

# City of Angleton CUSTOMER PORTAL USER GUIDE

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1. Login Page:

- Go to the City of Angleton’s customer portal website below.
- <http://water.angleton.tx.us>
- Sign in with your email address and password.
- If you are a new user, select **Need to setup an account?**

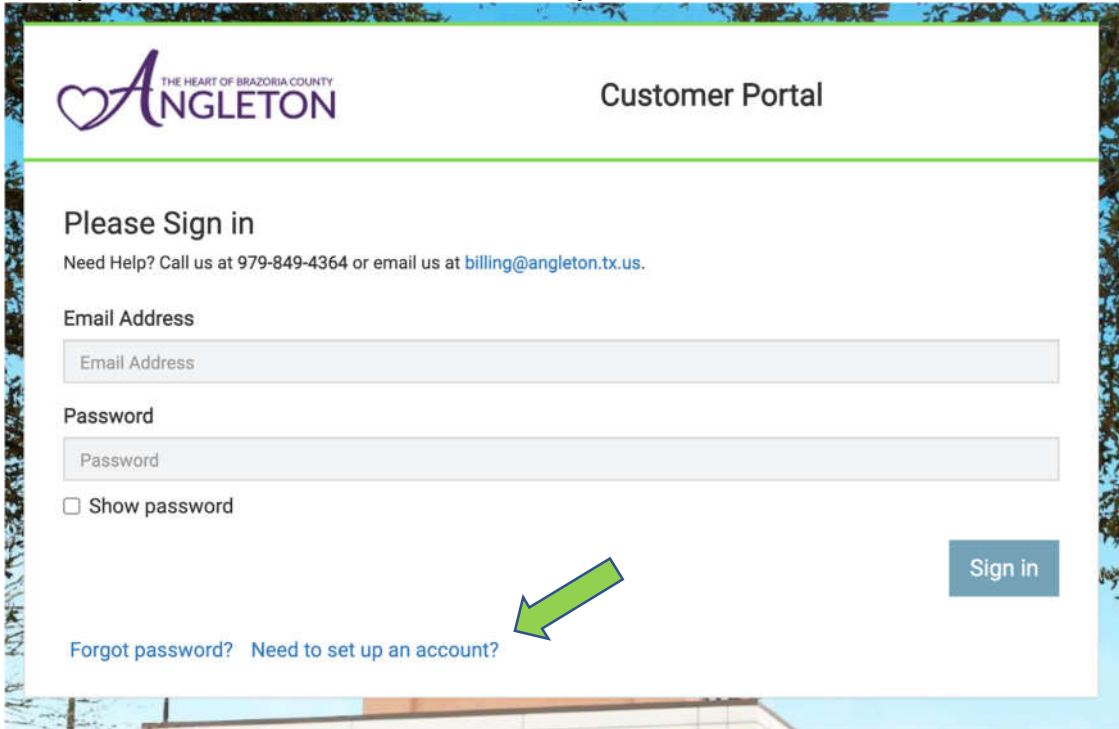


Figure 1- Customer Portal Login Page

- You may see a similar window to the one below prompting you to accept the City/Utility terms and conditions if any exist. Select **I Accept**.

