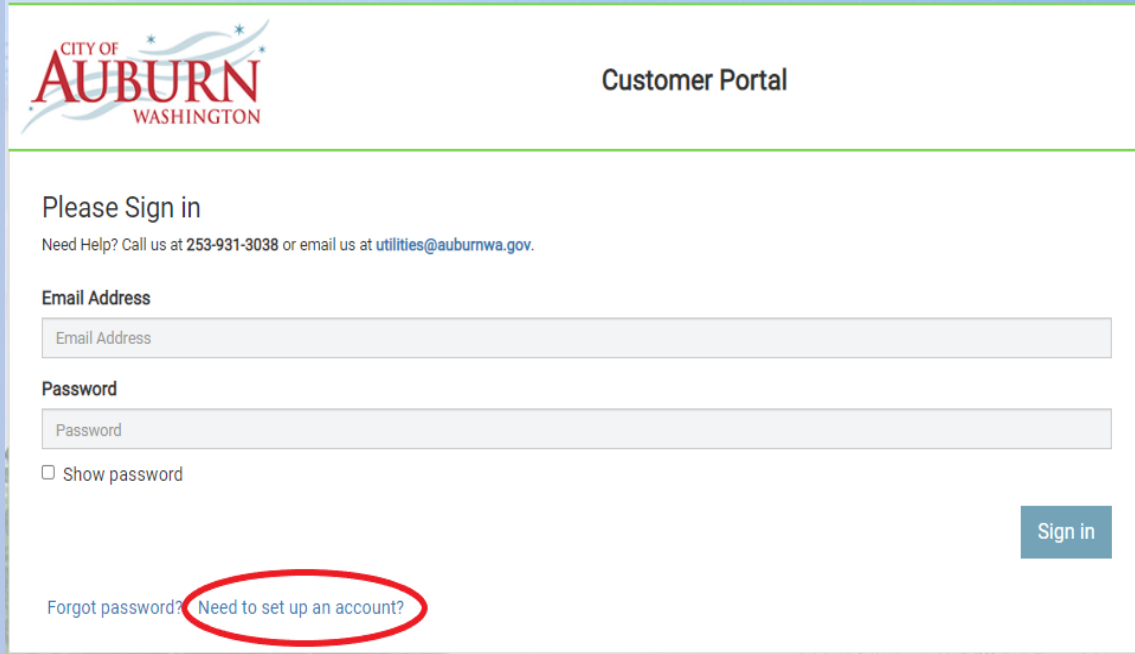


Customer Portal

Quick Start Guide – Large Print

Setting up a new Customer Portal Account

STEP 1



CITY OF AUBURN WASHINGTON Customer Portal

Please Sign in
Need Help? Call us at 253-931-3038 or email us at utilities@auburnwa.gov.

Email Address
Email Address

Password
Password

☐ Show password

Sign in

[Forgot password?](#) [Need to set up an account?](#)

Visit: <https://my-aubwa.sensus-analytics.com>

on your computer or scan QR Code below

Click:

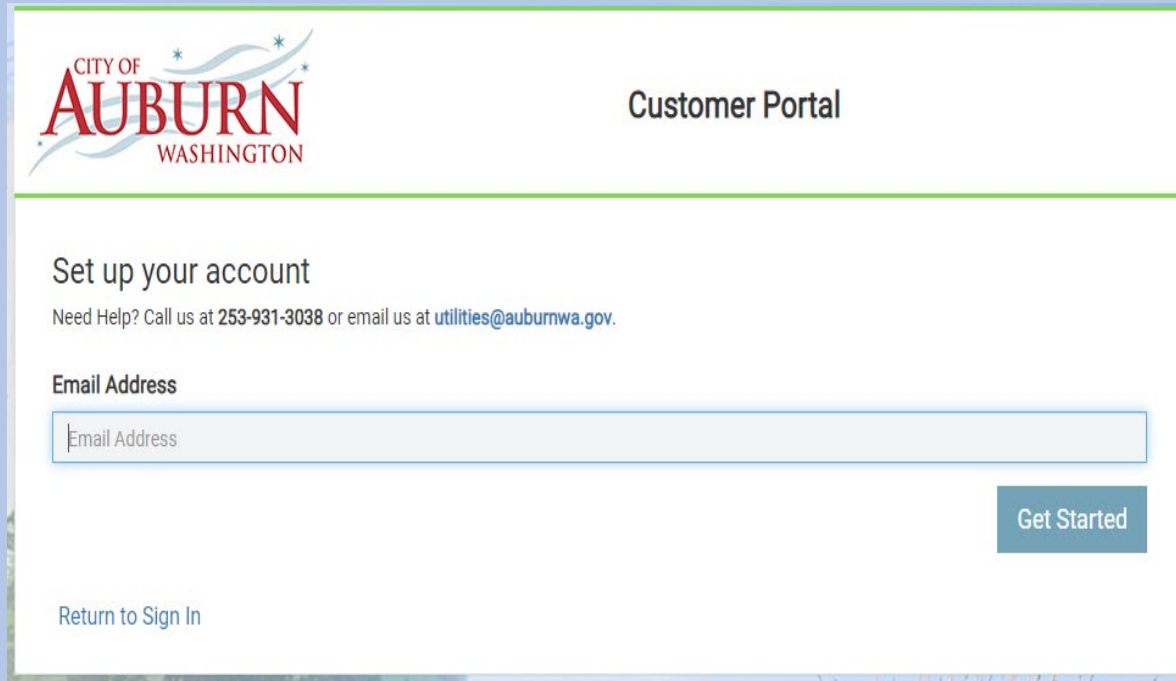
“Need to set up an account” Link



Scan QR Code with your Smartphone to conveniently be directed to the Customer Portal

Setting up a new Customer Portal Account

STEP 2



The screenshot shows the 'Customer Portal' page for the City of Auburn, Washington. At the top left is the city logo, and at the top right is the text 'Customer Portal'. Below the header, the main heading is 'Set up your account', followed by a line of text: 'Need Help? Call us at 253-931-3038 or email us at utilities@auburnwa.gov.' There is a label 'Email Address' above a text input field that also contains the placeholder text 'Email Address'. To the right of the input field is a blue button labeled 'Get Started'. At the bottom left, there is a link that says 'Return to Sign In'.

Enter in your Email Address

Click:

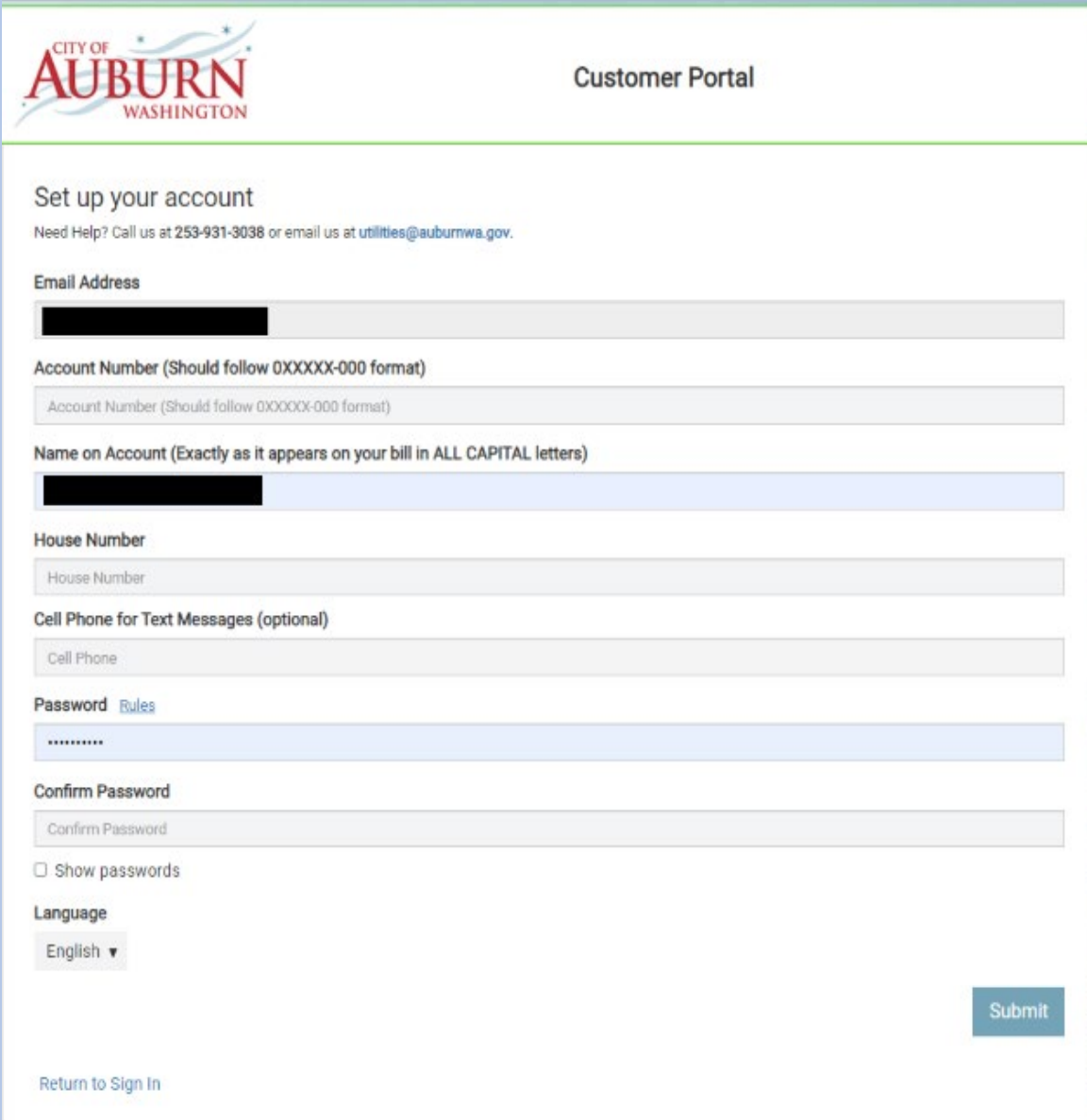
“Get Started”

Receive Account Sign-Up Link via Email
(Click on Link)

Link Expires in 24 Hours.

STEP 3

Setting up a new Customer Portal Account



The screenshot shows the 'Customer Portal' setup page for the City of Auburn, Washington. The page has a header with the city logo and the title 'Customer Portal'. Below the header, there's a section titled 'Set up your account' with a help link. The form includes fields for 'Email Address', 'Account Number' (with a format hint), 'Name on Account' (with a case requirement), 'House Number', 'Cell Phone for Text Messages' (optional), 'Password' (with a rules link), 'Confirm Password', a 'Show passwords' checkbox, and a 'Language' dropdown set to 'English'. A 'Submit' button is at the bottom right, and a 'Return to Sign In' link is at the bottom left.

CITY OF AUBURN WASHINGTON Customer Portal

Set up your account
Need Help? Call us at 253-931-3038 or email us at utilities@auburnwa.gov.

Email Address
[Redacted]

Account Number (Should follow 0XXXXX-000 format)
Account Number (Should follow 0XXXXX-000 format)

Name on Account (Exactly as it appears on your bill in ALL CAPITAL letters)
[Redacted]

House Number
House Number

Cell Phone for Text Messages (optional)
Cell Phone

Password [Rules](#)
[Redacted]

Confirm Password
Confirm Password

☐ Show passwords

Language
English ▼

Submit

[Return to Sign In](#)

Email Address field is pre-populated with your email address from Step 2.

Enter your City of Auburn Account Number in the XXXXX-000 format.

Enter the Name on Account **exactly** as it appears on your bill in all **CAPITAL** letters.

