



MY WATER USAGE CUSTOMER PORTAL

Introduction and How To

Be in the Know
Seal Rock Water District

**My Water Usage
Customer Portal**

bit.ly/mywaterusage

Monitor Your H₂O



Welcome
To The
Portal

The screenshot displays the SRWD Office Customer Portal dashboard. At the top, the SRWD logo is on the left, and navigation links for 'Welcome, SRWD Office', 'Support', 'Pay Bill', 'English', and 'Sign out' are on the right. Below the header, the user's account information is shown: 'SRWD Office, 1037 NW GREBE ST (OFFICE)', 'Customer 21821090001', and 'Meter 89581422'. The dashboard is divided into several sections: a left sidebar with 'Dashboard', 'Usage Details', 'Meters', and 'Settings'; a 'Billing Cycle Usage' bar chart comparing current (253 gallons) and previous (917 gallons) usage; a 'Billing Cycle Data' section with current cycle details (Feb 12 2019 to date, 253 Gallons) and previous cycle details (Jan 11 2019 - Feb 11 2019, 917 Gallons); a 'Billing Cycle Threshold' gauge showing 21% consumed, labeled 'On Target'; an 'Alerts' section with 'No alerts found.'; and a 'Notifications' section with 'No notifications found.'. A background image of a water meter is visible on the left side of the dashboard.

IN THE CUSTOMER PORTAL YOU CAN VIEW YOUR USAGE, SET UP ALERTS AND BE SMART WITH YOUR WATER USAGE.

Welcome, **SRWD Office** | [Support](#) | [Pay Bill](#) | [English](#) | [Sign out](#)

SRWD Office
1037 NW GREBE ST (OFFICE)

Customer 21821090001 | Meter 89581422

Billing Cycle Usage

Billing Cycle	Usage (Gallons)
Current	288
Previous	917

Billing Cycle Data

Current billing cycle
Feb 12 2019 to date
288 Gallons

Previous billing cycle
Jan 11 2019 - Feb 11 2019
917 Gallons

Billing Cycle Threshold

On Target
As of 12:00 am
24% consumed

Alerts

No alerts found.

Notifications

Posted Today Welcome to the Portal! Thanks for... Being in the know & monitoring your H2O!

Notifications - Check here often to see what's up!

Clicking on Pay Bill will re-direct you to the Xpress Bill Pay website.

Clicking on Support will re-direct you to the District's website where you can find contact information for assistance with the portal & these instructions.

- **Billing Cycle widget:** A bar graph shows your usage in the current billing cycle & your usage in the most recent prior billing cycle.
- **Billing Cycle Data widget:** Provides information about current & previous usage & correlates to the Billing Cycle Usage graph.
- **Billing Cycle Threshold widget:** If a Billing Cycle Alert has been set up, you can monitor your percent consumption based on the threshold value you set. If you have not set up a Billing Cycle Alert, you can click the link to configure one.

Welcome, **SRWD Office** | [Support](#) | [Pay Bill](#) | [English](#) | [Sign out](#)

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1037 NW GREBE ST (OFFICE)

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Billing Cycle Usage

Billing Cycle	Usage (Gallons)
Current	288
Previous	917

Billing Cycle Data

Current billing cycle
Feb 12 2019 to date
288 Gallons

Previous billing cycle
Jan 11 2019 - Feb 11 2019
917 Gallons

Billing Cycle Threshold

On Target
As of 12:00 am
Change or disable this threshold in [Usage Alerts](#)

Alerts

No alerts found.

