



Advanced meter

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Advanced meter provides you with detailed energy usage data. Watch a video on how to read your advanced meter.

Advanced meters are modern electric meters that enable two-way data sharing between your home or business and Hawaiian Electric through a secure wireless communications network. Advanced meters look just like the analog electric meters but with a digital display. Advanced meters are an important component of our grid modernization efforts.

An advanced meter will record 15-minute interval usage data and give you access to it through the My Energy Use Portal. You can easily view how much electricity you use during different hours of the day and compare your usage patterns to previous days and weeks. This can help you to be more aware of your energy use patterns and make smart, cost-saving energy adjustments.

It's your data, and you have full access to it. The My Energy Use portal provides you with the ability to easily download your energy usage data with granularity down to 15-minute intervals in either Excel (CSV) format or Green Button format (XML).

Green Button is an industry-led initiative to provide utility customers with easy and secure access to their energy use information in standardized XML format. This allows you to provide your data to third parties to utilize - for purposes like programming home energy management devices, sizing and financing rooftop solar systems, and verifying home energy savings investments.

Compare the features of advanced meters and existing analog and digital meters.

To opt out of an advanced meter, you must be the electric account holder. You can opt out online, opt out by mail or call our Customer Service Center.

Advanced meters use radio frequency (RF) to communicate across the electric grid. RF is electromagnetic energy that includes frequencies used for everyday communications such as radio and TV broadcasting, cell phones and wi-fi routers.

Advanced meters are an important part of our Grid Modernization Strategy. When installed and properly maintained, wireless advanced meters result in much smaller levels of RF exposure – the total average transmission time is less than one second in a 24-hour period – than many existing common household electronic devices, particularly cell phones and microwave ovens.



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Easy web browsing for customers with disabilities

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Contact us for free full report

Web: <https://kary.com.pl/contact-us/>

Email: energystorage2000@gmail.com

WhatsApp: 8613816583346

