

Web-Based Billing System

Consumer Portal Manual

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Chapter 1: Introduction

Welcome

Welcome to the **Consumer Portal** where you can easily manage your utility account from anywhere.

Product Features

- ability to view and pay your bill online
- sign up for paperless billing
- ability to set up automatic bank draft
- request a change of address
- email the utility office
- direct access to meter reading and consumption information

System Requirements

The **Consumer Portal** requires the following minimum system options to perform properly:

- Intel® Core™ i3 or equivalent computer processor, or greater.
- 2 gb of computer memory.
- 50 mb of available hard drive space.
- Microsoft® Windows 8® Professional operating system, or later.
- Microsoft® Internet Explorer® 10 or later web browser or equivalent.
- Adobe® Reader® XI, or later.
- 1024x768 video resolution, displaying 32-bit color quality.
- High-speed internet connectivity with at least 10mb/sec download speed.
- *The Consumer Portal may not work properly on some mobile devices.*

Chapter 2: Getting Started

What to Know Before You Start

- **Consumer Portal** does not allow you to see the *Password* that is already on file, but you can select *Reset Password* to have a link sent, via the email address listed with your utility, to help reset your password.
- If you need to change your User Name to login, you must go into *Settings* from the toolbar.
- Changing your email address in the *My Contacts* section of the main menu will not change your User Name to login.
- Any changes or additions that you make on your account must be reviewed by someone at your utility company before they can be confirmed and recorded permanently.

Accessing the System

Open your web browser to go to the web site **<https://www.utilitybillingsystem.us/>** and log in with the *User Name* and *Password* that you created earlier as described in the **Consumer Portal Initial Setup Guide**.

Result: The **Consumer Portal** will open to the Welcome (Home) page which is typically the *View My Bill* page as shown below:

Consumer Menu

Menu

My Contacts
Consumer Customer Chooser
Consumer Register Another Account
My Billing Addresses
Pay Bill
My Meters
My Locations
My Transactions
Paperless Billing
Automatic Bank Draft
Contact Us
View My Bill
Landlord Report

View My Bill

Account Number: AN-1756
Customer Name: Andrade, Chas
Location(s): LN-0736 - 622 Snyder Pl

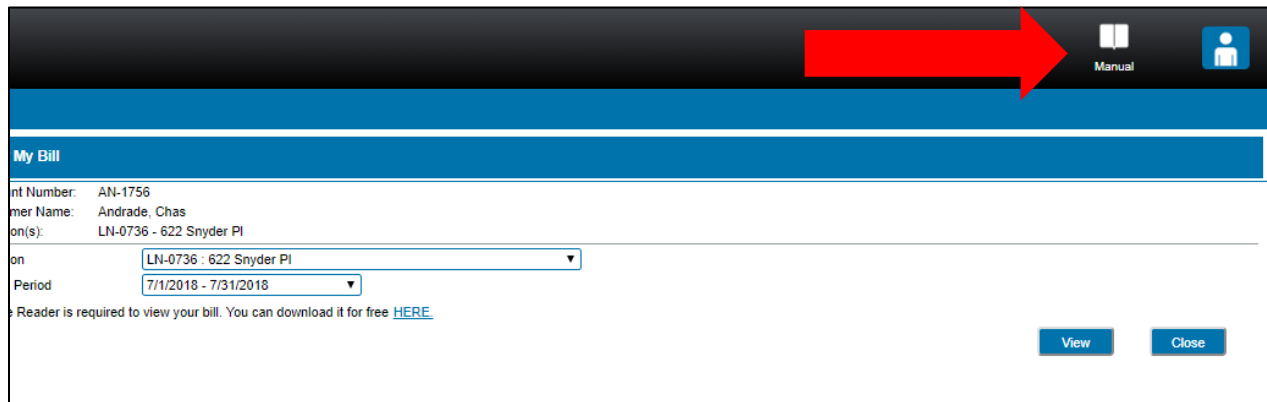
Location: LN-0736 - 622 Snyder Pl
Billing Period: 7/1/2018 - 7/31/2018

Adobe Reader is required to view your bill. You can download it for free [HERE](#).

View Close

The Toolbar

Along the upper-right side of your browser screen you will see the toolbar, which includes options for the **Web-Based Billing System's Consumer Portal Manual** (this document), *Settings* (for your online profile), and *Logout* to exit the system.



My Bill

Account Number: AN-1756
 Customer Name: Andrade, Chas
 Location(s): LN-0736 - 622 Snyder Pl

Location: LN-0736 : 622 Snyder Pl
 Period: 7/1/2018 - 7/31/2018

Reader is required to view your bill. You can download it for free [HERE](#).

[View](#) [Close](#)

Hovering over the “person” icon with your mouse will display the menu to select *Settings* or *Logout*.



Manual

This is a link to this document, and clicking it will open an Acrobat® print-preview browser tab or window, depending on your web browser’s settings. From here, you can print or save the manual as an Acrobat .PDF file to your computer.

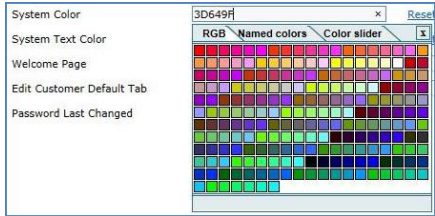
Settings


You can examine and edit your own login information by selecting *Settings* from the toolbar. A sample of the *Settings* screen is shown below:

Name	Andrade, Chas	
Password	****	Reset Password
Confirm Password	****	
Email (Login ID)	charleyandsue@yahoo.com	
Phone Number		
Language	English	
System Color		Reset
System Text Color		Reset
Welcome Page	View My Bill - CustomerViewMyBill.aspx	
Default Customer Care Billing Cycle	(All)	
Default Receipt Printer	(None)	
Password Last Changed	5/17/2019 9:46 AM	
		Save Close

Refer to the table below for a description of the fields on the *Settings* screen.

