



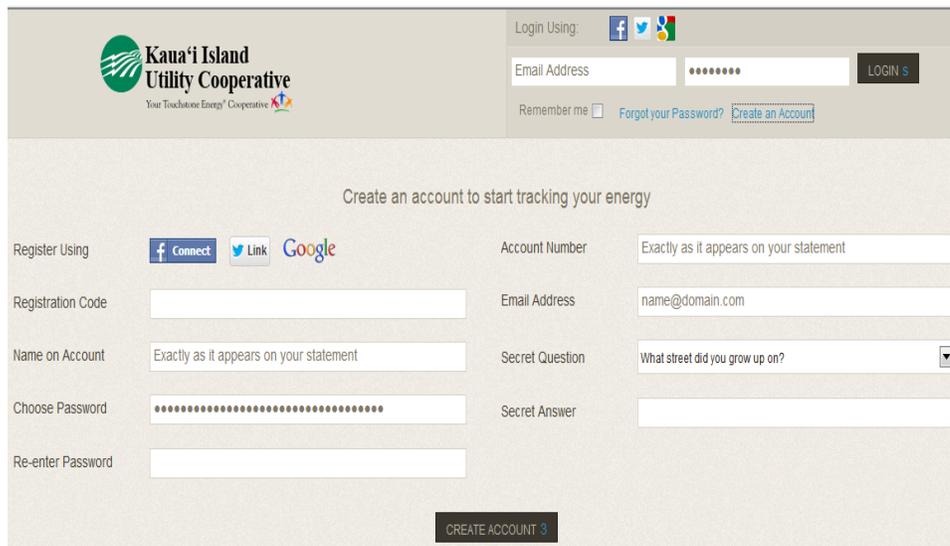
HOW TO GET STARTED

Creating a MyMeter account with Kauai Island Utility Cooperative is free and easy!

If you have a standard meter, you should be able to access your account data by creating a MyMeter account. In order to create an account, you will need your electric bill and the last four digits of your Social Security Number or Federal Identification Number of your business. If KIUC does not have the last four digits of your Social Security Number or Federal Identification Number on file, you will not be able to create an account without contacting the office at (808) 246-4300 to speak with a representative.

1. Go to <https://mymeter.kiuc.coop>.
2. Click the “Create an Account” link at the top right of the screen.
3. Enter the last four digits of your SSN in the Registration Code box.
4. Enter your name exactly as it appears on your billing statement.
5. Choose a password, then re-enter it again to ensure that it is identical.
6. Enter your account number exactly as it appears on your billing statement.
7. Enter an email address for delivery of MyMeter information.
8. Select a secret question and provide an answer.

Click the “Create an Account” at the bottom of the screen and you should have access to your meter information!



The screenshot shows the MyMeter account creation interface. At the top left is the Kauai Island Utility Cooperative logo. To the right, there are social media icons for Facebook, Twitter, and Google+, and a 'Login Using' section with an 'Email Address' field, a password field (masked with dots), and a 'LOGIN' button. Below this is a 'Remember me' checkbox, a 'Forgot your Password?' link, and a 'Create an Account' link. The main section is titled 'Create an account to start tracking your energy'. It features a 'Register Using' section with 'Connect' buttons for Facebook, Link, and Google. The registration form includes fields for 'Registration Code', 'Name on Account' (with a placeholder 'Exactly as it appears on your statement'), 'Choose Password', 'Re-enter Password', 'Account Number' (with a placeholder 'Exactly as it appears on your statement'), 'Email Address' (with a placeholder 'name@domain.com'), 'Secret Question' (with a dropdown menu showing 'What street did you grow up on?'), and 'Secret Answer'. A 'CREATE ACCOUNT' button is located at the bottom center.



For MyMeter Assistance:

Call (808) 246-4300 or

Email questions to:

Info@kiuc.coop

1. **When will I be able to see my data in MyMeter?**

If you recently opened a new account, your data will be available after your first electric bill has been rendered. If you would like information regarding your usage before then, you may call (808) 246-4300 for assistance.

2. **Can I see my usage data in real time as I'm using it?**

No, MyMeter shows data 24-48 hours after use.

3. **Will MyMeter tell me how much my bill is going to be?**

No, MyMeter shows doesn't calculate price per kWh. It just provides information regarding your consumption.

4. **Am I required to complete the Property Profile?**

No, you are not required to complete the Property Profile. However, if you chose not to complete the Property Profile, then you won't be able to compare your usage with the average usage of other customers with similar homes/building and occupancy as you.

