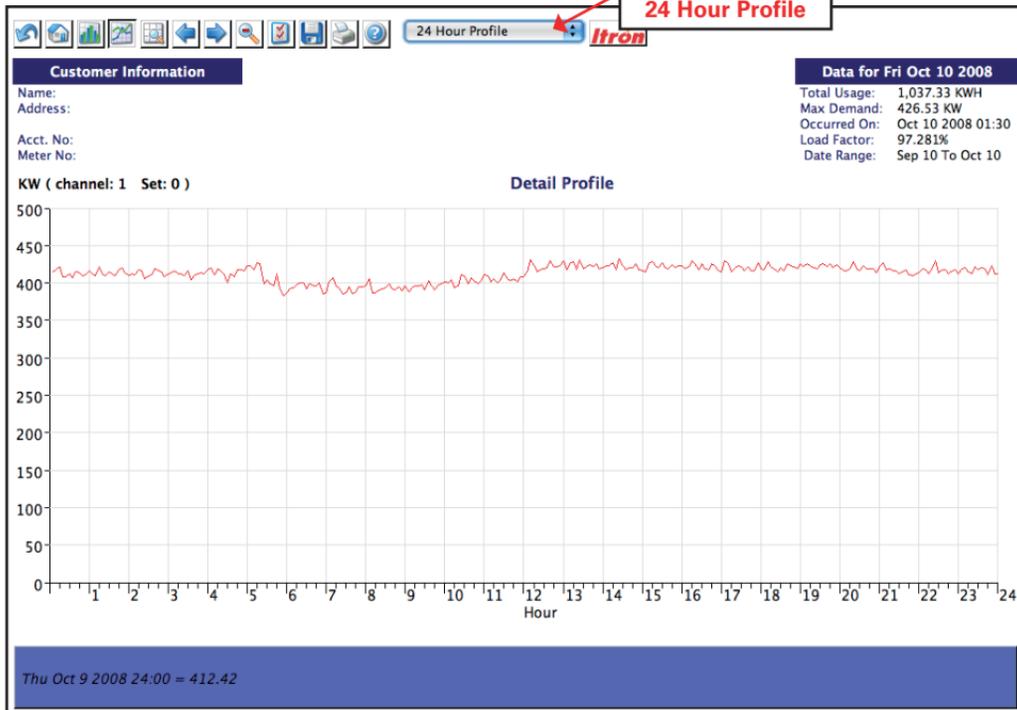
Select
Peak Day
Report



24-Hour Profile

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The 24-Hour Profile report shows the usage trend for the most recent 24-hour period. You can use the left and right arrow buttons to view other 24-hour periods.



The Detail Profile report displays the daily usage trend for the selected date range. It can be useful when researching your usage patterns and assessing process improvement opportunities.

Note: You will notice that the peaks and valleys vary based on your work schedule.

Detail Profile

Select
Detail Profile

Customer Information		Wed Sep 10 2008 to Fri Oct 10 2008	
Name:		Total Usage:	191,387.21 KVARH
Address:		Max Demand:	300.10 KVAR
Acct. No:		Occurred On:	Oct 8 2008 22:00
Meter No:		Load Factor:	N/A
		Date Range:	Sep 10 To Oct 10