Field	Description
<i>Name</i>	Your name is displayed in Last Name, First Name order.

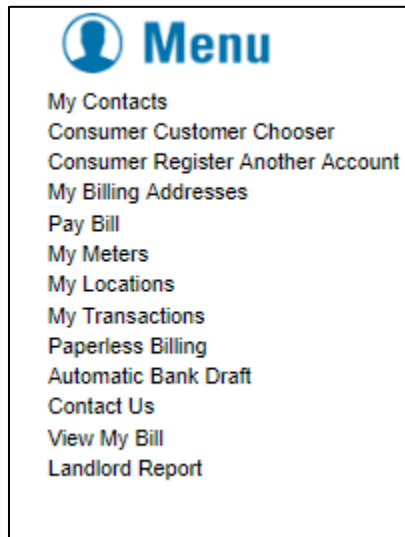
Field	Description
<i>Password</i>	Your password is hidden behind asterisks in both the <i>Password</i> field and the <i>Confirm Password</i> field to ensure no passerby can see your password.
<i>Reset Password</i>	If you have forgotten your password, use this feature to reset your password and create a new one.
<i>Email (Login ID)</i>	This is the <i>Email Address</i> that the system has on file for you. It can be changed, if you wish, and whatever you enter here will update both your online profile and the contact information your utility has on file for you.
<i>Phone Number</i>	You can use this field to enter your phone number where your utility company can contact you.
<i>Language</i>	Use this feature to select a different default language, if desired by using the pull-down menu. You can select from the following seven options: <i>English, UK English, French, French Canada, Spanish, Spanish Mexico, or Hebrew.</i>
<i>System Color</i>	<p>Use this feature to select a different default system color (the background around the white screen), if desired. To change the color:</p> <ol style="list-style-type: none"> 1. Click in the box next to the <i>System Color</i> field to open the color pallet (see image below).  <ol style="list-style-type: none"> 2. Click on the color of your choice. 3. If you change your mind, select the <u>Reset</u> button to the right of the box to restore to the default color.

Field	Description
<i>System Text Color</i>	<p>Use this feature to select a different default system text color, if desired. To change:</p> <ol style="list-style-type: none"> 1. Click in the box next to the <i>System Text Color</i> field to open the color pallet (see image below).  <ol style="list-style-type: none"> 2. Click on the color of your choice. 3. If you change your mind, select the <u>Reset</u> button to the right of the box to restore to the default color.
<i>Welcome Page</i>	<p>Use this feature to select a different Welcome Page (Home Page), that is, the starting page when the system opens.</p> <p>Note: This page can be changed UNLESS you have multiple accounts.</p>
<i>Password Last Changed</i>	<p>For your records, the system documents the last time your password was changed.</p>

Note: Be sure to select the *Save* button to record your changes or select *Cancel* if you change your mind.

The Menu

Along the left-hand side of the screen you will see the **Consumer Portal** main menu as shown below.



Refer to the table below for a description of the menu options.

Menu Option	Description
<i>My Contacts</i>	Use this option to: <ul style="list-style-type: none">• submit requests to change existing contact information.• add additional contact information to your account such as phone numbers or email addresses.
<i>Consumer Customer Chooser</i>	This option is only for customers with multiple accounts with the same utility company. Use this option to switch between accounts. Note: If you have multiple accounts, The <i>Consumer Customer Chooser</i> will be your Welcome (Home) page. This cannot be changed.
<i>Consumer Register Another Account</i>	This option is only for customers with multiple accounts with the same utility company. Use this option to register additional accounts.
<i>My Billing Address</i>	Use this option to update your mailing information for your utility account.

Menu Option	Description
<i>Pay Bill</i>	This selection displays on the main menu only if your utility company offers this option for you to pay your bill online.
<i>My Meters</i>	Use this option to view the utility meter(s) installed at your property.
<i>My Locations</i>	Use this option to view the property associated with your utility account.
<i>My Transactions</i>	Use this option to view transactions on your account. You can view current and historical transactions, depending on availability.
<i>Paperless Billing</i>	Use this option to sign up for email notifications of your bill instead of statements on paper.
<i>Automatic Bank Draft</i>	If your utility offers this service, you can configure your account information to automatically have your bank account drafted each month.
<i>Contact Us</i>	Use this option to communicate any concerns you may have with your utility company.
<i>View My Bill</i>	Use this option to reprint a copy of a billing statement. This is the default Welcome (Home) page.
<i>Landlord Report</i>	For Landlords use only. Landlords can contact their utility company for more information about the features for this report and making any changes to the settings.

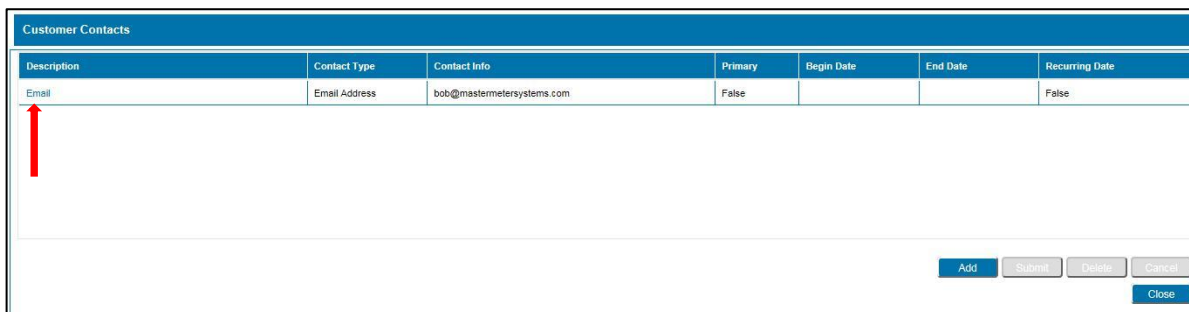
Chapter 3: My Contacts and Billing Address