Notifications

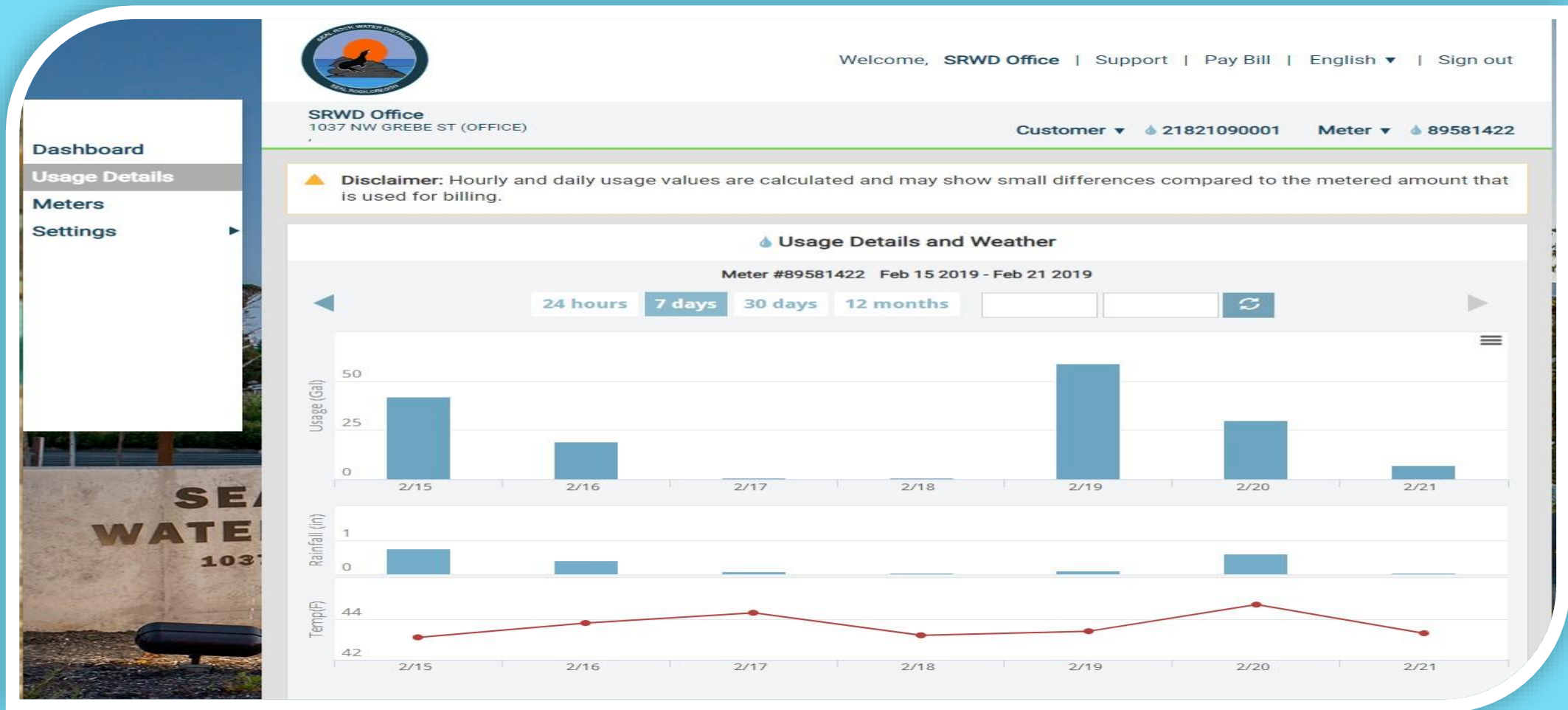
Posted Today Welcome to the Portal! Thanks for... Being in the know & monitoring your H2O!

Notifications - Check here often to see what's up!

Clicking on Pay Bill will re-direct you to the Xpress Bill Pay website.

Clicking on Support will re-direct you to the District's website where you can find contact information for assistance with the portal & these instructions.

- **Alerts widget:** Provides a summary of any Alerts that you received in the past 60 days. Click on an alert to dismiss it. You can set up various Alerts using the Meters Page or under Settings.
- **Notifications widget:** Notifications that the District may distribute periodically to customers.



- The Usage Details Page provides details regarding your usage as well as rainfall and temperature data. This information can be displayed over time periods of 24 hours, 7 days, 30 days, and 12 months. Previous time periods can be displayed by using the forward and back arrows above the usage graph.
- To choose a specific time frame, click on the blank boxes next to the 12 Months button. A calendar will appear where you can choose specific dates. To show 24 hour usage for a specific day, choose the same date in both boxes.
- Usage and weather data is displayed when you hover the mouse over a specific bar or points on the graphs. The information shown on the Usage Detail Page can be downloaded by clicking the three lines in the upper right hand corner of the chart.



SRWD Office
1037 NW GREBE ST (OFFICE)

Customer ▼ 21821090001 **Meter** ▼ 89581422

[Dashboard](#)

[Usage Details](#)

Meters

[Settings](#) ▶

Water Meter Details

Monitor meter activity and manage meter settings in one place.