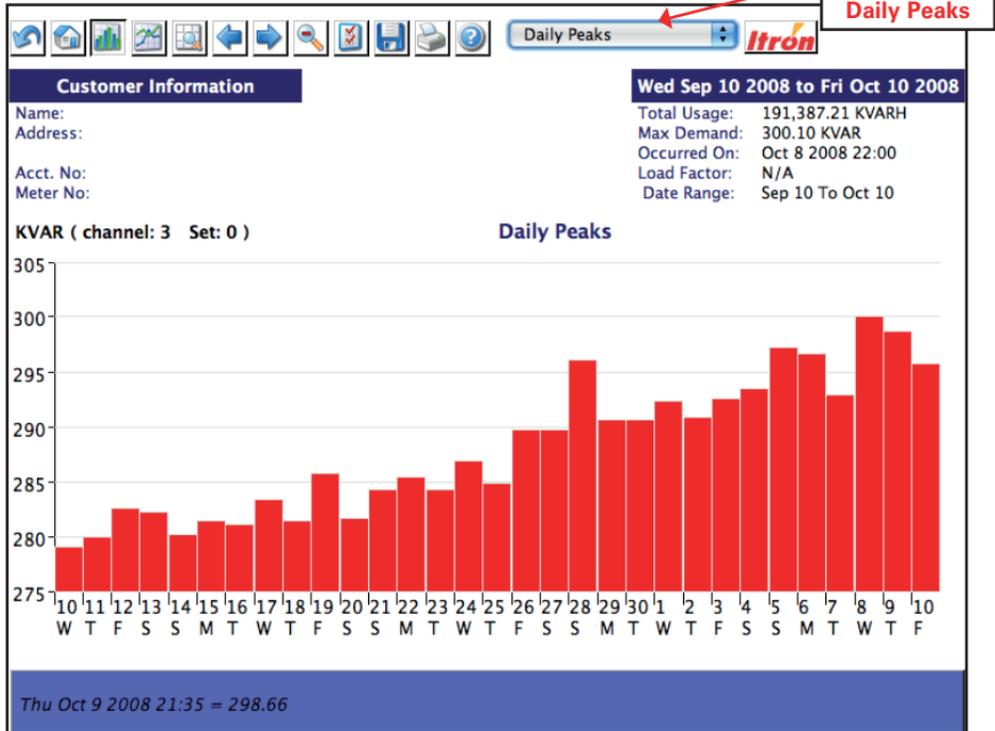
KVAR (channel: 3 Set: 0)**Detail Profile**

Mon Oct 6 2008 06:05 = 275.33

Daily Peaks

19

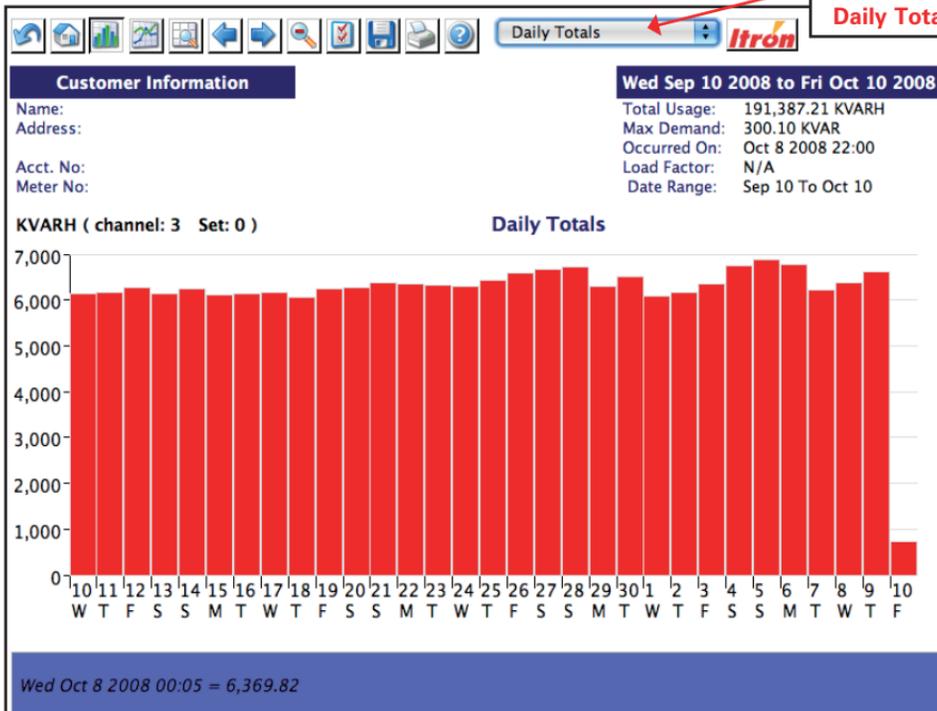
The Daily Peaks report displays the daily peak consumption available for your selected date range.