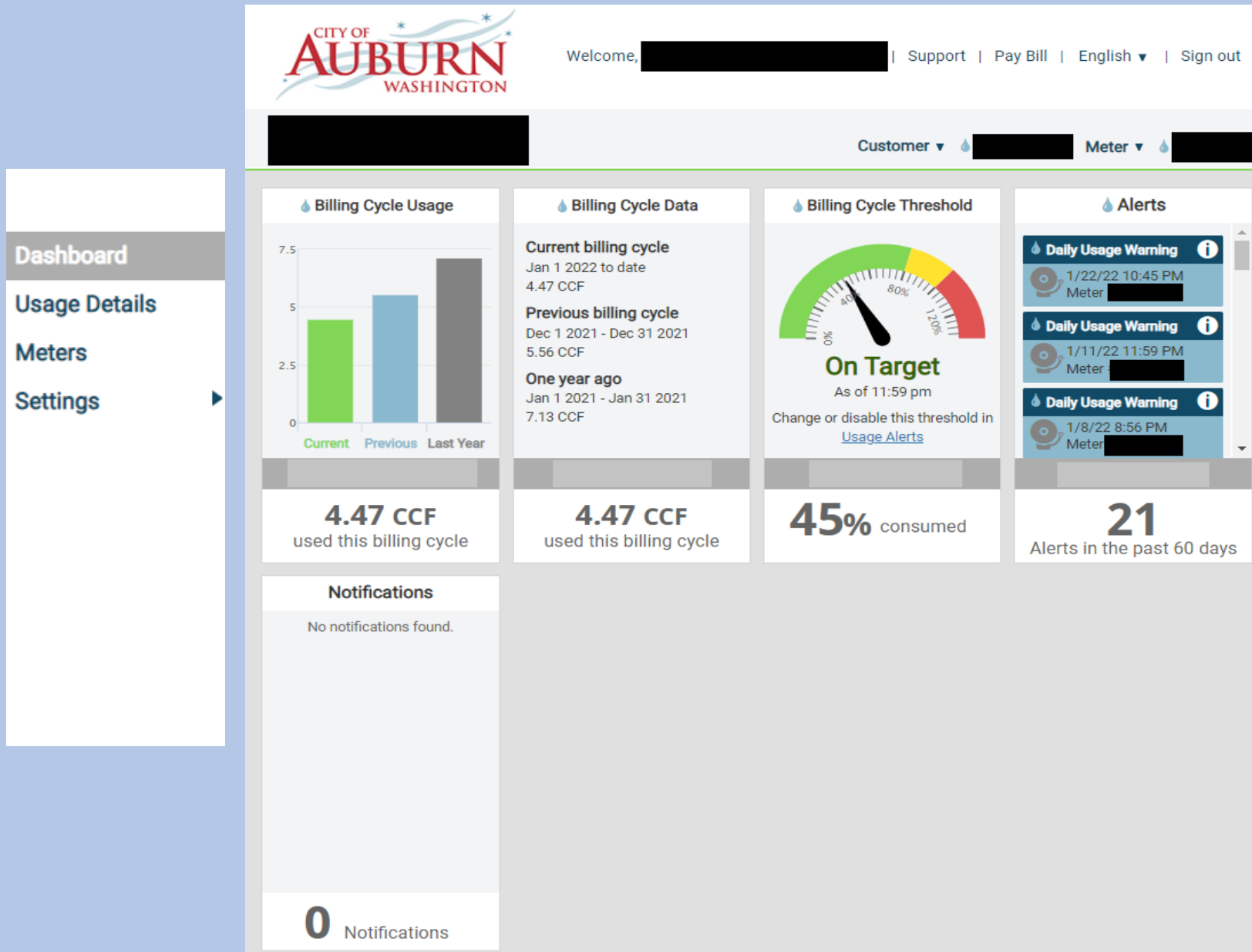
Enter your house number
For example: 123 Main Street
Enter in “123”.

Enter in a cell phone number for text message notifications (optional).


Create a Password for your account

Click “Submit” to create your account.

Customer Portal Dashboard



Customer Portal Dashboard

The Customer Portal Dashboard allows you to view water usage and set up alerts in English or Spanish. To change the language, click on  and select “Spanish”.

Billing Cycle Usage: Displays a bar graph to show your usage in the current and previous billing cycle. The same billing cycle in the previous year is also displayed.

Values displayed are in “CCF” (hundred cubic feet). 1 CCF is equal to 748 gallons.

Billing Cycle Data: Correlates data from the billing cycle graph where information is provided on current and previous water usage.

