

SPATIA WEB PORTAL FOR ELECTRIC DATA

User Guide



Delivering water and power®

Site: <https://spatia.srpnet.com> | Support: spatia@srpnet.com

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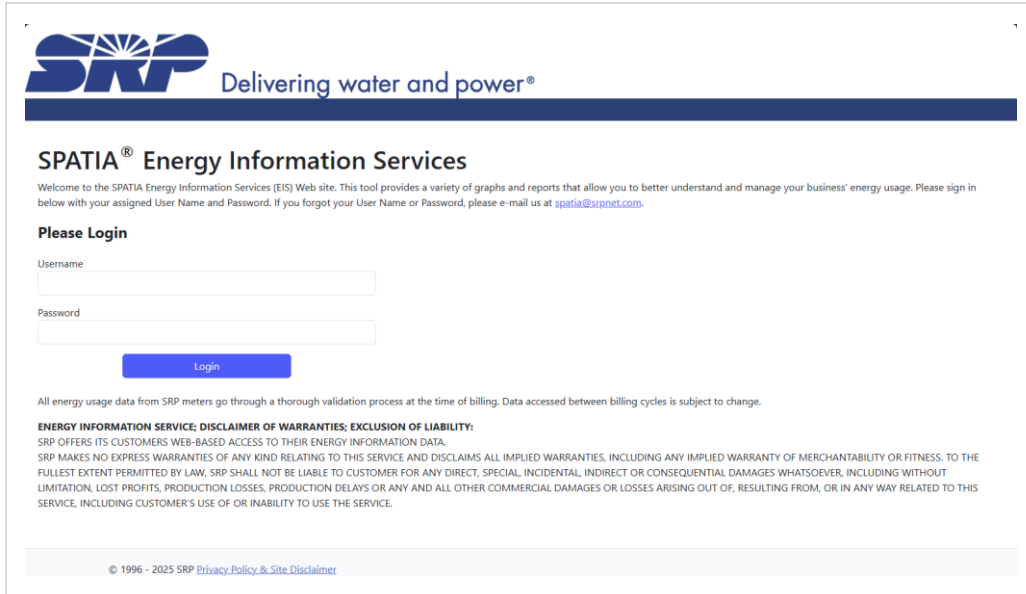
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Introduction

This guide helps new users navigate and utilize the reporting features of SRP's Spatia web portal.



The screenshot shows the SRP logo and tagline "Delivering water and power®" at the top. Below is the "SPATIA® Energy Information Services" header. A welcome message states: "Welcome to the SPATIA Energy Information Services (EIS) Web site. This tool provides a variety of graphs and reports that allow you to better understand and manage your business' energy usage. Please sign in below with your assigned User Name and Password. If you forgot your User Name or Password, please e-mail us at spatia@srpnet.com." Under the heading "Please Login", there are two input fields: "Username" and "Password". A blue "Login" button is positioned below the fields. A small disclaimer note reads: "All energy usage data from SRP meters go through a thorough validation process at the time of billing. Data accessed between billing cycles is subject to change." Below this is a bolded section: "ENERGY INFORMATION SERVICE; DISCLAIMER OF WARRANTIES; EXCLUSION OF LIABILITY:" followed by a paragraph of legal text. At the bottom, a footer contains the copyright notice: "© 1996 - 2025 SRP [Privacy Policy](#) & [Site Disclaimer](#)".

Account Setup

Steps to create an account and log in:

- Visit the website's [homepage](#).
- Click on the spatia@srpnet.com link and email a request to the Spatia team.
- Please include your details (name, email, company name and requested password and/or contact phone number).
- Spatia web portal accounts show data for electric meters and electric accounts associated with your Spatia account. The Spatia admins can make sure that you are seeing the data for all the accounts you need.
 - To add access for your meters, please contact your Strategic Business Account Manager or email spatia@srpnet.com.

Usage Data and Graphs

This section of the web portal uses Itron’s MV-WEB, an online tool that allows users to directly view and download electric meter usage data and associated reports. This section has its own help feature and documentation that can be accessed from the “Help” icon in the top right of the Usage Data and Graphs page.