Daily Totals

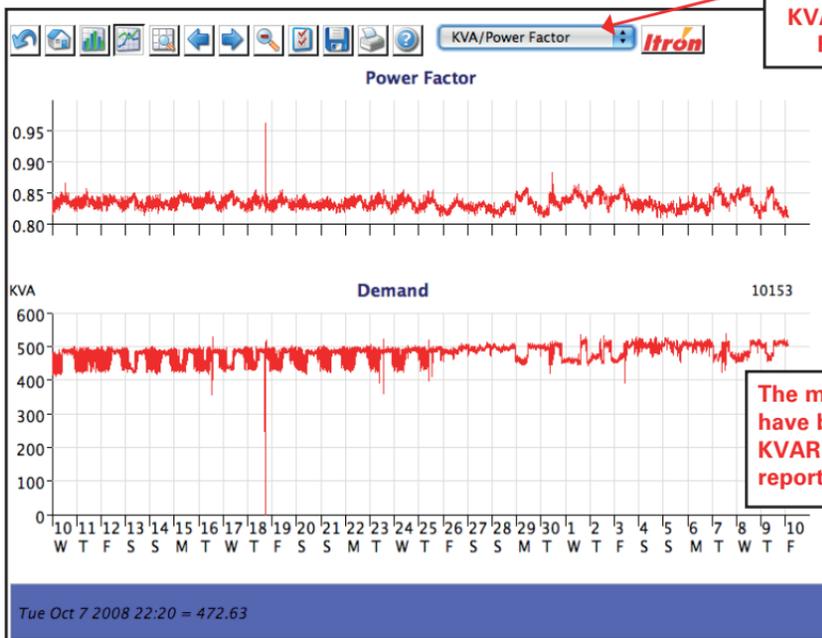
20

The Daily Totals report shows the total daily consumption used for the date range you selected. This data can be viewed as a table, a line graph or a bar graph.



In order to view the kVA/Power Factor view, you will need both kW and kVAR metering. If you have this metering you will automatically see the correct screen. If you don't have it, you will be prompted with a message screen similar to the sample below.

NOTE: If you do not meet this requirement click on the 'ok' label and you will be redirected to the PNM Profiler main page.



Select
KVA/Power
Factor

The meter must
have both kW and
KVAR to run this
report.

The Statistics Report shows the total usage and demand for the selected date range in addition to the average usage within that time period.

Select Statistics Report

Statistics Report : Wed Sep 10 2008 – Fri Oct 10 2008

Customer	PNM ALB DATA CENTER	Meter ID	
Address	2401 AZTEC NE SPC D	Meter No	
	ALBUQUERQUE	Load Factor	N/A
Acct. No		Total Usage	191,387.2

		Usage (KWH)	
Total Weekday	211,315.03	Average Weekday	9,558.08
Total Weekend	76,891.13	Average Weekend	9,611.39

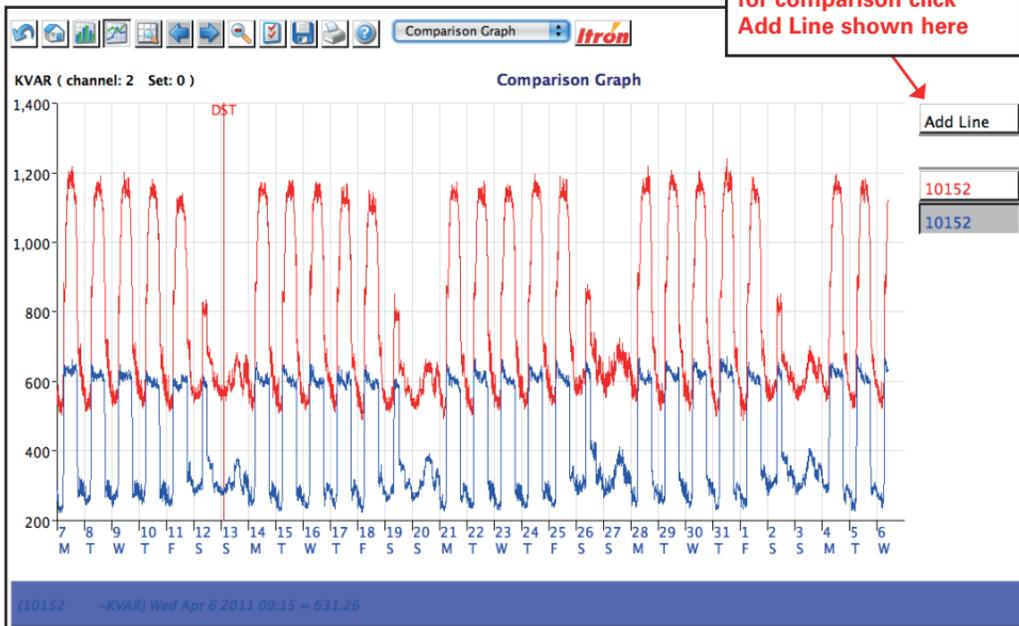
		Demand (KW)	
Peak	Wed Oct 1 2008 15:15		456.48
Weekday Peak	Wed Oct 1 2008 15:15		456.48
Weekend Peak	Sat Oct 4 2008 16:25		441.79

