

Identifying an AMI (Advanced Metering Infrastructure) meter in MYCPAU

Once a service location has been updated with AMI, the usage display will automatically be updated to include interval data icons.

Prior to AMI:

The screenshot shows the City of Palo Alto Utilities MYCPAU portal. The navigation bar includes: HOME, MY ACCOUNT, BILLING, USAGE, OUTAGES, NOTIFICATIONS, CONTACT US, MOVE OUT, and WAYS TO SAVE. The main content area displays three usage cards for Electric, Gas, and Water. Each card shows a 'MONTHLY AVERAGE' and 'HIGHEST THIS YEAR' value, along with a 'Period: Jan 2024 To Jan 2025'. The 'Monthly' interval icon is highlighted with a green box in each card.

Utility	Monthly Average	Highest This Year
Electric	284 kWh	656 kWh
Gas	14 THM	43 THM
Water	4 CCF	6 CCF

After AMI installation:

The close-up shows the interval data icons for each utility. The 'Monthly' icon is highlighted with a green box in each case. Arrows indicate the transition from the 'Prior to AMI' state to the 'After AMI installation' state.

- Electric: 15 min, Hourly, Daily, Monthly
- Gas: Hourly, Daily, Monthly
- Water: Hourly, Daily, Monthly

How to Export AMI Usage Data

Once logged in, navigate from the main screen to “Usage” by clicking on either the tab or tile.

The screenshot shows the City of Palo Alto Utilities website interface. The top navigation bar includes 'HOME', 'MY ACCOUNT', 'BILLING', 'USAGE' (highlighted with a blue box), 'OUTAGES', 'NOTIFICATIONS', 'CONTACT US', 'MOVE OUT', and 'WAYS TO SAVE'. The 'USAGE' section is expanded, showing a bar chart for 'Electric' usage for 'Meter # - A' from August 2024 to January 2025. The chart shows monthly usage in kWh, with values ranging from approximately 1200 to 1800 kWh. The 'USAGE' tab is highlighted in a blue box.

Month	Usage (kWh)
Aug 2024	~1250
Sep 2024	~1200
Oct 2024	~1650
Nov 2024	~1300
Dec 2024	~1800
Jan 2025	~1350

First, select which service usage data is needed between electric, gas, or water.

Next, select the interval needed.

- Electric - monthly, daily, hourly, and 15min
- Gas and Water - monthly, daily, hourly