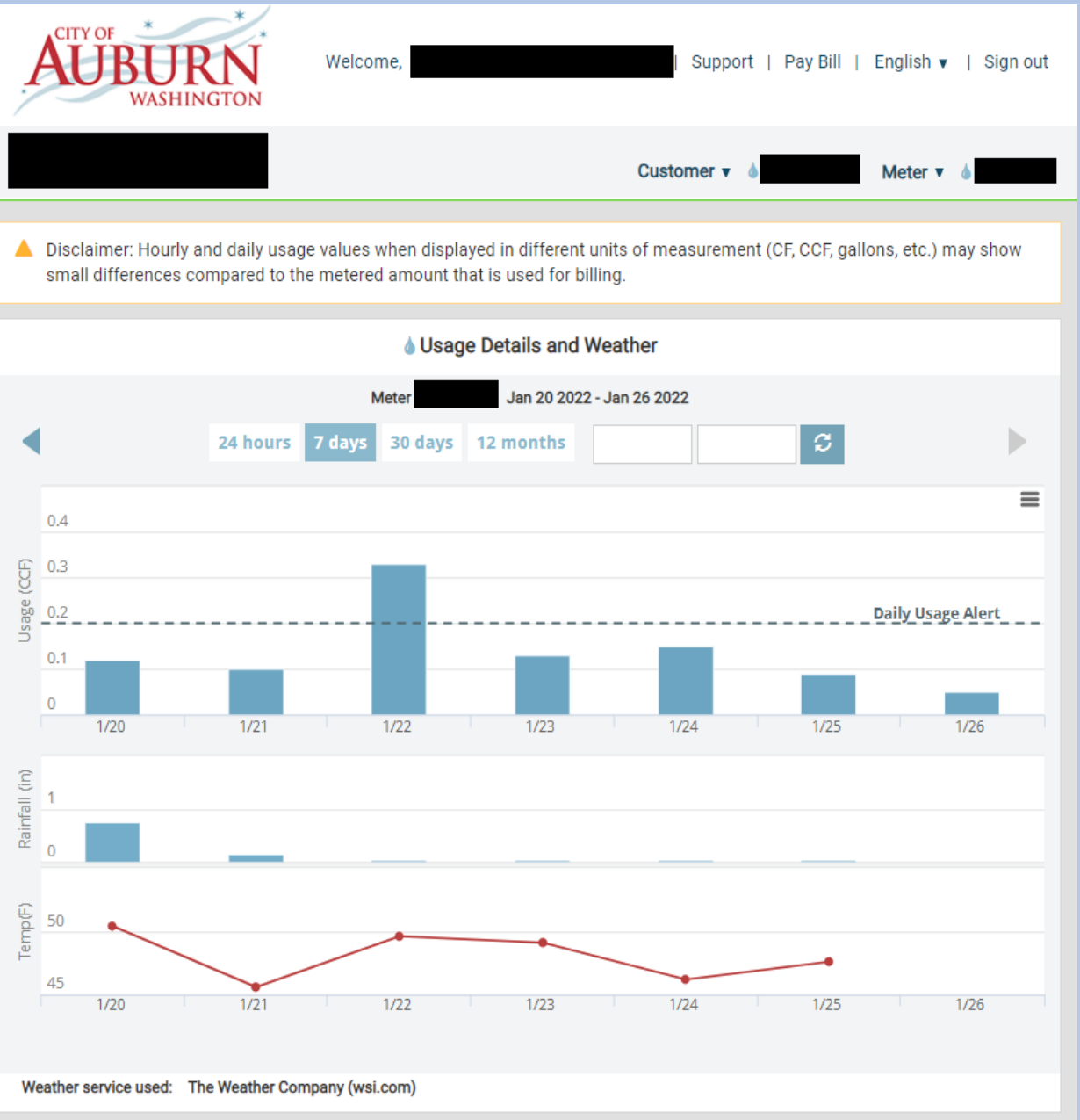
Billing Cycle Threshold: Displays percentage of water used based on a billing cycle alert that you have set up. This allows you to easily view whether your current water usage is within your set preferences in Usage Alerts.

Alerts: Provides a summary of any account water usage alerts you received in the past 60 days. You can click on an alert to dismiss the notification.