Please follow the steps below to set-up the Comparison Graph report:

- 1.** Once you have selected Comparison Graph from the drop-down menu, you will see a page similar to the sample below.
- 2.** To add another Meter ID for comparison, select Add Line. If you don't have another Meter ID to select, you can also compare usage for the same Meter ID. For example, you can compare usage from August 2009 vs. August 2010.
- 3.** The Add Line command will redirect you to the main PNM Profiler page that has a listing of all your Meter IDs. Select the additional Meter ID, which would then be compared to your original selection, or select a different period for the same Meter ID.
- 4.** Once you have made your selection, click on Show Report, and you should see a page similar to the sample below that shows a graph of usage in two separate colors to separate the Meter IDs or time periods. Under the Add Line box on the right you will see the Meter IDs being compared.

Comparison Graph (continued)

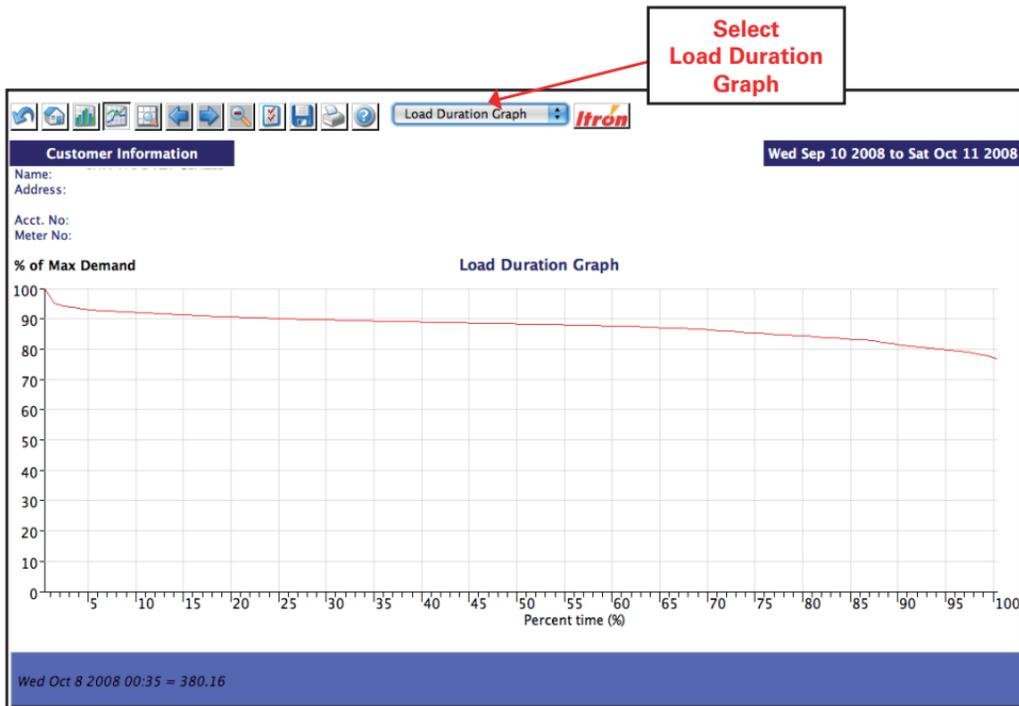
25



Load Duration Graph

26

The Load Duration Graph report displays the ranking of usage for the time period selected.



PNM Profiler tool bar features

A tool bar is available at the top of the page. The following diagram explains the function of each icon.