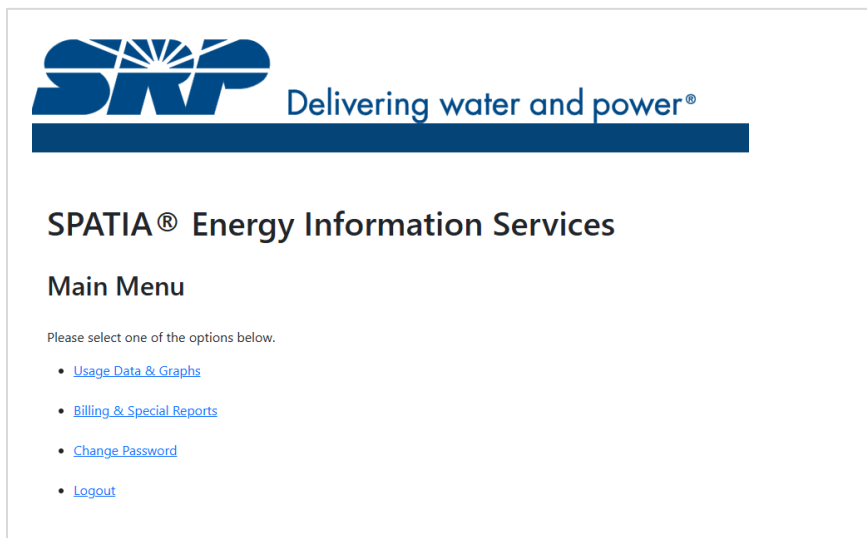
Up to three years of historical data are available for download.

Billing Reports

This section allows users to view and download recent bills for their electric service accounts and associated reports. Up to three years of billing history can be available.

Steps to generate a report:

1. Select the report type from the list.
2. Choose the date range and filters.
3. Click “Generate Report.”



Available Reports:

Most Recent Bill: This report displays the account number, name, address, rate, stop date (the end of the data included in this bill), kWh (kilowatt-hours) and bill amount from the most recent bill for each account assigned to your Spatia user ID. This report has a drill-down option. If you click on a particular bill month/year, additional billing elements are displayed for that particular bill.

[Bills By Account:](#) This report shows the stop date, rate, max kW (kilowatts), kWh, PF (power factor), PF penalty kWh, PF penalty bill amount, and bill amount for each bill month. You can display all bills or the most recent 12, 24, 36 or 48 bills. This report has a drill-down option. If you click on a particular bill month/year, additional billing elements are displayed for that particular bill. You may get fewer bills than the 12, 24, 36 or 48 you selected if the account was billed under a different non-TOU price plan during that period.

[Bill History:](#) This report displays bill month/year, bill stop date, price plan, total on-peak, shoulder and off-peak kWh and kW values, the maximum kW, and dollars for all bills or the last 12, 24, 36 or 48 bills.

[Bill Summary By Bill Month/Year:](#) This program sums the kWh and actual bill amounts by bill month/year for all of the accounts assigned to your Spatia user ID. Also included is the number of bills for each bill month/year. This report has two drill-down features. You may click on a particular bill month/year and view all of the individual bills assigned to your Spatia user ID. Additionally, clicking on the account number displayed will take you to more detailed bill information. The current month may have fewer bills because some of the accounts have not yet been billed.

Account Summary and Comparison Graphs

The following reports are available from the drop down menus above or the links below

Billing reports

- o **Most Recent Bill:** This report displays the account number, name, address, rate, stop date (the end of the data included in this bill), kWh and bill amount from the most recent bill for each account assigned to your SPATIA user ID. This report has a drill down option. If you click on a particular Bill Month/Year, additional billing elements are displayed for that particular bill.
- o **Bills By Account:** This report shows the stop date, rate, max kW, kWh, PF, PF Penalty kWh, PF Penalty bill amount and bill amount for each bill month. You can display the most recent 12, 24, 36, 48 or all bills. This report has a drill down option. If you click on a particular Bill Month/Year, additional billing elements are displayed for that particular bill. You may get fewer bills than the 12, 24 or 36 you selected if the account was billed under a different, non-TOU price plan during that period.
- o **Bill History:** This report displays bill month/year, bill stop date, price plan, total, on, shoulder and off peak kWh and kW values, the max kW and dollars for the last 12, 24, 36, 48 or all bills.
- o **Bill Summary By Bill Month/Year:** This program sums the kWh and actual bill amounts by bill month/year for all of the accounts assign to your SPATIA user ID. Also included is the number of bills for each bill month/year. This report has two drilldown features. You may click on a particular bill month/year and view all the individual bills assigned to your SPATIA user ID. Additionally, clicking on the account number displayed will take you to more detailed bill information. The current month may have fewer bills because some of the accounts have not yet billed.

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Customizing Reports

Options for customization:

- Apply filters for specific data.

- Sort columns and adjust layout.
- Save custom views for future use.

Exporting Reports

Export options:

- Click the “Export” button.
- Choose format (PDF, Excel, CSV).
- Download the file to your device.

Troubleshooting

Common issues and solutions:

- Report not loading: Check internet connection.
- Filters not applying: Clear cache and retry.
- Export fails: Ensure pop-ups are allowed.

FAQ

- How often is data updated?
 - Daily, during the overnight hours.
- Can I schedule reports?
 - Yes, under “Report Settings.”
- Who do I contact for support?
 - Email spatia@srpnet.com.
- How can I perform a rate comparison?
 - Rate comparison is no longer offered in Spatia, but SRP is happy to assist you with a rate comparison. To request a rate comparison study, please contact your SRP account manager or email spatia@srpnet.com.