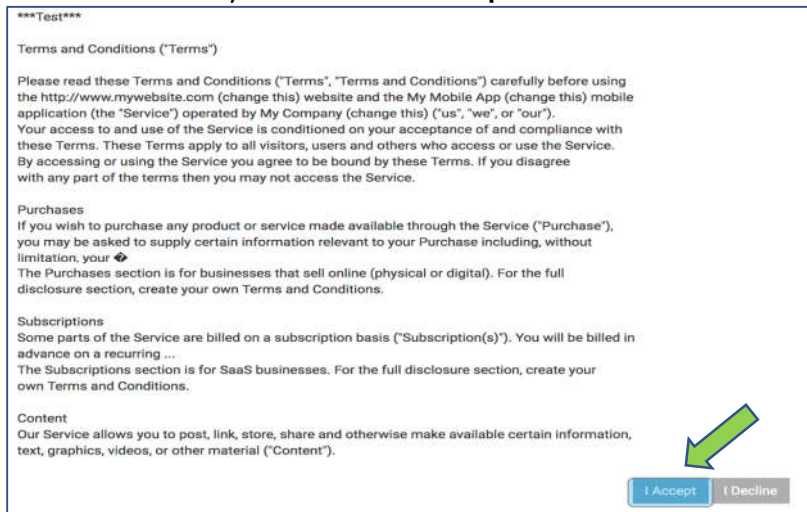
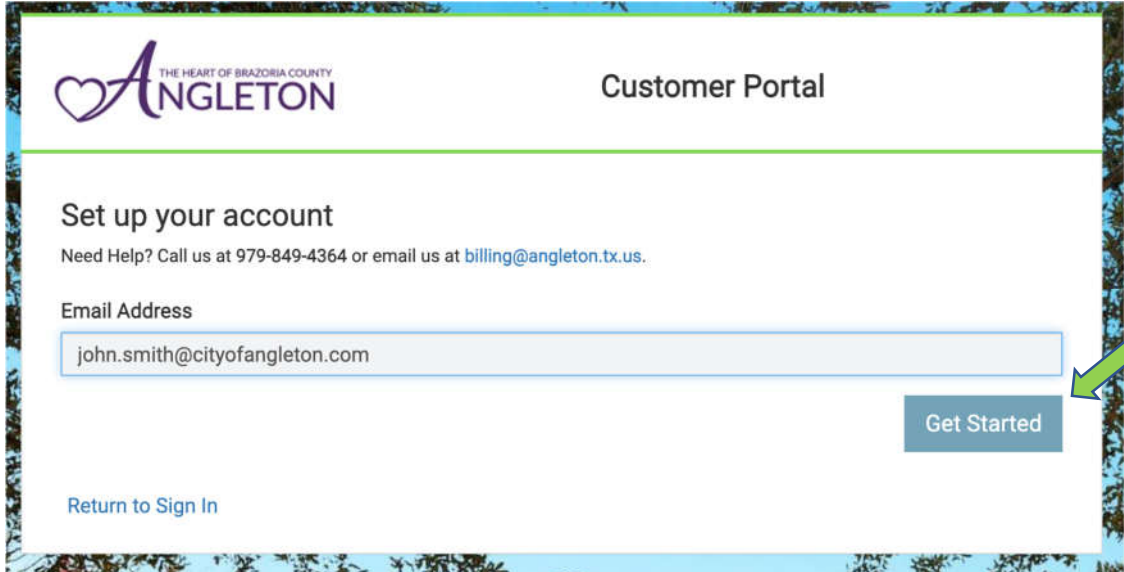


Figure 2- Terms and Conditions Window

- After selecting **I Accept**, you will be prompted to enter in your email address.
- Type in your email address and select **Get Started**.



**THE HEART OF BRAZORIA COUNTY**  
**ANGLETON**

**Customer Portal**

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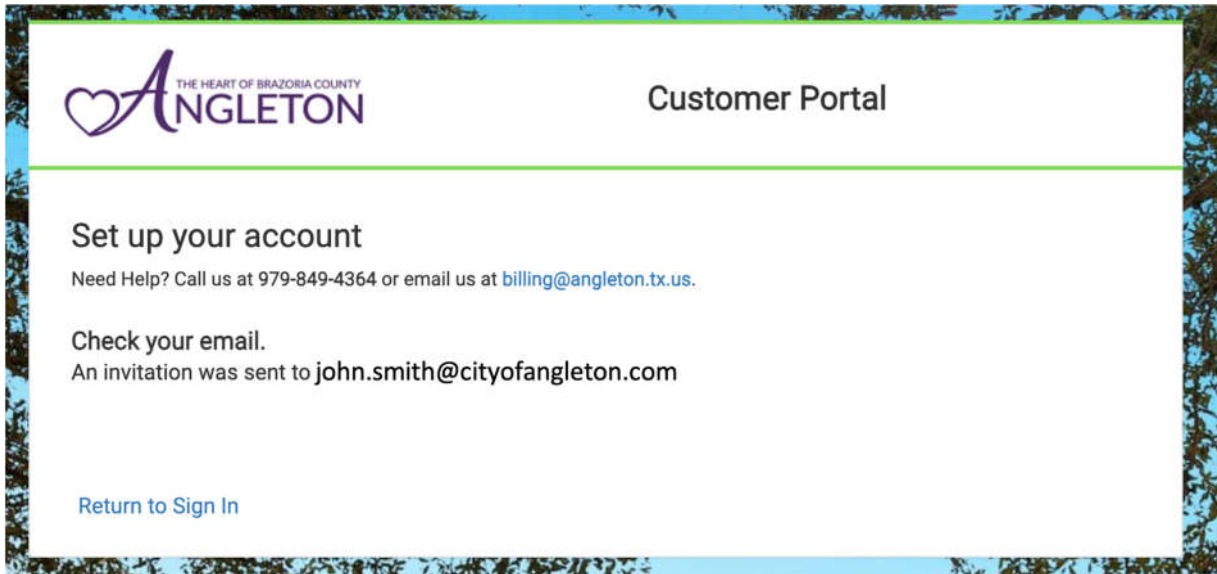
**Set up your account**  
Need Help? Call us at 979-849-4364 or email us at [billing@angleton.tx.us](mailto:billing@angleton.tx.us).