What to Know Before You Start

- Changing your email address in the *My Contacts* section of the main menu will not change your User Name to login.
- If you need to change your User Name (email address) to login, you must go into *Settings* from the toolbar (see **Chapter 2**) instead of *My Contacts*.
- Your utility company will review any address changes that you make before confirming and saving them for use.
- If you need to add a secondary billing address, your statement will be sent to both your primary address and your secondary billing address.
- The information shown on the *My Locations* screen is displayed for your reference, and cannot be changed or updated from the **Consumer Portal**.
- Contact your utility company directly if you see any errors on the *My Locations* screen to get those errors corrected.
- You will want to add whatever email address is shown on the screen to your email program's contact list or safe senders list, to make sure your computer's security software doesn't accidentally block your email notifications.
- Most utility customers would only see one property where they reside, though many accounts can easily have several service locations on file – such as with commercial or rental properties.

Changing Contact Information

1. Select *My Contacts* from the main menu to add additional contact information to your account.
2. Select the contact information from the *Description* column.



Customer Contacts						
Description	Contact Type	Contact Info	Primary	Begin Date	End Date	Recurring Date
Email	Email Address	bob@mastermetersystems.com	False			False

Buttons: Add, Submit, Delete, Cancel, Close

3. Use the pull-down menu next to the *Contact Type* field to select the type of contact to correct (home phone, cell phone, etc.).

Customer Contacts

Description

Contact Type

Home Phone

Contact Info

(859) 555-1234

Primary Contact

☒

Begin Date

End Date

Recurring Date

☐

* Changing email addresses will not change your Login ID. To change your Login ID, go to Settings under the profile menu in the top righthand corner of the screen.

Add

Submit

Delete

Cancel

Close

- Make the necessary changes in the *Contact Info* field.
- Select the *Submit* button to save the changes.

Adding an Additional Contact Information

- Select *My Contacts* from the main menu to add additional contact information to your account.

Customer Contacts						
Description	Contact Type	Contact Info	Primary	Begin Date	End Date	Recurring Date
Email	Email Address	bob@mastermetersystems.com	False			False
<div> <div>Add</div> <div>Submit</div> <div>Delete</div> <div>Cancel</div> <div>Close</div> </div>						

- Select the *Add* button.

Customer Contacts

Description

Contact Type

Cell Phone

Contact Info

Primary Contact

☐

Begin Date

End Date

Recurring Date

☐

Add

Submit

Delete

Cancel

Close

- If applicable, enter a description in the description field, such as Spouse's Work Number, in the *Description* field.
- Use the pull-down main menu to select the type of contact, such as work number.

5. If applicable, enter any contact information such as, your spouse's name next to the *Contact Info* field.
6. If applicable, leave the box unchecked next to the *Primary Contact* field.
7. If applicable, enter a beginning date and an ending date in the appropriate fields or click on the calendar icons to select a date. Otherwise, leave these fields blank.
8. If applicable, select the box to add a check mark next to the *Recurring Date* field. Otherwise, leave this field blank.
9. Select the *Submit* button to save the changes. Your utility company will review/confirm the changes before making them permanent in your records.

My Billing Addresses

Reviewing your Mailing Address Information

1. Select *My Billing Addresses* from the main menu to see what mailing address your utility company has on file for your account.

Bill To Name	Used Address For	Date Started	Date Ended	Street Address
Kent, Clark*	(All Mailings)	5/13/2009		101 Holmhurst Way
<div> Add Submit Delete Cancel Close </div>				

2. Select the address shown in the *Bill to Name* column to see the detail.
3. If necessary, you can make changes and then select the *Submit* button. Your utility company will review any changes before confirming and saving them for use.
4. If you need to research something such as the correct 'zip+4' for your address, you can select the *USPS Address Lookup* option to the right and it will open up another browser tab with the Zip Code Lookup page on the United States Postal Service website.

Adding an Additional Mailing Address

1. Select *My Billing Addresses* from the main menu to see what mailing address your utility company has on file for your account.
2. Select the *Add* button.

Bill To Name	Used Address For	Date Started	Date Ended	Street Address
Kent, Clark*	(All Mailings)	5/13/2009		101 Holmhurst Way

Result: The following message will appear:

This option will add an additional billing address to the account, causing multiple bills to print. If this is what you want to do, click OK. Otherwise, click Cancel and edit the existing billing address.

3. Select the *OK* button to continue. Otherwise, select the *Cancel* button.
4. Refer to the table below for a description of the fields.

Field	Description
<i>Location</i>	Use the pull-down menu to selection your location.
<i>Billing Name</i>	Either leave the name listed or change the name.
<i>Address 1, 2, 3</i>	Enter the address in the applicable lines.
<i>Valid Dates for This Address</i>	If applicable, select the “to and from” dates that you want the mail delivered to this address. Otherwise, leave blank.
<i>Recurring Address</i>	Select this box to place a check mark if this address will be used again around the same time each year.
<i>Use Address for Mailings</i>	Select what type of correspondence that you want mailed to the second address. Choices are: Late notices, Statements, Form Letters/Mailings, or All Mailings.
<i>Bill in Care of Name</i>	If applicable, enter the “In Care of” name.
<i>Country</i>	Use the pull-down menu to select the applicable country.
<i>City Name</i>	Enter the applicable city name.