5. **When comparing my usage to others, who am I comparing my usage to?**

It depends on the comparison type you choose. If you choose Utility Average, then your usage is compared to all KIUC customers in your rate schedule (residential or commercial). If you choose Neighborhood Average, you would compare your usage with customer who is located within a 5 mile radius of your property.

6. **Can I export my data into Excel?**

Yes, just look for the download icon on the Charts and Data pages.

7. **I have multiple electric accounts with KIUC; do I need to create a MyMeter account for each one?**

No, all you would need to do is access the User Menu  or  and click on account information (the difference in icons depends on your internet browser). In the connect additional Kauai Island Utility Cooperative Account block, enter the Name on Account, Account Number and Registration Code then click on add account.

8. **If I close my account where I'm living currently, will my information still be available?**

Unfortunately, once you close your account, the data will no longer be available for you to view.

The power of human connections®

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DASHBOARD VIEW

After you sign in, the account dashboard is displayed. The dashboard has three main parts; Charts, Data and Property.



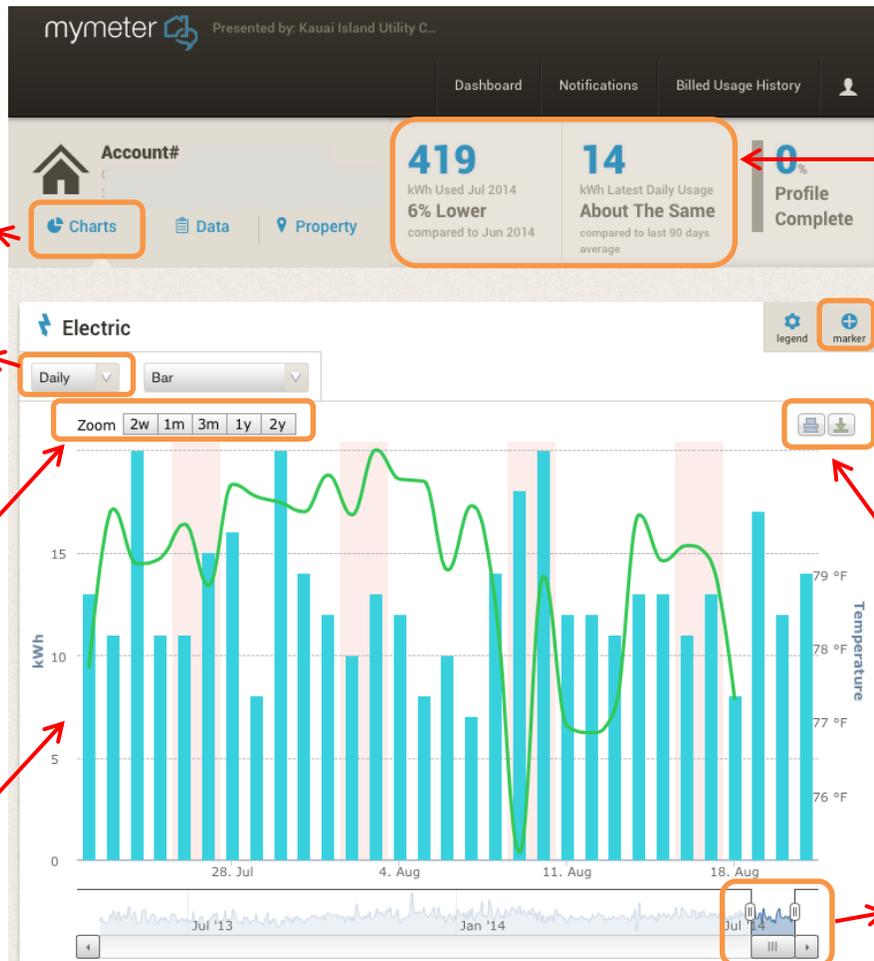
Charts allows you to see your energy usage in Monthly, Daily, Hourly and 15-Minute Intervals. Using the slider at the bottom of the charts allows you to see specific time periods. You can zoom in or out depending on the information you would like to review. You are also able to establish Energy Markers which allow you to set a period of time that may impact your energy usage for instance vacations or extra visitors.

Data allows you to see you energy usage in numeric format for Monthly, Daily, Hourly and 15-Minute Intervals. The data is color coded with blue for low usage, peach for medium usage and orange for high usage. You are also able to download this information to a spreadsheet using CVS. Energy Markers are still able to be created while you're in Data view.

Property allows you to review and enter information about your home or business. Completing the property information will allow you to compare your home or businesses usage with other homes or businesses within a 5 mile radius.