Usage

Meter Number 300 - -A

Electric ←

1,005 kWh
MONTHLY AVERAGE

1,373 kWh
HIGHEST THIS YEAR

Green Button

Gas ←

Water ←

Access WaterSmart

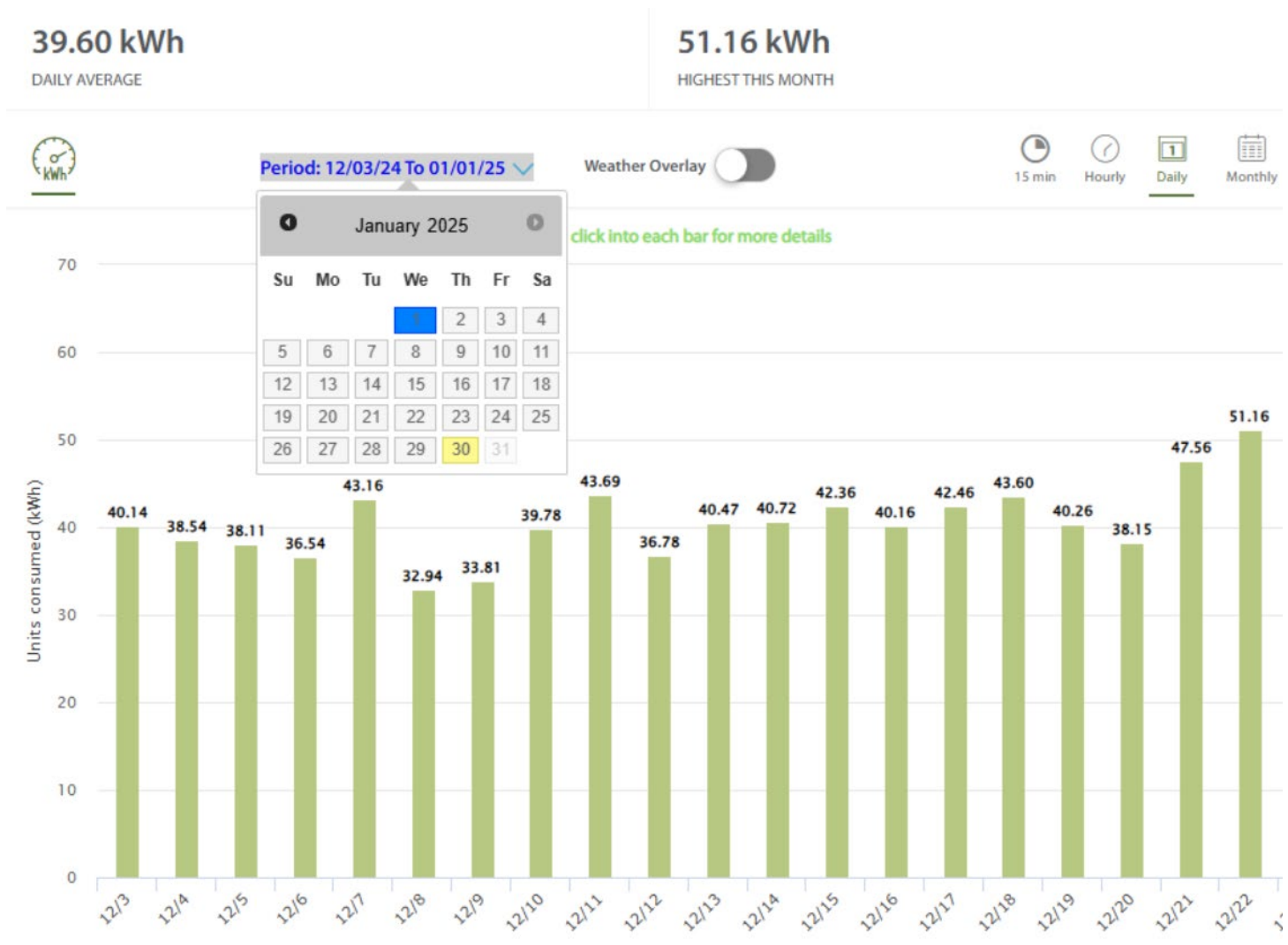
Period: Jan 2024 To Jan 2025

15 min Hourly Daily Monthly

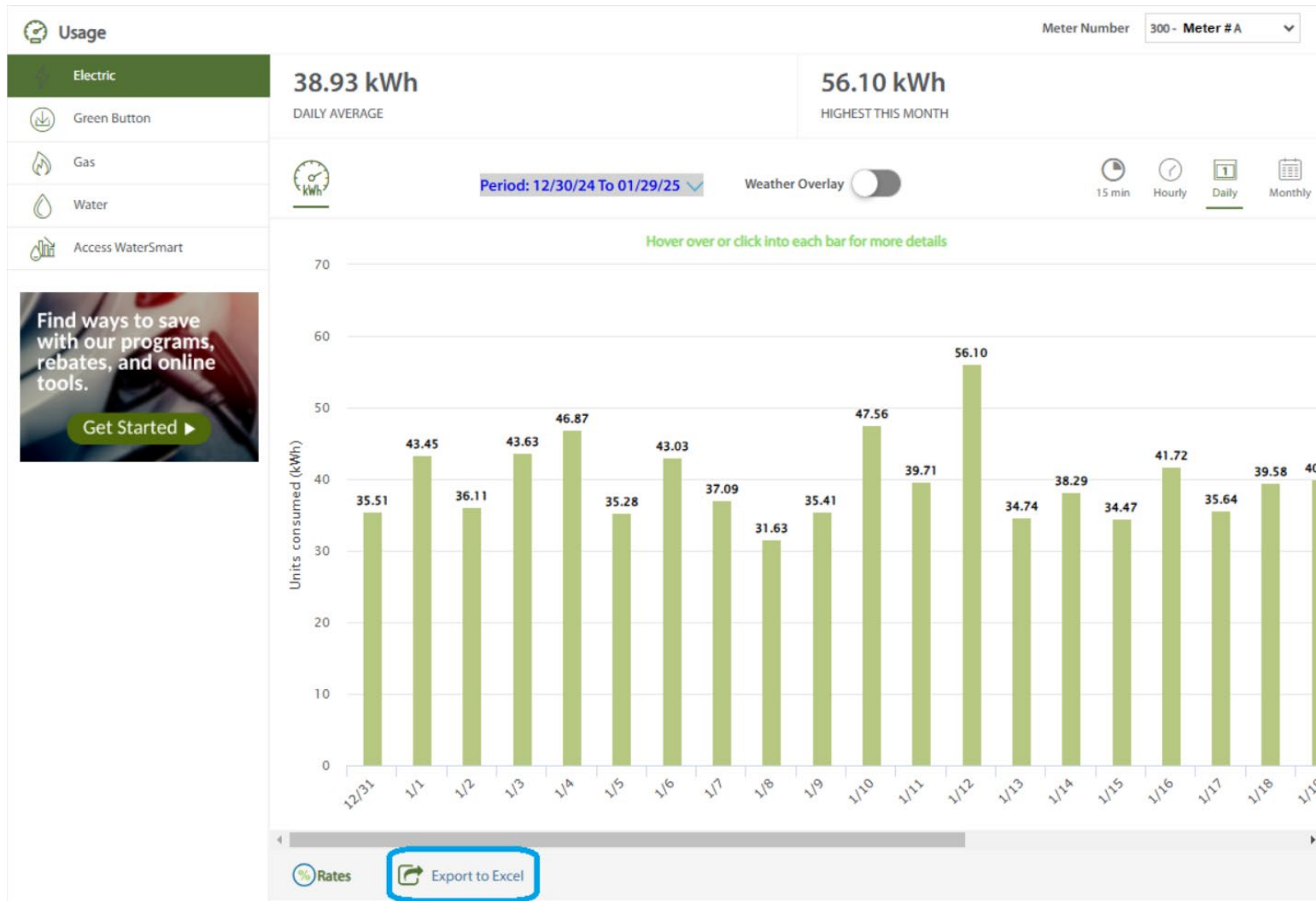
1800

Hover over or click into each bar for more details

The screen will default to the latest bill period. To change the bill period displayed, click on the date in blue to open up the calendar.



Once your date range has been selected, click on “Export to Excel” at the bottom of the screen to download. Repeat this process for each period needing to be downloaded.



Export Sample:

Meter Number: 0000000000XXXXXX	
Period: 12/30/24 To 01/29/25	
Property: XXX Street (Account #)	
Usage Date	Units Consumed (kWh)
12/31/24	35.51
01/01/25	43.45
01/02/25	36.11
01/03/25	43.63
01/04/25	46.87
01/05/25	35.28
01/06/25	43.03
01/07/25	37.09
01/08/25	31.63
01/09/25	35.41
01/10/25	47.56
01/11/25	39.71
01/12/25	56.1
01/13/25	34.74
01/14/25	38.29
01/15/25	34.47
01/16/25	41.72
01/17/25	35.64
01/18/25	39.58
01/19/25	40.01
01/20/25	36.69
01/21/25	35.24
01/22/25	36.6
01/23/25	30.76
01/24/25	30.95
01/25/25	37.95
01/26/25	38.35
01/27/25	40.62
01/28/25	46.05