Chapter 4: Paperless Billing and Automatic Bank Drafts

What to Know Before You Start

- If available, the *Paperless Billing* option allows you to receive an email notification of your billing information, instead of a paper bill mailed to you.
- Please note that with the *Paperless Billing* option selected, you will automatically receive an emailed notice that your bill is available to view by logging into your account, rather than receiving your bill by regular mail.
- You will want to add whatever email address is shown on the *Paperless Billing* screen to your email program's contact list or safe senders list, to make sure your computer's security software doesn't accidentally block your email notifications.
- If available, automatic bank drafting is where charges will be drafted against a customer's bank account on or around a certain day of every month or quarter.
- As with your credit card information, the **Web-Based Billing System** stores your bank account in such a way as no one else can see the complete information. Even if you should navigate to another screen within the **Consumer Portal** and then return to the *Automated Bank Draft* page, you would only be shown the same limited information as the people working for your utility company:

A screenshot of a web form for entering bank account information. The form has four rows: 'Bank Routing Number' with the value '053000196' and a 'Where is this?' link; 'Bank Name' with the value 'Bank of America'; 'Bank Account Number' with a masked value '*****6540', an 'Edit' link, and a 'Where is this?' link; and 'Account Type' with a dropdown menu showing 'Checking'. At the bottom right are 'Submit' and 'Close' buttons.

Paperless Billing

1. If available, the *Paperless Billing* option allows you to receive an email notification of your billing information, instead of a paper bill mailed to you. If you want this service, first select *Paperless Billing* from the main menu:

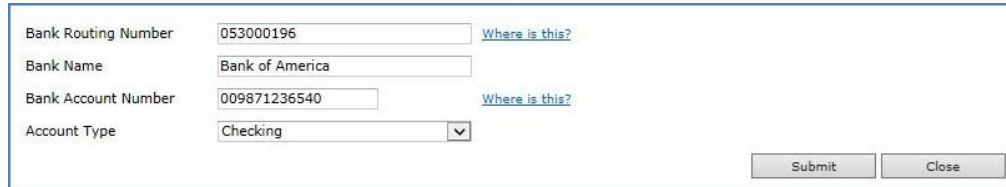
A screenshot of the 'Paperless Billing' settings page. The page has a blue header with the title 'Paperless Billing'. Below the header, it displays account information: 'Account Number: AN-1756', 'Customer Name: Andrade, Chas', and 'Location(s): LN-0736 - 622 Snyder Pl'. There is a checkbox labeled 'Enable Paperless Billing' which is currently unchecked. Below the checkbox is a note: 'Please be sure to add "noreply@ampstun.com" to your safe senders list to ensure delivery of your electronic bill.' At the bottom right are 'Save' and 'Close' buttons.

2. Simply indicate if you wish to take part in this service or not, and select the *Save* button to record your option.

3. If you are currently part of the paperless billing program, and you wish to stop receiving email notifications, then simply uncheck the option and *Save* button to turn this service off for your account. You will begin receiving traditional billing statements through the mail again.

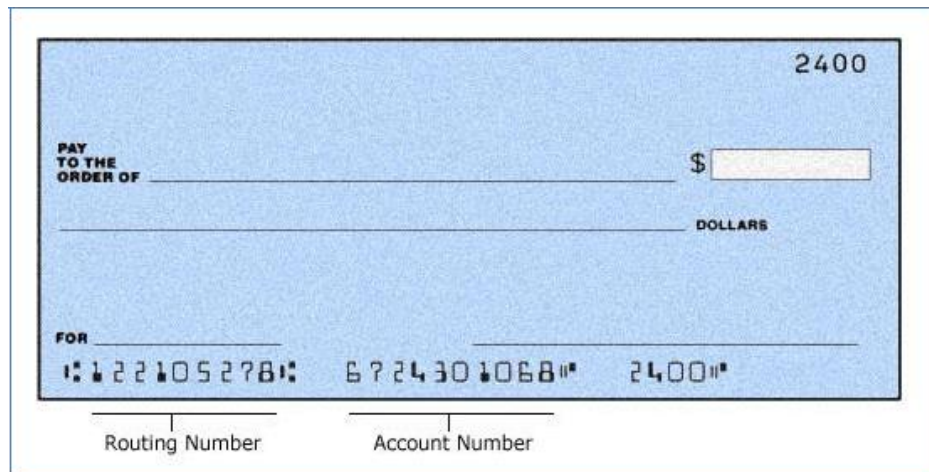
Automatic Bank Draft

1. If available, automatic bank drafting is where charges will be drafted against a customer's bank account on or around a certain day of every month or quarter. If you want this service, select *Automatic Bank Draft* from the main menu to sign up for this:



A screenshot of a web form for setting up automatic bank drafts. The form contains four input fields: 'Bank Routing Number' with the value '053000196' and a link 'Where is this?'; 'Bank Name' with the value 'Bank of America'; 'Bank Account Number' with the value '009871236540' and a link 'Where is this?'; and 'Account Type' with a dropdown menu showing 'Checking'. At the bottom right are 'Submit' and 'Close' buttons.

2. Enter the *Bank Routing Number* and your *Bank Account Number* as printed on one of your checks or deposit slips – as demonstrated in this example:



3. Use the pull-down menu to select whether your bank *Account Type* is either *Checking* or *Savings*.
4. Select the *Submit* button to send your information to your utility company, for final testing and implementation.

Chapter 5: Your Utility Bill

What to Know Before You Start

- Adobe Reader is required to view both your bill and your transactions.
- If you don't have a current copy of Adobe Reader, then you can download a copy from the link provided on either the *My Bill* screen or the *My Transactions* screen. If either link is not working correctly for you, you can copy and paste this link into the address bar of your internet browser: <https://get.adobe.com/reader/>.
- When viewing your transactions, the first transaction listed will always be the "Balance Forward", because this is what your account balance showed as of the *Beginning Date* that you chose. After that you'll see the billing transactions on file, including any charges, taxes, account adjustments, and payments.