Meter #89581422

1037 NW GREBE ST (OFFICE)

Last read at 2/21/19 9:00 am: **12314.00**

[Usage Details](#) [Dashboard](#)

0 Alerts [Add Recipients](#)

Today

As of 9:00 am **7 Gal**

Average **34 Gal**

Alert **25 Gal** [Edit](#)

Billing Cycle

To Date **288 Gal**

Average **621 Gal**

Alert **1,200 Gal** [Edit](#)

- The Meters page gives you an overview of your usage and alerts that you have set up.
- There are also quick links to take you to Usage Details, the Dashboard, Add Recipients for alerts and to edit Usage Alerts.
- The Meters page also allows you to give Nicknames to meters.

Usage Details

Meters

Settings

Usage Alerts

Alert Recipients

User Settings

Units

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.

Billing Cycle Usage Alert

Alert me when a meter is using more than a given amount in a billing cycle.

Meter #89581422
1037 NW GREBE ST (OFFICE)
Average Use 634 Gal

Alert me when usage exceeds Gal Enabled

Daily Usage Alert

Alert me when a meter is using more than a given amount in a day.

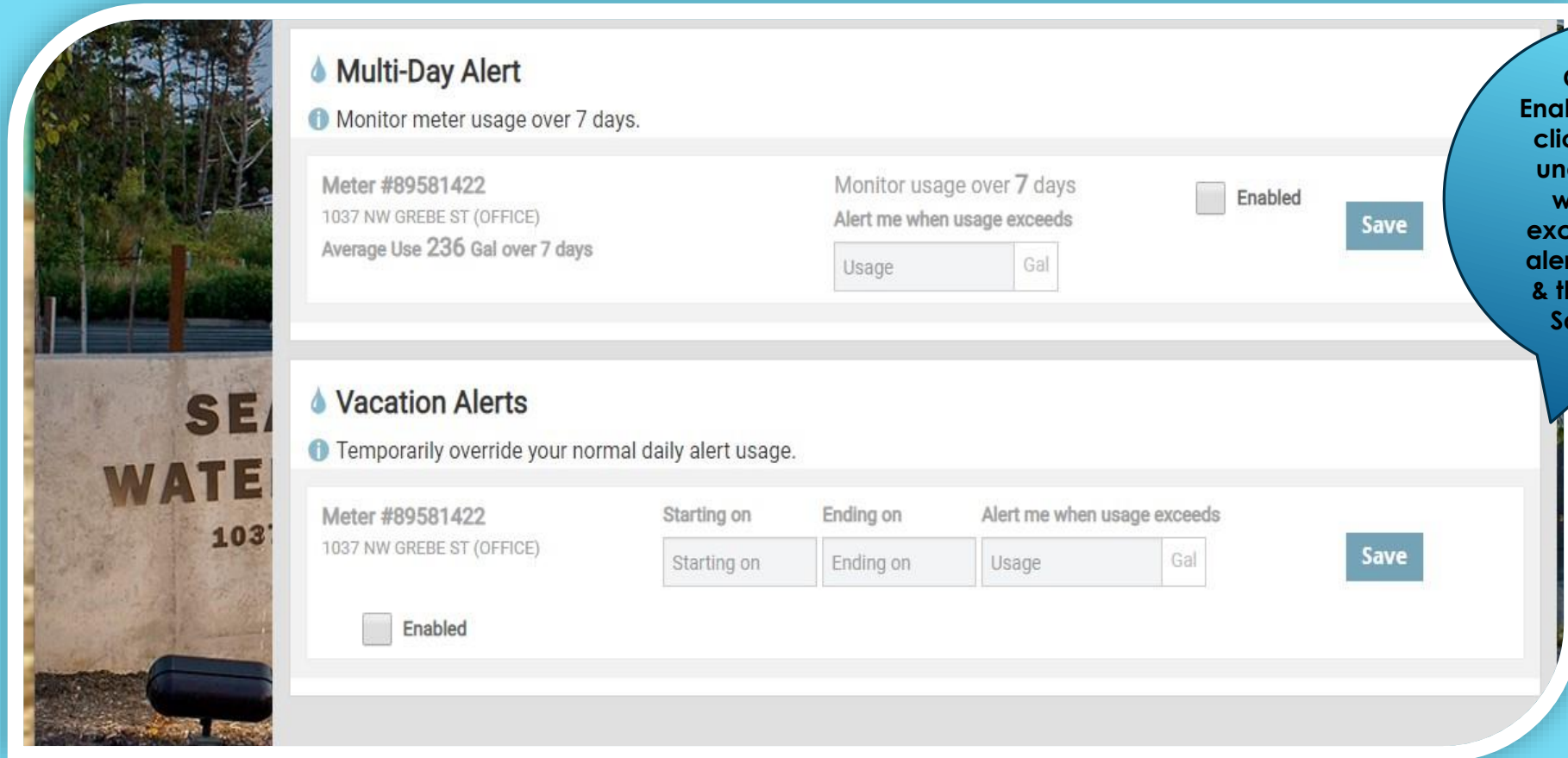
Meter #89581422
1037 NW GREBE ST (OFFICE)
Average Use 34 Gal

