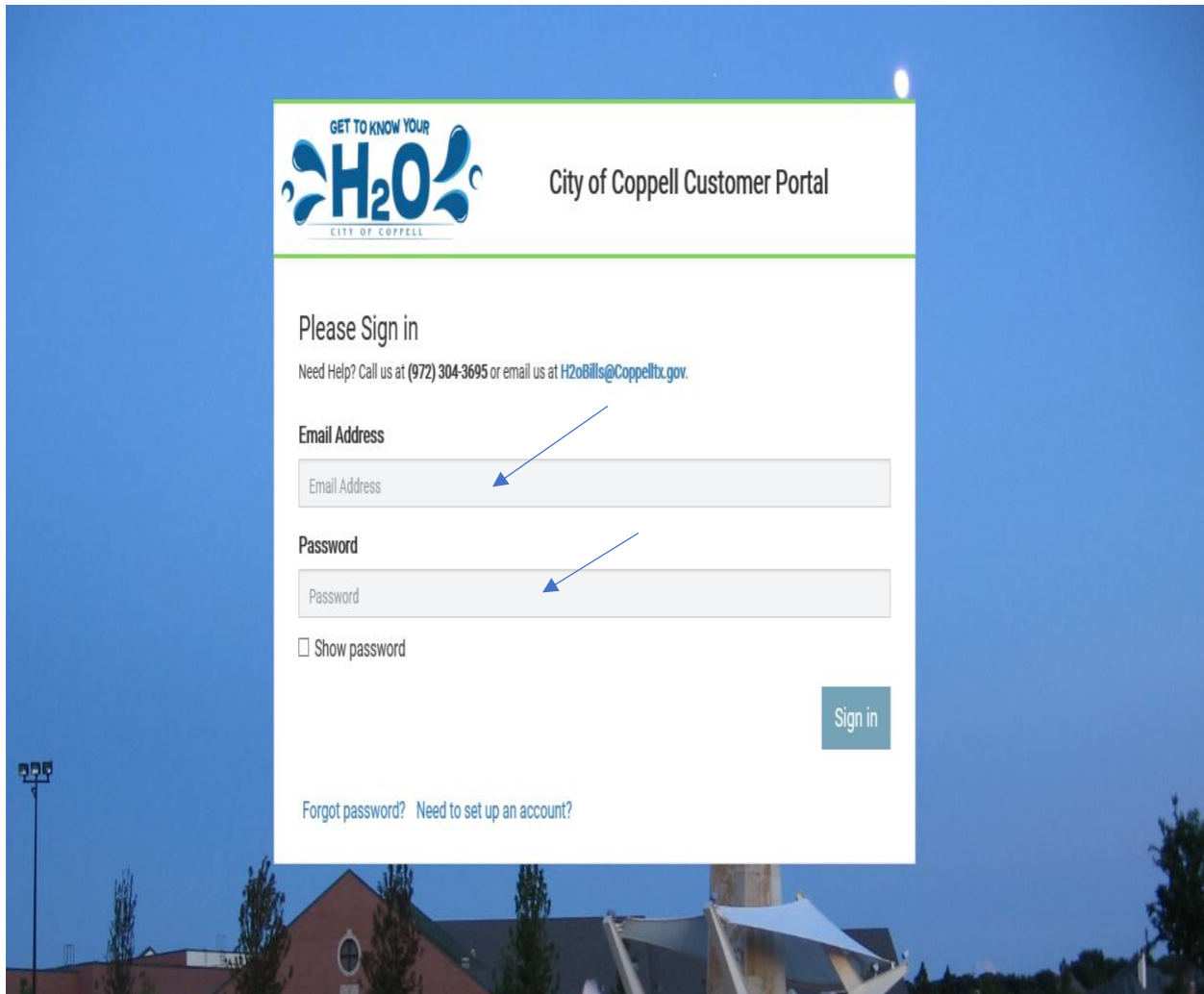




## **Setting Up Alerts for the Customer Portal**

1. Go to <https://my-cppll.sensus-analytics.com/>
2. Enter your email address and password to log in to the portal.



3. Please click on *Settings* on the left-hand side.

The image shows a web dashboard for water utility management. On the left is a vertical navigation menu with the following items: Dashboard, Usage Details, Meters, and Settings. The 'Settings' item is circled in blue, and a blue arrow points to it from the left. The main content area is divided into four columns, each representing a different aspect of water usage for meter #89760861. The first column, 'Billing Cycle Usage', contains a bar chart comparing 'Current' (0 Gallons) and 'Previous' (57 Gallons) usage. The second column, 'Billing Cycle Data', shows the 'Current billing cycle' (Feb 1 2019 to date, 0 Gallons) and the 'Previous billing cycle' (Dec 27 2018 - Jan 31 2019, 57 Gallons). The third column, 'Billing Cycle Threshold', features a water drop icon and the text 'Receive