Viewing My Bill

1. If it is not set as your Welcome (Home) page, select *View My Bill* from the main menu if you ever need to view or print a billing statement:
2. Confirm the service *Location* applicable to the *Billing Period*.

Location

LN-0098 : 101 Holmhurst Way

Billing Period

6/1/2013 - 6/30/2013

Adobe Reader is required to view your bill. You can download it for free [HERE](#).

View

Close

3. Select *View* to create an Adobe® print preview screen of that billing statement:

METROPOLIS WATER WORKS
P.O. Drawer 9
1001 River Street RD
Metropolis, NY 12440-9177
202-889-1234

RENT, CLARK
101 HOLMHURST WAY
METROPOLIS NY 12440-9789

You can't zoom larger

ACCOUNT #	LOCATION #	BILLING ADDRESS	BILLING DATES
AN-1118	LN-0098	101 Holmhurst Way, Metropolis NY	6/1/2013 - 6/30/2013

POSTED DATE	DESCRIPTION	CURRENT	PREVIOUS	USAGE	READING DATES	DATE	AMOUNT
06/10/2013	Payment Check						18.70
06/24/2013	Water	414.00	412.00	2.00	05/10/2013-06/14/2013	05	12.00
06/24/2013	SALES TAX						2.20

PAYMENT DATE	AFTER DUE DATE PAY	PAY ON TIME AND SAVE	STATEMENT DATE	PAY THIS AMOUNT
7/1/2013	\$4.53	0.00	6/1/2013	\$4.53

Messages from METROPOLIS WATER WORKS:
- Please Prepay for Water
- Please Prepay for Sewer

Account: AN-1118
Location: LN-0098

Customer: Clark Kent
Service: W: 01 Holmhurst Way, Metropolis NY
Amount Due Now: \$4.53
Due Date: 7/1/2013
After Due Date: \$4.53

Kent, Clark
101 Holmhurst Way
Metropolis NY 12440-9789

Office Use: Circle Payment Type: Cash: ☐ Check: ☐ Credit Card: ☐ Other: ☐ Date Received: _____
Please Return This With Payment

4. If desired, you can print this to paper or save it as an Adobe® .PDF file on your computer.

Viewing My Transactions

1. If you want to see a listing of recent activity on your account, select *My Transactions* from the main menu.
2. Select the *Service Location* (if you have more than one) and the *Beginning* and *Ending Dates* you are interested in, then select the *Search* button to see the transaction history listed on screen:

Service Location: LN-0098 : 101 Holmhurst Way

Beginning Date: 4/1/2013

Ending Date: 6/30/2013

Search

Max. 500

Show Results in Grid

Adobe Reader is required to print your Transactions. You can download it for free [HERE](#).

Date	Transaction Type	Reference	Pres Read	Prev Read	Usage	Amount	Due/Applied	Balance
4/1/2013	Balance Forward	Balance Forward				\$55.90	\$0.00	\$55.90
4/2/2013	Payment Check : 4/2/13					(\$27.46)	(\$27.46)	\$28.44
4/3/2013	Payment Check : 4/3/13					(\$28.44)	(\$28.44)	\$0.00
4/24/2013	WATER	Charges	409400	407100	2300	\$29.51	\$0.00	\$29.51
4/24/2013	SALES TAX	Tax Charges				\$2.07	\$0.00	\$31.58
5/6/2013	Payment Check : 5/6/13					(\$31.58)	(\$31.58)	\$0.00
5/28/2013	WATER	Charges	412000	409400	2600	\$33.36	\$0.00	\$33.36
5/28/2013	SALES TAX	Tax Charges				\$2.34	\$0.00	\$35.70
6/10/2013	Payment Check : 6/10/13					(\$35.70)	(\$35.70)	\$0.00
6/24/2013	WATER	Charges	414500	412000	2500	\$32.08	\$0.00	\$32.08
6/24/2013	SALES TAX	Tax Charges				\$2.25	\$0.00	\$34.33

11 total records found.
 * indicates transactions that are not finalized.
 ^ indicates meter readings that are estimated.

Close

Result: Here you'll see all the billing transactions on file for your account within the date range that you specified.

3. You can change the *Beginning* and *Ending Dates* and *Search* again, until you get the information you need.
4. You can change the results to *Export To CSV/Excel* to download a spreadsheet file containing this information, or you can select *Print Preview Results* to open an Adobe® browser window or tab:

8/1/2013 10:47:56AM

METROPOLIS WATER WORKS

Customer Transactions

Account: AH-1118 Kent, Clark

Billing Cycle: Default

From 4/1/2013 12:00:00 AM To 6/30/2013 11:59:59 PM

Location Number: LN-0098

Service Address: 101 Holmhurst Way Metropolis, NY 12345-6789

Account Number	Transaction Type	Date Posted	Amount	Due/Applied	Reference	Previous Reading	Present Reading	Usage	Location	Balance
106199	Balance Forward	04/01/2013	\$55.90	\$0.00	Balance Forward				51-0648	\$55.90
106199	Payment Check : 4/2	04/02/2013	-\$27.46	-\$27.46					51-0648	\$28.44
106199	Payment Check : 4/3	04/03/2013	-\$28.44	-\$28.44					51-0648	\$0.00
106199	WATER	04/24/2013	\$29.51	\$0.00	Charges	407100	409400	2,300	51-0648	\$29.51
106199	SALES TAX	04/24/2013	\$2.07	\$0.00	Tax Charges				51-0648	\$31.58
106199	Payment Check : 5/6	05/06/2013	-\$31.58	-\$31.58					51-0648	\$0.00
106199	WATER	05/28/2013	\$33.36	\$0.00	Charges	409400	412000	2,600	51-0648	\$33.36
106199	SALES TAX	05/28/2013	\$2.34	\$0.00	Tax Charges				51-0648	\$35.70
106199	Payment Check : 6/1	06/10/2013	-\$35.70	-\$35.70					51-0648	\$0.00
106199	WATER	06/24/2013	\$32.08	\$0.00	Charges	412000	414500	2,500	51-0648	\$32.08
106199	SALES TAX	06/24/2013	\$2.25	\$0.00	Tax Charges				51-0648	\$34.33