Email Address

**Get Started**

[Return to Sign In](#)

Figure 3-Email Window



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**Set up your account**  
Need Help? Call us at 979-849-4364 or email us at [billing@angleton.tx.us](mailto:billing@angleton.tx.us).

**Check your email.**  
An invitation was sent to [john.smith@cityofangleton.com](mailto:john.smith@cityofangleton.com)

[Return to Sign In](#)

Figure 4-Email Confirmation

- Open your email. You will receive an email from [donotreply@sensus-analytics.com](mailto:donotreply@sensus-analytics.com)
  - Check your junk email if you do not see it.
  - Follow the instructions in the email, note the link provided in the email will expire within 24hrs.

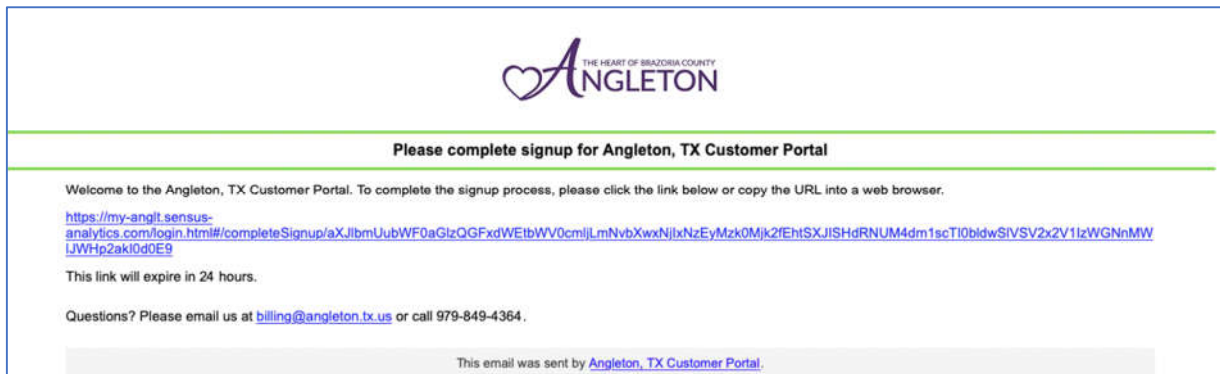


Figure 5- Email Received

- After clicking the link in the email, you will be prompted to enter in your required account information to complete your customer portal setup.
- Your email address will be prepopulated.
- Enter in your Account Number as it appears on your bill with dashes. **(Ensure there are no trailing spaces or characters following your account number or enrolment will fail)**
- Enter in your Service Address Street Number Only as it appears on your bill.
  - Example: If Service Address is 123 Rainbow Rd. Enter in 123. **(Ensure there are no trailing spaces, or special characters following your street number or enrolment will fail)**
- Enter in cell phone number for text message alerts, this is optional but recommended.
- Enter in the desired password, confirm the password.
  - Follow the password rules, which can be viewed by clicking **Rules**.
- Select language default.
- Select **Submit** when ready.

Figure 6- New User Setup window

- You should now be able to login to the customer portal.
- Sign in with your credentials that you created.