Alert me when usage exceeds Gal Enabled

Check the Enabled box then click in the box under Alert me when usage exceeds & enter alert parameters & then click the Save button.

- **Billing Cycle Usage Alert:** You can set an alert for the amount of water used in a defined billing cycle. This setting is helpful for conservation and/or managing water use and associated cost reduction.
- **Daily Usage Alert:** As you evaluate your usage patterns, you will develop a better understanding of your typical daily usage at different times of the year. Once you develop a better understanding of what your typical daily usage is, you will be able to set a daily usage alert that will tell you when your actual daily usage is higher than expected. Higher than expected daily usage could be a sign of a leak, over irrigation, or some other factor you can then correct.

Automated meters transmit reading data multiple times each day, however some individual transmissions may be blocked for a number of reasons. This can result in delays in receiving readings and alerts.



- **Multi-Day Alert:** If you have an irrigation system, the Multi-Day alert is helpful due to the difference in usage for days that irrigation is enabled. This Alert allows you to set a threshold on the amount of water used over a 7 day period.
- **Vacation Alerts:** A vacation alert is provided so you can determine if a higher than expected volume of water is being used while you are on vacation. This alert overrides the daily usage alert for a given time period.

Automated meters transmit reading data multiple times each day, however some individual transmissions may be blocked for a number of reasons. This can result in delays in receiving readings and alerts.



SRWD Office
1037 NW GREBE ST (OFFICE)

Customer ▼ 21821090001 **Meter** ▼ 89581422

Dashboard

Usage Details

Meters

Settings ▼

Usage Alerts

Alert Recipients

User Settings

Units

Alert Recipients

Configure which alerts you want to receive and add additional alert recipients.

(Customer Owner) Email **tkarlsen@srwd.org**

Edit

Send **email** when **Water Meters** report:

- Vacation Usage Warning
- Daily Usage Warning
- Multi-Day Usage Warning
- Billing Cycle Usage Warning

Add alert recipient

- **Configure which alerts you want to receive by clicking on the Edit button.**
- **Add additional alert recipients by clicking on the Add alert recipient button.**



SRWD Office
1037 NW GREBE ST (OFFICE)

Customer ▼ 🔹 21821090001 **Meter** ▼ 🔹 89581422

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[User Settings](#)

[Units](#)

User Settings

i Manage your contact information, change your password and add new accounts.

Email address ?

tkarlisen@srwd.org

Cell Phone for Text Messages (optional) ?

Standard text message fees may apply.

Cell Phone

[Done](#) [Customize which alerts and messages to receive](#)

[Change password](#)

[Manage accounts](#)

SEA
WATER
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- Update your email address and cell phone number, change your password, and add or remove accounts.
- Once you modify User Settings, click Done to confirm the selections.



SRWD Office
1037 NW GREBE ST (OFFICE)

Customer ▼ 🔹 21821090001 Meter ▼ 🔹 89581422

Dashboard

Usage Details

Meters

Settings ▼

Usage Alerts

Alert Recipients

User Settings

Units

Units

i Choose what units to use for usage and weather data.

Water Usage

CCF Cubic Feet Gallons Liters Cubic Meters

Rainfall

Millimeters Centimeters Inches

Temperature

Fahrenheit Celsius

[Restore defaults](#)

**SEA
WATER**

Change the units used for water usage, rainfall, and temperature.



THANK YOU FOR SIGNING UP FOR THE CUSTOMER PORTAL
IF YOU HAVE ANY QUESTIONS GIVE US A CALL AT 541-563-3529
OR VISIT US AT 1037 NW GREBE STREET SEAL ROCK OREGON