Total Transactions: 11 Total Amount: \$34.33 Total Usage: 7,400

Daily Readings

1. Select the meter's *Electronic Number* to open the *View Meter* screen.
2. Select **Daily Readings** from the *Meter Menu* to see what recent readings are on file for your meter:

Graph Usage | Graph Readings

Reading Date Range From: 6/1/2013 Through: 6/30/2013

Electronic ID: 1100098 Name: Clark Kent

Serial Number: 7455338 Address: 101 Holmhurst Way

Average Consumption: 385 Search Show Results in Grid

Reading Date	Reading	Factor	Extended Read	Status	Consumption
6/17/2013	587641	1.00	587641	OK	218
6/18/2013	588293	1.00	588293	OK	652
6/19/2013	588734	1.00	588734	OK	441
6/20/2013	589232	1.00	589232	OK	498
6/21/2013	589751	1.00	589751	OK	519
6/22/2013	590250	1.00	590250	OK	499
6/23/2013	590435	1.00	590435	OK	185
6/24/2013	590687	1.00	590687	OK	252
6/25/2013	591271	1.00	591271	OK	584
6/26/2013	591825	1.00	591825	OK	554
6/27/2013	592226	1.00	592226	OK	401
6/28/2013	592787	1.00	592787	OK	561
6/29/2013	593189	1.00	593189	OK	402
6/30/2013	593325	1.00	593325	OK	136

30 total records found.

Close

If they are available, this screen will show the daily readings for your meter going back 30 days from the current date.

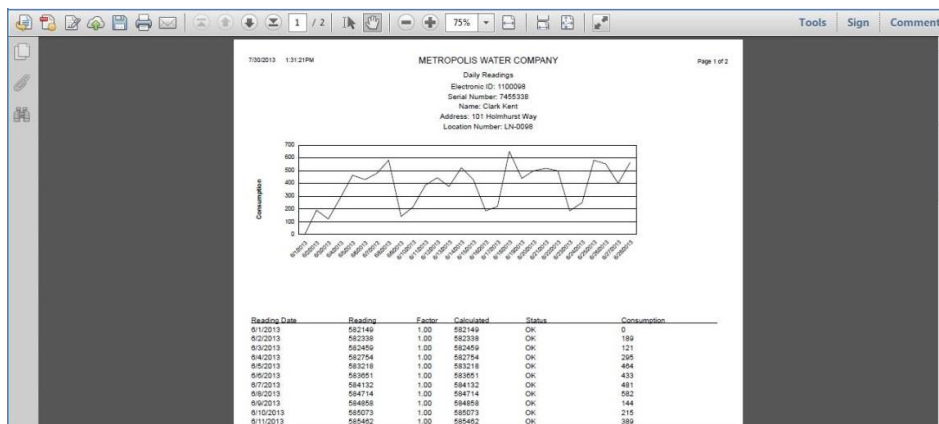
3. Refer to the table below.

Field	Description
<i>Reading Date</i>	This is the date in which the reading was received.
<i>Reading</i>	This is the numbers that were showing on the meter's register (electronic component) when the reading was recorded/received.
<i>Factor</i>	This describes the reading resolution of your meter. The example above shows a <i>Factor</i> of "1", meaning each swing of the odometer needle is one unit (one gallon, one cubic-foot, etc.). If your meter was such that each swing of the needle equaled 10 gallons, for example, then it would have a <i>Factor</i> of "10" instead, and the <i>Extended Read</i> would include one additional zero; a <i>Factor</i> of "100" would stand for two zeros, and so on.
<i>Extended Read</i>	This shows the full meter reading with the <i>Factor</i> being included.
<i>Status</i>	This shows the condition of the meter when this reading was recorded.
<i>Consumption</i>	This is the usage that is calculated using the following formula: current extended read – previous extended read = consumption.

4. If applicable, you can change the date range and select the *Search* button to update the listing with new results.

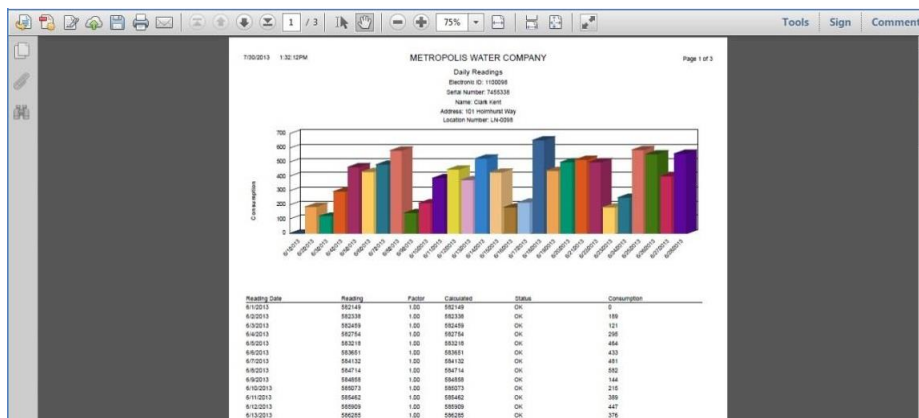
- Use the pull-down menu to make your selection of the type of search that you want. Options available are:

- Show Results in Grid:* This is the default.
- Print Line Graph:* This will generate a report in an Adobe® print-preview format, in a separate window or tab in your internet browser, showing a list of the readings and consumptions. See image below:



The chart at the top of each page shows all the consumptions listed on that page in a graph, for easier examination.