Figure 7-Sign in window

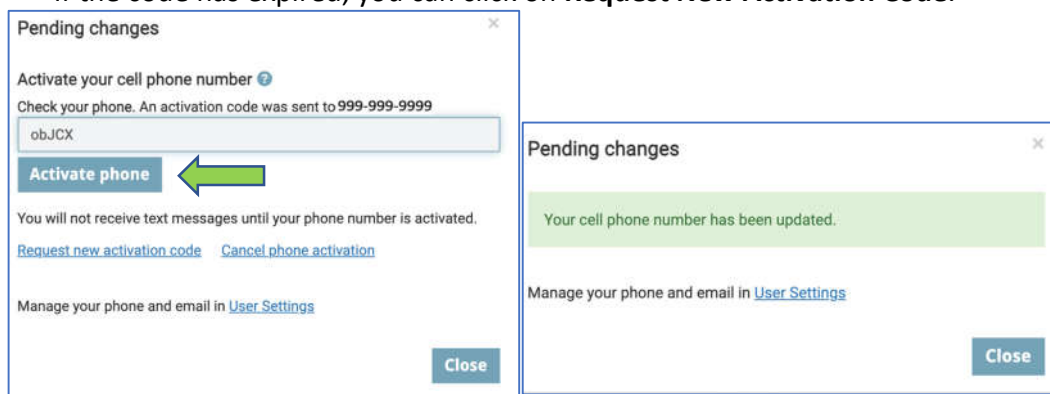
- If you entered in a phone number, you will be sent a text message with a code for cell phone activation to receive alerts.

This phone number has been added to a Angleton, TX Customer Portal account.

Your activation code is: obJcX

Figure 8-Code Activation Text Message

- Once you sign in, you will be prompted to enter in the code you received in the text message.
- Enter in the code and click **Activate Phone**.
- If the code has expired, you can click on **Request New Activation Code**.



The figure consists of two side-by-side screenshots of a web application's 'Pending changes' dialog box. The left screenshot shows the activation process: the title is 'Pending changes', followed by 'Activate your cell phone number' with a help icon. Below is the instruction 'Check your phone. An activation code was sent to 999-999-9999' and a text input field containing 'obJcX'. A blue 'Activate phone' button is highlighted with a green arrow pointing to it. Below the button are links for 'Request new activation code' and 'Cancel phone activation', and a link to 'Manage your phone and email in User Settings'. A 'Close' button is at the bottom right. The right screenshot shows the completion of the process: the title is 'Pending changes', followed by a green success message 'Your cell phone number has been updated.' Below this is the same 'Manage your phone and email in User Settings' link and a 'Close' button at the bottom right.

Figure 9- Completing Phone Activation

## 2. Dashboard:

- The Dashboard is an overview of your account details. It displays the current and previous months' usage, current alerts, and notifications.
- There are also quick links to City/Utility Support, Pay Bill services, and language preferences.
- To sign out of your account, select **Sign out**.

### 2.1 Dashboard – Top of Page

- 1<sup>st</sup> Row
  - Utility Logo
    - If you click on the logo it will take you to the home City/Utility website.
  - Name on the account.
  - Quick link access to Utility Support Website.
  - Quick link access to bill pay.
  - Option to set language preference of English or Spanish.
  - Sign out.



Figure 10-Dashboard-Top of Page - 1st Row

- 2<sup>nd</sup> Row
  - Account name and service address.
  - Drop down menu to toggle between multiple accounts if linked or commodities.
  - Drop down menu to toggle between multiple meters on the account.
    - Quick link access to add nicknames to meter ids

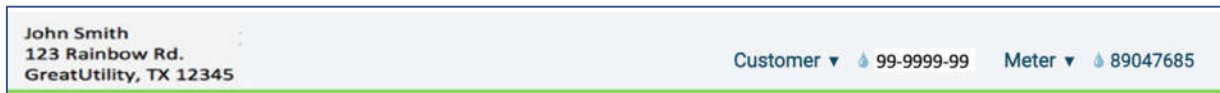


Figure 11-Dashboard - Top of Page-2<sup>nd</sup> Row

## 2.2 Dashboard – Tiles

- Billing Cycle Usage Graph.
  - Displays graphical view of current, previous, and last year billing cycle usage.
- Billing Cycle Data.
  - Shows usage data of current, previous, and last year billing cycle usage during the same time period.
- Billing Cycle Threshold.
  - You can set this up by clicking on **Configure**. This is a way to quickly check to see if you are still in line or close to going over your billing cycle threshold.
- Alerts Triggered.
  - Any alerts that have been triggered will display here.
- Utility Notifications.
  - Notifications sent by the utility will display here.