alerts when you use too much water during your billing cycle' with a 'Configure' link. The fourth column, 'Alerts', states 'No alerts found.' Below these columns is a 'Notifications' section, also indicating 'No notifications found.'

| Meter #89760861                             | Meter #89760861                             | Meter #89760861 | Meter #89760861                        |
|---|---|-----------------|--|
| <b>0 Gallons</b><br>used this billing cycle | <b>0 Gallons</b><br>used this billing cycle | Not configured  | <b>0</b><br>Alerts in the past 60 days |

**Notifications**  
No notifications found.

4. Once you click on *Settings*, other options will show below. Click on *Usage Alerts*.

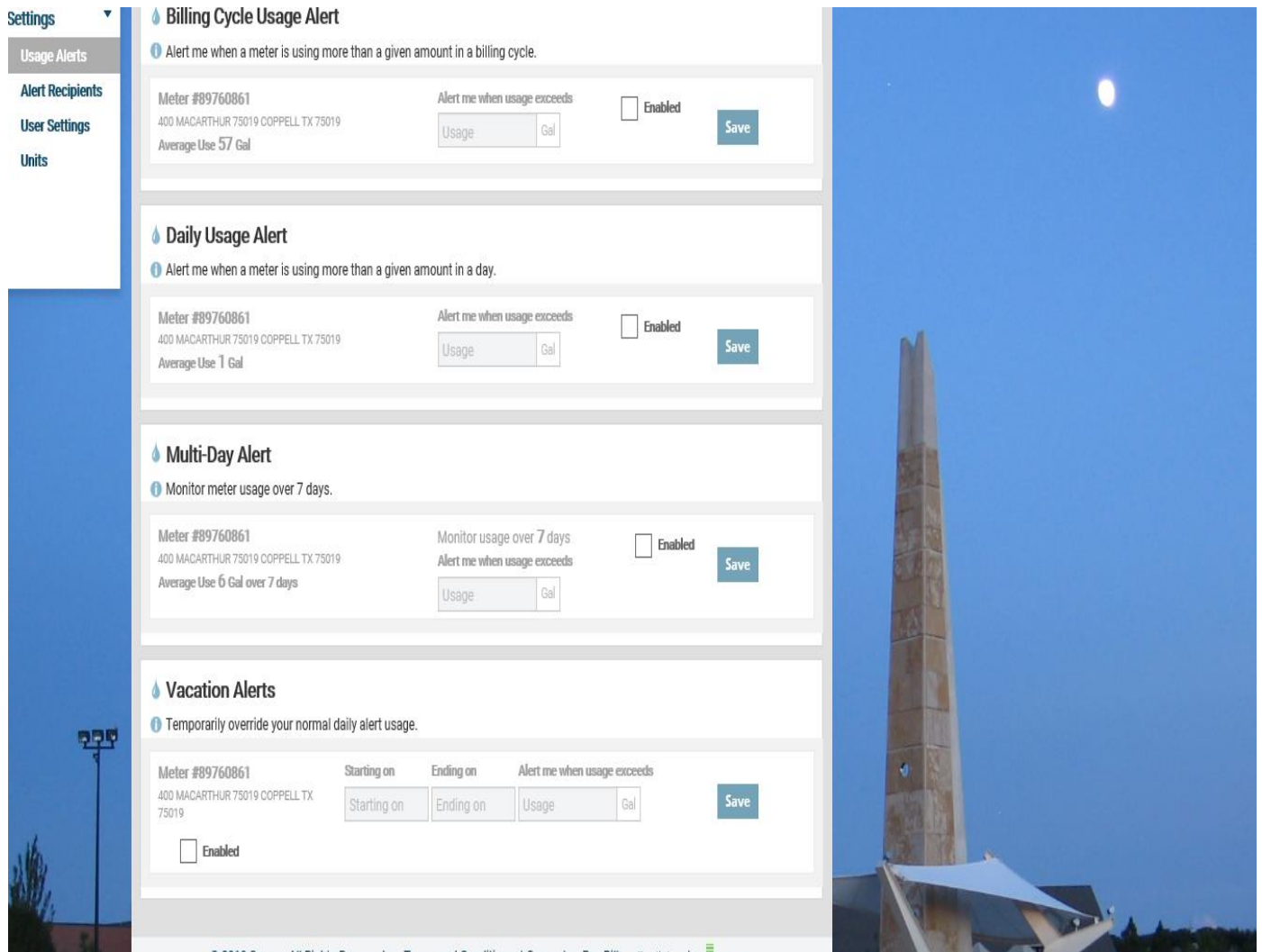
The dashboard interface includes a left-hand navigation menu with the following items: Dashboard, Usage Details, Meters, Settings (selected), Usage Alerts (highlighted with a blue oval and an arrow), Alert Recipients, User Settings, and Units. The main content area is divided into four columns for meter #89760861:

- Billing Cycle Usage:** A bar chart comparing 'Current' (0 Gallons) and 'Previous' (57 Gallons) usage. The y-axis ranges from 0 to 75.
- Billing Cycle Data:** Shows 'Current billing cycle' (Feb 1 2019 to date, 0 Gallons) and 'Previous billing cycle' (Dec 27 2018 - Jan 31 2019, 57 Gallons).
- Billing Cycle Threshold:** Features a water meter icon and the text 'Receive alerts when you use too much water during your billing cycle' with a [Configure](#) link.
- Alerts:** Displays 'No alerts found.'

At the bottom of the dashboard, a 'Notifications' section indicates 'No notifications found.'



5. After you click on *Usage Alerts*, you will see the page shown below. This is where you can set alerts for billing cycle usage, daily usage, multi-day usage, and vacation usage.



### Description of alerts:

**Billing Cycle Usage Alert** - will alert you when a meter is using more than a given amount in a billing cycle.

**Daily Usage Alert** - will alert you when a meter is using more than a given amount in a day.

**Multi-Day Alert** - monitors usage over 7 days and send an alert if usage exceeds stated limit.

**Vacation Alert** - will alert you when a meter is using more than the given amount during the vacation date time frame. **\*This alert will temporarily override your normal daily alert usage.**



6. This page is where you will set each alert that you would like to receive. First, for each alert you would like to set, you will need to check the box labeled *Enabled*. Once the *Enabled* box is checked, you will be allowed to enter a value in the *Alert me when usage exceeds* box. Please click on the *Save* button after entering a value in the *Alert me when usage exceeds* box. Below the meter information on the left-hand side, you will find an average use of gallons to assist you with establishing the value to place in the *Alert me when usage exceeds* box. Please note that the vacation alert requires you to enter a *Starting on* and *Ending on* date in addition to entering a value in the *Alert me when usage exceeds* box. Please see the example below.

**Dashboard**  
**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 #89760861  
400 MACARTHUR 75019 COPPELL TX 75019  
Average Use 57 Gal

Alert me when usage exceeds  
15000 Gal

Enabled **Save**

### 💧 Daily Usage Alert

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

Meter #89760861  
400 MACARTHUR 75019 COPPELL TX 75019  
Average Use 1 Gal

Alert me when usage exceeds  
500 Gal

Enabled **Save**

### 💧 Multi-Day Alert

Monitor meter usage over 7 days.

Meter #89760861  
400 MACARTHUR 75019 COPPELL TX 75019  
Average Use 6 Gal over 7 days

Monitor usage over 7 days

Alert me when usage exceeds  
1500 Gal

Enabled **Save**

### 💧 Vacation Alerts

Temporarily override your normal daily alert usage.

Meter #89760861  
400 MACARTHUR 75019 COPPELL TX 75019

| Starting on | Ending on  | Alert me when usage exceeds |
|-------------|------------|-----------------------------|
| 02/18/2019  | 02/28/2019 | 5000 Gal                    |

Enabled **Save**