- Print Bar Graph:* This displays the same information, but with the consumption chart showing in a bar-graph instead of a line-graph. See image below:



As with any print-preview window within the **Consumer Portal**, you can print the report or save it to an Adobe® .PDF file on your computer.

- Export to CSV/Excel:* This will download a Microsoft® Excel®-compatible .CSV spreadsheet file to your computer.

Graph Usage/Readings

In addition to the search results, you will see options in the margin above the upper-left corner of the screen to view either *Graph Usage* or *Graph Readings*.

Daily Readings
Graph Usage
Graph Readings

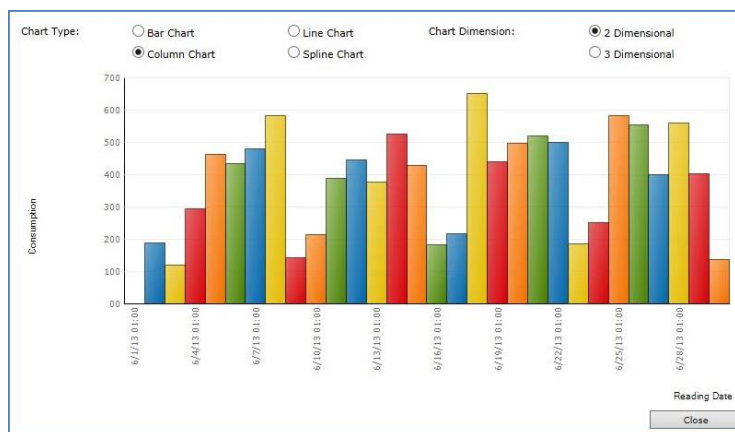
Reading Date Range From
4/27/2019
Through
5/27/2019

Electronic ID:
1162758
Name:
Chas Andrade

Serial Number:
Address:
622 Snyder Pl

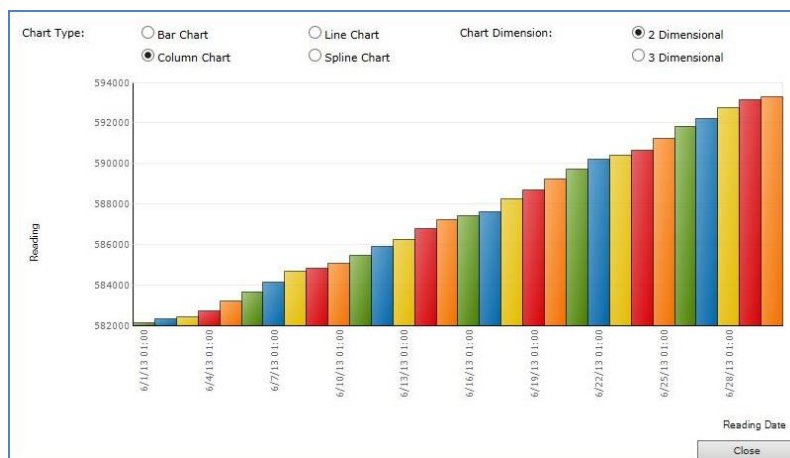
Average Consumption:
0
Search
Show Results in Grid

Selecting *Graph Usage* will bring up a graph such as the one below in your browser:



You will see the consumption information that was listed in the search results, on the previous screen, displayed in a data chart. You can select from the different *Chart Types* available and see the chart change to match.

The other option you have is to select *Graph Readings* to display the meter readings instead of consumption. See the image below:



You also have the same *Chart Type* choices above as you did with the *Graph Usage* screen.

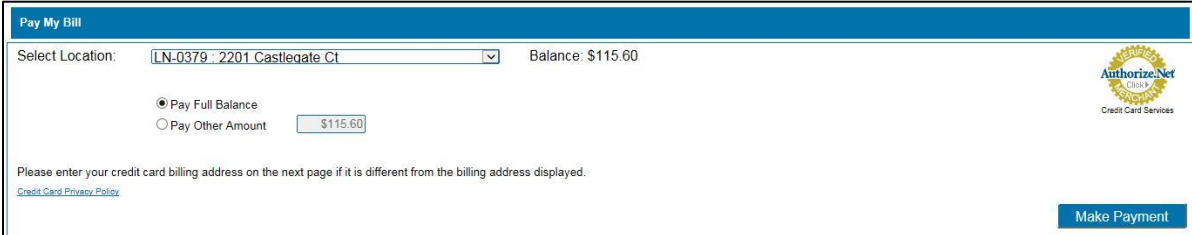
Chapter 7: Paying Your Bill Online

What to Know Before You Start

This selection will not display if your utility company does not offer this option.

How to Pay Your Bill Online

1. Select *Pay Bill* to pay your current account balance immediately.



The screenshot shows a web form titled "Pay My Bill". At the top, there is a blue header bar with the title. Below the header, the form contains the following elements: a "Select Location:" label followed by a dropdown menu showing "LN-0379 : 2201 Castlegate Ct" and a "Balance: \$115.60" label. Below these, there are two radio button options: "Pay Full Balance" (which is selected) and "Pay Other Amount" (which has a text input field next to it containing "\$115.60"). To the right of the form, there is a gold "Authorize.Net" logo with the text "Click Here" and "Credit Card Services" below it. At the bottom left of the form, there is a line of text: "Please enter your credit card billing address on the next page if it is different from the billing address displayed." followed by a blue link "Credit Card Privacy Policy". At the bottom right, there is a blue button labeled "Make Payment".