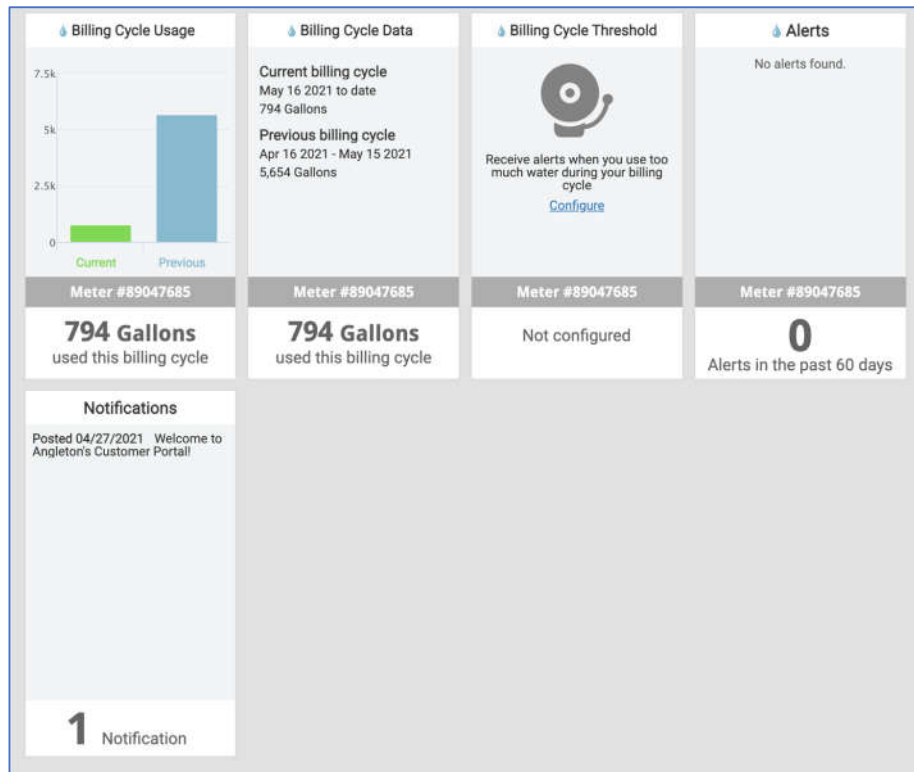


Figure 12- Customer Portal – Dashboard

### 2.3 Dashboard – Bottom of Page

- Copy Right Information.
- Link to view Terms and Conditions.
- Pay Bill Link.
- Option to set language preference of English or Spanish.
- Sensus Logo is a quick link to get back to the Dashboard page.



Figure 13 - Dashboard - Bottom of Page

### 3. Usage Details:

- In the Usage Details tab, you can view temperatures, rainfall, and usage by a selected time frame.
- Options include 24 hrs., 7 days, 30 days, 12 months, and a manually selected date range.
- You can also download a copy of the chart in a PDF file format or download the data in a CSV or XLS format.



Figure 14-Customer Portal - Usage Details

#### 4. Meters:

- In the Meters tab, the meter’s details are displayed.
- Here you can
  - Add nicknames to meters.
  - View the last read that came in.
  - Add recipients that you would like to also receive alerts.
  - Use quick links to jump to alert thresholds, dashboard, and usage details.

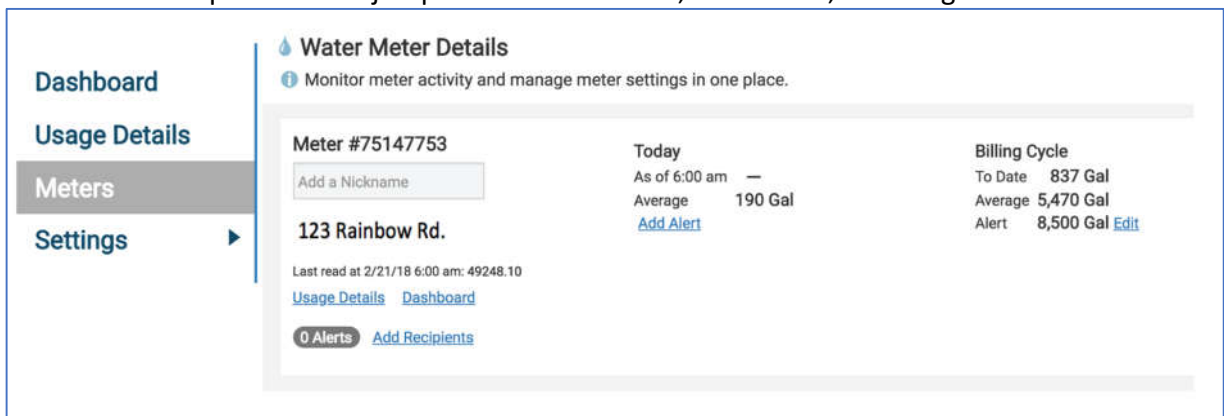


Figure 15- Customer Portal - Meters

#### 5. Settings:

- In the Settings tab, select **Usage Alerts**, alerts can be set and edited here.
- To enable an alert, check the enabled box and enter in the desired threshold amount for each alert.

