

City of Gainesville's Department of Water Resources

Customer Portal Instructions

August 9, 2018

Step 1 - Setting Up Your Account

First time users must set up an account. To set up your account, please use the “Customer Portal Signup Instructions” located on the Water Customer Portal page (<https://www.gainesville.org/customer-forms/customer-portal/>.) Once you have set up your account, the following instructions will help you understand and use the features of the Customer Portal.

STEP 2 – Understanding and Use of Your Dashboard Page

Following successful sign-in, the Customer Portal will automatically direct you to your **Dashboard**. The **Dashboard** summarizes your usage during the current billing cycle and compares it to previous usage over a similar time period, summarizes alerts from the past 60 days, and provides any notifications from the District.

What Various Words and Icons Mean On Your Dashboard Page

At the top of the Dashboard Page, there is a **Support** button that re-directs to the City's website where you can find contact information for assistance in using the Customer Portal. You can also **Pay your Bill** online, change the **Language** to English or Spanish, and **Sign Out** of your account.

Below the “Welcome” heading you will find the **Customer** tab and **Meter** tab which show your account number and any meters associated with the account. If you are a customer with multiple accounts and multiple meters, you can use the **Customer** and **Meter** tabs to toggle between accounts and meters. Each meter is associated with a Customer number, and the Customer number must be chosen in order to select associated meters.

What the Customer tab numbers and Meter tab numbers relate to:

- The number next to the **Customer** tab is your account number.
- The number next to the **Meter** tab is the meter register number.
 - You can use the “nickname” feature described later in these instructions under Meters Page and insert the meter serial number from your bill.

Usage in Current Billing Cycle – The Dashboard provides a graphical summary of your usage within the current billing cycle. A bar graph shows your usage in the current billing cycle, your usage in the most recent prior billing cycle, and your usage from the same billing time period for last year. Usage information will be provided for the account and meter you have identified in the Customer and Meter Tab.

Please note that the usage is shown by default is in units of gallons. Your bill is based on usage in CCFs (hundreds of cubic feet.) You can change the default units in the Settings menu. You can see how to do that below.

IF YOUR METER WAS RECENTLY INSTALLED, YOU MAY NOT HAVE ANY BAR CHART INFORMATION FOR THE PREVIOUS BILLING PERIOD AND LAST YEAR VALUES. AS TIME MOVES FORWARD, THE NEW AUTOMATED METER WILL CREATE YOUR HOURLY USAGE HISTORY.

Billing Cycle Data – The Dashboard provides information about current and previous usage and correlates to the Billing Cycle Usage graph.

Billing Cycle Threshold – 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.

Alerts – The Dashboard 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 – The Dashboard also presents any notifications that the District may distribute periodically to customers.

STEP 3 – Understanding and Use of Your Usage Details Page

On the left side of the Customer Portal, click on the **Usage Details** tab to go to the Usage Details page. 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 point on the graphs.

Weather data is linked to the account's mailing address. If the mailing address location is significantly different than the meter location, this data may not be representative of temperature and rainfall near the meter.

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.

Please note that the usage is shown, unless you change the units in Settings, in the default units of gallons. Usage on your bill is shown in CCF, another common acronym for hundred cubic feet.

Hourly and daily usage values are calculated and may show small differences compared to the metered amount that is used for billing.

STEP 4 – Understanding and Use of Your Meters Page

On the left side of the Customer Portal, click on the **Meters** tab to go to the Meters page. The Meters page allows you to give **Nicknames** to meters, set up usage **Alerts**, and update alert recipients.

Types of Alerts:

- 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. For example, during the summer months your typical daily usage may be influenced by your irrigation demands. 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.
- 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. Keep in mind usage is typically seasonal with above average usage in summer months.
- 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.

Click on the **Add Alert** tab to set up your alerts. Once you establish your alert parameters, click on the **Enabled** box and then the **Save** button to save the alert.

It is your responsibility to determine and set alerts that best reflect your usage patterns. Please note that 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 alerts.

The **Meters** page can also be used to **Add a Nickname**. This feature is helpful if you are a customer with multiple meters and you have a location specific designation that is used by you or your property manager to describe the meter on your property. Just click on the **Add a Nickname** box to add a nickname.

You can also designate other recipients to receive alert notifications by email or text message by clicking **Add Recipients**.

STEP 5 – Understanding and Use of Your Settings Page

The **Settings Page** is used to manage your **Usage Alerts, Alert Recipient, User Settings,** and to change **Units**.

Usage Alerts: Redirects you to set up Alerts on the Meters page.

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

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

**Please note, if you are closing your account or transferring service to another location in our service area, you will need to remove the account you are leaving or you will continue to receive alerts for that account. Also, the new customer will not be able to register until you do. We at GDWR can remove your access to the portal anytime but you have to re-register if we do. If you are transferring, just remove you old account and add your new location and set up your alerts for your new account.*

Units: Change the units used for water usage (CCF, CF or gallons), rainfall (inches, millimeters, centimeters), and temperature (Fahrenheit, Celsius).

If you have any questions, please contact:
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Customer Service
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