Result: Your current account balance is listed to the right of the *Select Location* field.

2. If applicable, select the location you wish to pay.
3. Select whether you are paying the full balance or a different amount. If you select *Pay Other Amount*, enter the amount you wish to pay.

Note: If your account balance is \$0 (or less), the screen will default to Pay Other Amount, which will default to \$0. If you wish to pay an additional amount on your account, enter the amount to pay.

4. Select *Make Payment*. This will transfer you to your utility company's payment gateway site.
5. Enter your credit card information on this site to complete your payment. Once your payment is completed, you will be returned to the **Consumer Portal**.

Note: *It is important that you not interrupt this process for your payment to be recorded properly with your utility company.*

Chapter 8: Consumers with Multiple Accounts

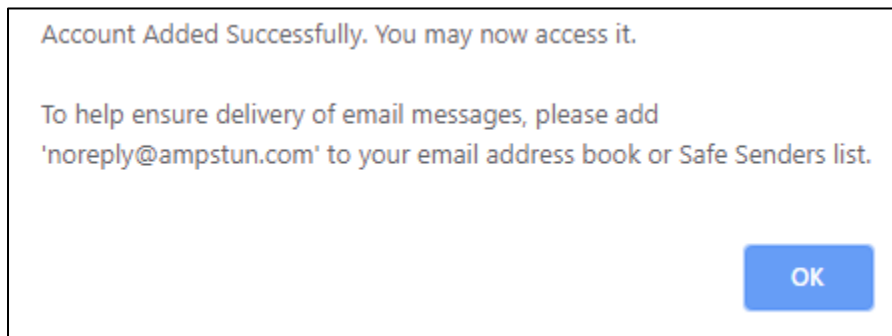
What to Know Before You Start

- This chapter is only for those with multiple accounts such as landlords.
- Properties can only be linked to one account. Contact your utility company if you receive a message indicating that an online registration has already been completed for an account.
- If you receive a message when registering that the account is not found, try entering only the last and first name in last name, first name order.
- The *Consumer Customer Chooser* page will become your Welcome (Home) page once you register additional accounts. This cannot be changed if you have more than one account.

Consumer Register Another Account

1. Select *Consumer Register Another Account* from the main menu to register additional accounts.
2. Enter the account number as it appears on the bill in the *Account Number* field.
3. Enter the full name as it appears on the bill in the *Full Name on Bill* field.
4. Select the *Register* button to register the account.

Result: You will receive the following message.




5. If applicable, repeat Steps 2 through 4 to register another account.

Consumer Customer Chooser

1. Select *Consumer Customer Chooser* from the main menu to select the account that you wish to view.
2. Use the drop-down menu to select the account that you want to view.

Select Account	
Select Customer:	<div>AN-1756 - Andrade, Chas</div> <div>Select</div>



Chapter 9: Contacting Your Utility Office

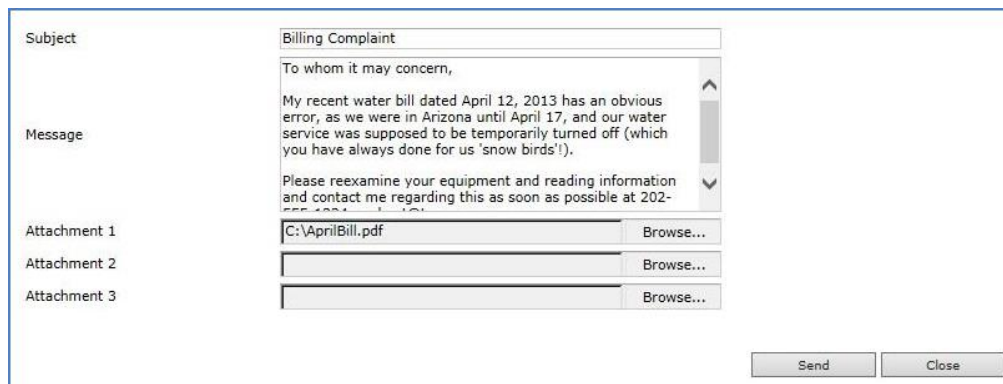
What to Know Before You Start

This feature is available for:

- Contacting your utility company when it is outside their regular business hours.
- When the issue is fairly involved and may need a detailed explanation.
- You will want to add your utility company's email address to your email program's contact list or safe senders list, to make sure your computer's security software doesn't accidentally block your email notifications.

Contacting Your Utility Office

1. Select *Contact Us* from the main menu to send a message to your utility company.
2. Enter the *Subject* and *Message* just like you would with a regular email.
3. If applicable, add up to three attachments.
4. When finished, select the *Send* button.



The screenshot shows a web form for contacting a utility company. It has the following fields and elements:

- Subject:** A text box containing "Billing Complaint".
- Message:** A large text area containing the following text:
"To whom it may concern,

My recent water bill dated April 12, 2013 has an obvious error, as we were in Arizona until April 17, and our water service was supposed to be temporarily turned off (which you have always done for us 'snow birds!').

Please reexamine your equipment and reading information and contact me regarding this as soon as possible at 202-555-4321." The text area has a vertical scrollbar on the right.
- Attachment 1:** A text box containing "C:\AprilBill.pdf" followed by a "Browse..." button.
- Attachment 2:** An empty text box followed by a "Browse..." button.
- Attachment 3:** An empty text box followed by a "Browse..." button.
- Buttons:** At the bottom right, there are two buttons: "Send" and "Close".