- Vacation Alert will bypass all other alerts when enabled.

⚠ Please Note: Meters transmit reading data multiple times each day, but some individual transmissions may be missed which can cause a delay in receiving alerts.

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**💧 Billing Cycle Usage Alert**  
 ⓘ Alert me when a meter is using more than a given amount in a billing cycle.

Meter #89047685  
 123 Rainbow Rd, Great Utility, TX 12345  
 Average Use 5476 Gal

Alert me when usage exceeds  Gal  Enabled [Save](#)

---

**💧 Daily Usage Alert**  
 ⓘ Alert me when a meter is using more than a given amount in a day.

Meter #89047685  
 123 Rainbow Rd, Great Utility, TX 12345  
 Average Use 242 Gal

Alert me when usage exceeds  Gal  Enabled [Save](#)

---

**💧 Multi-Day Alert**  
 ⓘ Monitor meter usage over 7 days.

Meter #89047685  
 123 Rainbow Rd, Great Utility, TX 12345  
 Average Use 1696 Gal over 7 days

Monitor usage over 7 days  
 Alert me when usage exceeds  Gal  Enabled [Save](#)

---

**💧 Vacation Alerts**  
 ⓘ Temporarily override your normal daily alert usage.

Meter #89047685  
 123 Rainbow Rd, Great Utility, TX 12345

Starting on  Ending on  Alert me when usage exceeds  Gal  Enabled [Save](#)

Figure 16-Customer Portal- Settings - Usage Alerts

- Select **Alert Recipients**, here you can edit which alerts you would like to receive and add new recipients to receive these alerts via email or text message.

**Alert Recipients**  
 ⓘ Configure which alerts you want to receive and add additional alert recipients.

(Customer Owner) Email john.smith@cityofangleton.com [Edit](#)

💧 Send email, text when Water Meters report:

- Vacation Usage Warning
- Daily Usage Warning
- Billing Usage Warning
- Usage Over Days
- Customer Leak

[Add alert recipient](#)

Figure 17-Customer Portal- Settings - Alert Recipients

- Select **User Settings**, here you can edit your email, phone#, password, and even add other accounts. This is for customer portal purposes only. To update your email and phone# for billing purposes make sure to contact your city or utility.

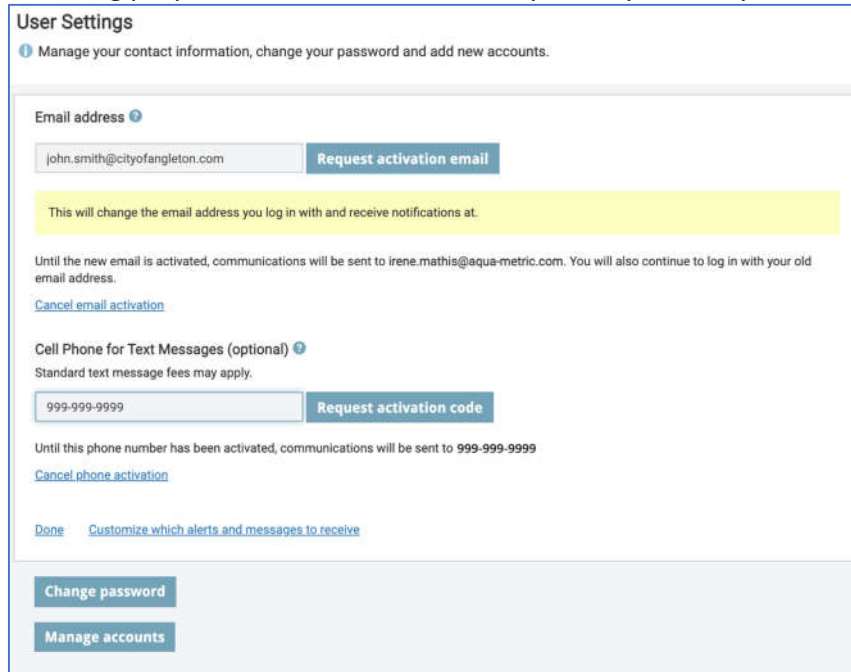


Figure 18-Customer Portal- Settings - User Settings

- To link another account,
  - Click on **Manage Accounts**.
  - Click on **Add Account**.
  - Enter in the **Account Number**.
  - Enter in the **Service Address Street Number Only** for the account to be added as **it appears on bill**.
  - Click **Add Account**.
  - You will now be able to view meters on both accounts.