CHARTS VIEW



Charts tab

The drop down menu allows you to view your data in daily, hourly, monthly and 15-minute intervals.

Zoom allows you to view data using preset shortcuts.
2w- two week view
1m- one month view
3m- three month view
1y- one year

Hover over blue graph data for kWh consumed. If you have renewables, hover over green graph information for kWh being returned to KIUC.

These blocks compare your monthly consumption from last month to the month prior. As well as the current daily consumption compared to the last 90 days.

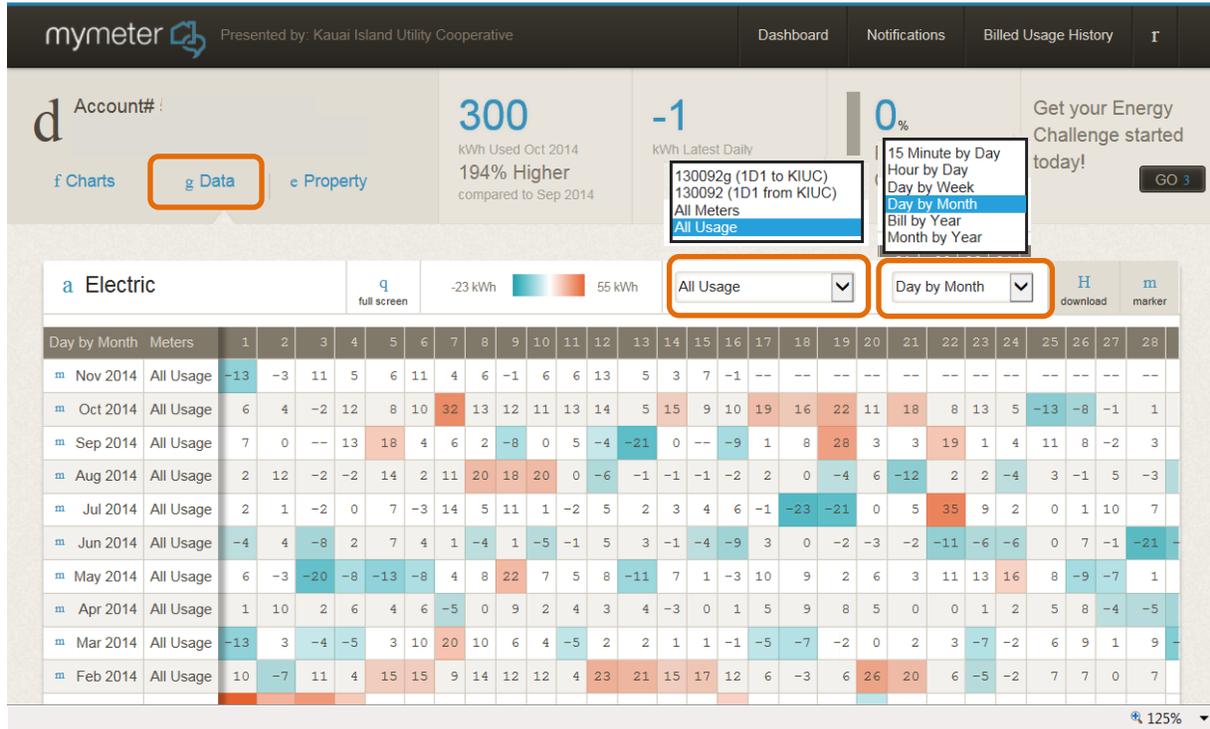
Marker allows you to create energy markers. These are used by the consumer to note events that may affect your consumption such as extra guests, vacations, and faulty appliances.

The printer icon will allow you to print the current screen.

Click and drag this bar to change the time period of your displayed information.



DATA VIEW



130092g (1D1 to KIUC)
 130092 (1D1 from KIUC)
 All Meters
 All Usage

1D1 to KIUC is the view of information from the customer to KIUC. This information is available when the customer generates electricity and return unused power back to KIUC.

1D1 from KIUC is the view of information from KIUC to the customer.

All Usage is helpful for customers who generate renewable energy. It allows customers to see what they are buying from KIUC and selling to KIUC at the same time.

15 Minute by Day
 Hour by Day
 Day by Week
 Day by Month
 Bill by Year
 Month by Year

This drop down menu allows you to view data by 15 minute intervals, hourly, daily, day by month. The usage is also available according to your billing period (should coincide with the billing days of your electric bill) or total per month (Jan, Feb, Mar, etc.).