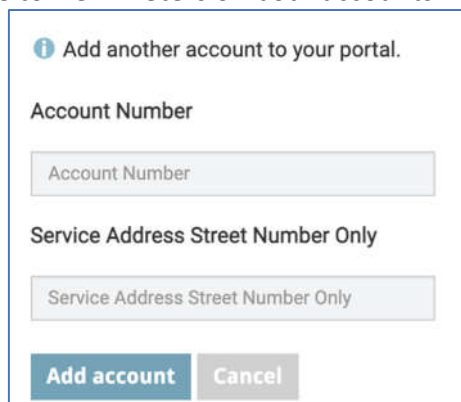


Figure 19-Manage Accounts Page

- Select **Units**, here you can choose how you would like to view units of measures for meter usage, rainfall, and temperature on your customer portal page.
- Exit will save your selection.

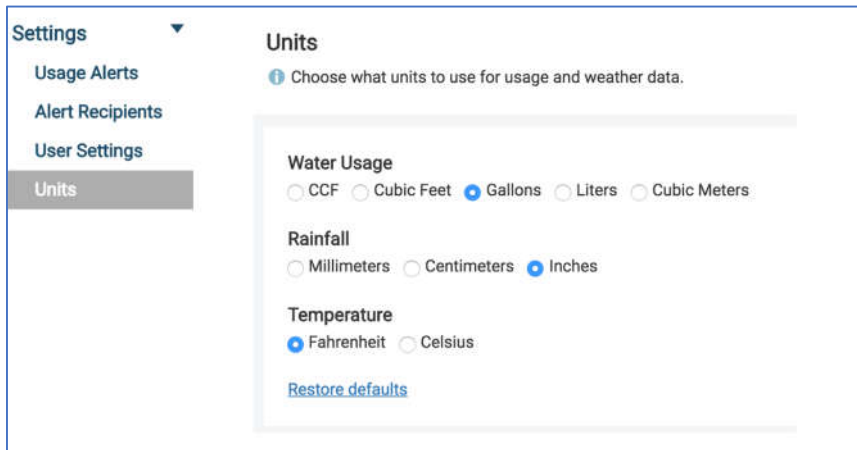


Figure 20-Customer Portal - Settings - Units

## 6. Usage Details – Revisit

- Now that all alerts and thresholds are set. Your dashboard will show any alerts triggered and if you are on target or over target on your billing cycle threshold.

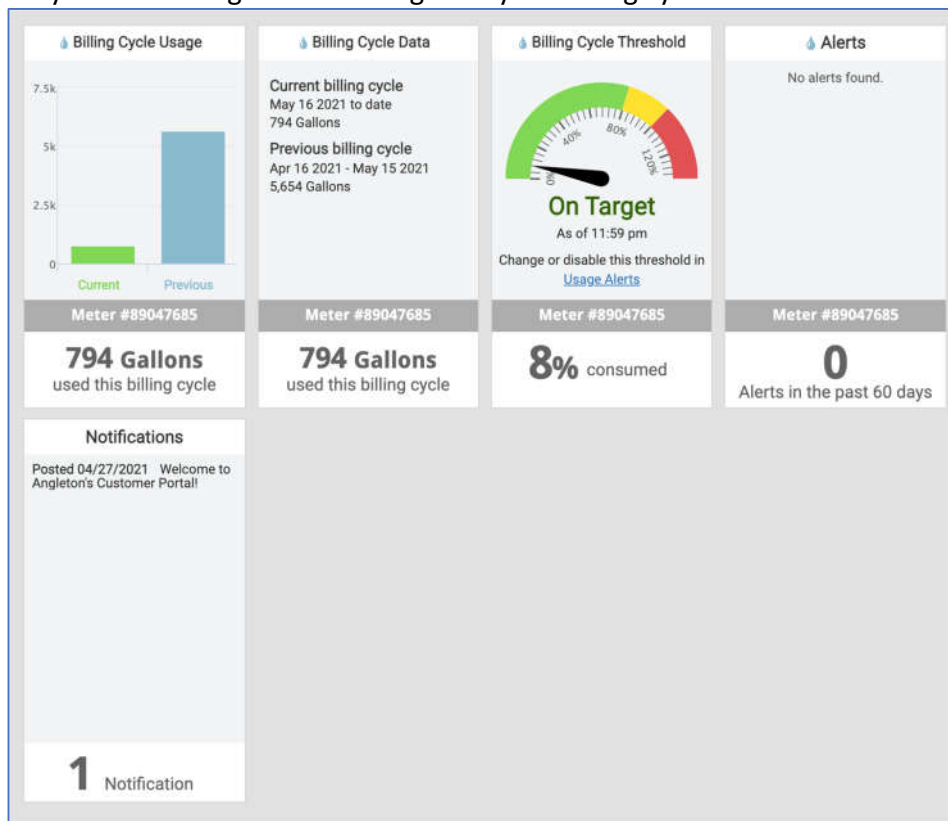


Figure 21 - Dashboard - Alerts Configured

- Usage Details will now display a daily usage threshold if one was set.

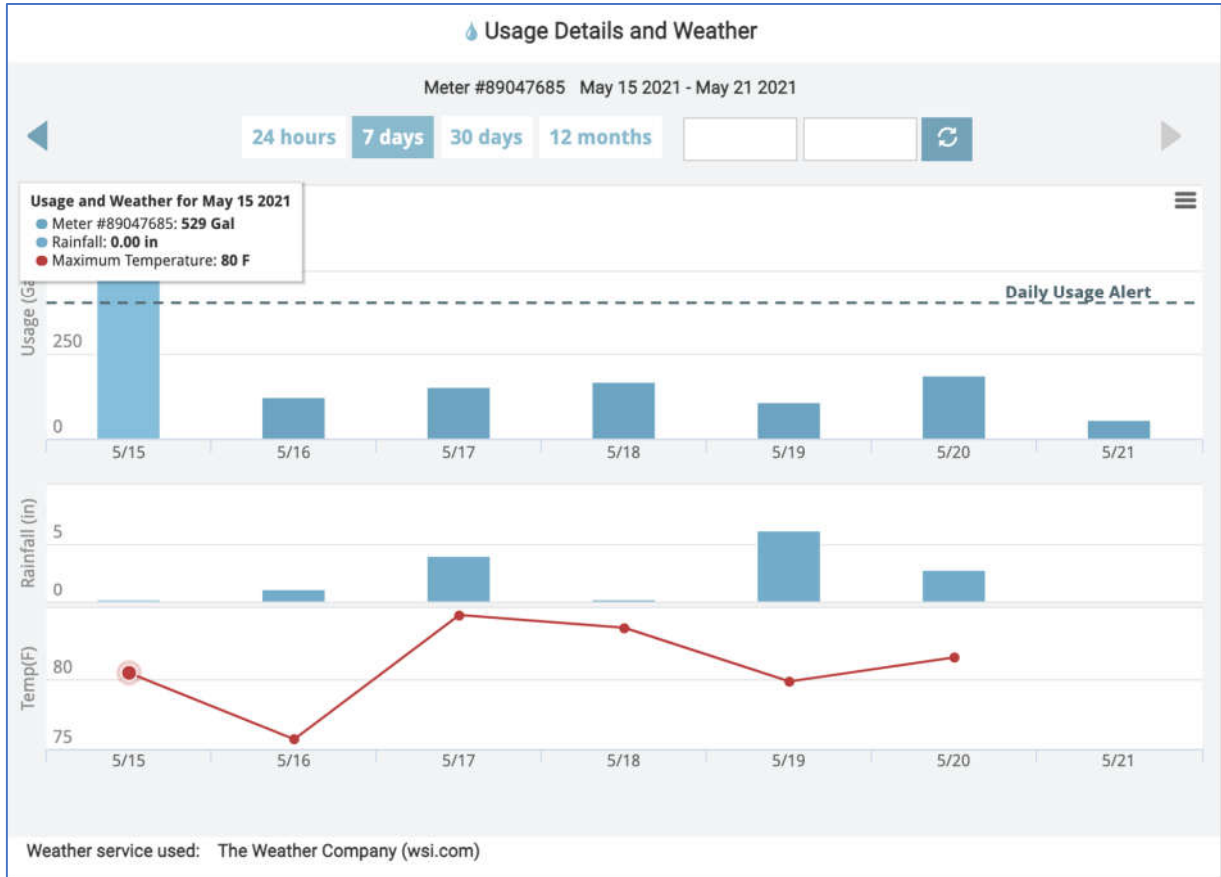


Figure 22 - Usage Details - Daily Alerts Configured