Notifications: City of Auburn notifications sent to Customer Portal users.

Usage Details

- Dashboard
- Usage Details
- Meters
- Settings




Usage Details

Usage Details: bar graph details your daily usage in addition to rainfall and temperature data per day.

Information can be displayed from a period of 24 hours, 7 days, 30 days, or 12 months. You may also filter by date range.

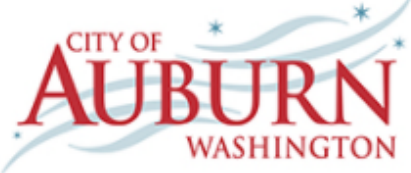
Previous time periods can be viewed using the back and forward arrows above the usage graph.

Specific values and usage data is displayed when you move your mouse over a bar or various points on the graph.

Information displayed can be downloaded by clicking the  icon on the upper right corner of the bar graph.

Weather service used to display rainfall and temperature will vary depending on geographic location of address. Weather service used is displayed at the bottom of the rainfall and temperature graphs.

Meters



Welcome, [REDACTED] | [Support](#) | [Pay Bill](#) | [English ▼](#) | [Sign out](#)

[REDACTED]

[Customer ▼](#) [REDACTED] [Meter ▼](#) [REDACTED]


[Dashboard](#)

[Usage Details](#)

Meters

[Settings](#) ▶

Water Meter Details

 Monitor meter activity and manage meter settings in one place.

Meter # [REDACTED]

[REDACTED]

Last read at 1/26/22 7:00 am: 61608.00

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

21 Alerts [Add Recipients](#)

Today

As of 7:00 am **0.05 CCF**

Average **0.27 CCF**

Alert **0.20 CCF** [Edit](#)

Vacation Alert at **0.01 CCF**

Vacation 8/27/21 to 9/3/21 [Edit](#)

Multi-Day Alert at **1.50 CCF/7 days** [Edit](#)

Billing Cycle

To Date **4.58 CCF**

Average **8.30 CCF**

Alert **10.00 CCF** [Edit](#)

Meters

Water Meter Details: Provides an overview of your current usage and displays alert thresholds you have set.

Today: View current usage for the day. Usage is updated periodically.

Average water usage is calculated and displayed.

To change alert thresholds or settings for vacation or multi-day alerts, click **Edit**.

Billing Cycle: See current water usage to date in your billing cycle displayed in CCF. Average is calculated on past usage and displayed to compare to current usage. Billing Cycle alerts can be set to a threshold of your choice.

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.

Quick Tip: Have multiple meters? for your meter(s) to easily identify with a name of your choice!

Settings: Usage Alerts

- Dashboard
- Usage Details
- Meters
- Settings ▾
 - Usage Alerts
 - Alert Recipients
 - User Settings
 - Units

💧 Billing Cycle Usage Alert

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

Meter [REDACTED]
Average Use 8.30 CCF

Alert me when usage exceeds

10.00 CCF

☒ Enabled

Save

💧 Daily Usage Alert

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

Meter [REDACTED]
Average Use 0.27 CCF

Alert me when usage exceeds

0.20 CCF

☒ Enabled

Save

💧 Multi-Day Alert

📘 Monitor meter usage over 7 days.

Meter [REDACTED]
Average Use 1.88 CCF over 7 days

Monitor usage over 7 days

Alert me when usage exceeds

1.50 CCF

☐ Enabled

Save

💧 Vacation Alerts

📘 Temporarily override your normal daily alert usage.

Meter [REDACTED]

Starting on

8/27/2021

Ending on

9/3/2021

Alert me when usage exceeds

0.01 CCF

☒ Enabled

Save

Settings: Usage Alerts

Billing Cycle Usage Alert: Be in the know by setting a billing cycle usage alert. Set an alert threshold for the current billing cycle and receive a notification when water usage exceeds threshold set.

Daily Usage Alert: Set usage alerts per day. Set an alert threshold for water usage within a day and receive a notification when water usage exceeds threshold set.

Multi-Day Alert: Set water usage alerts for the week (7-day period). This feature is helpful for irrigation systems where you can receive alerts for differing usage for days that an irrigation system is enabled.

Vacation Alerts: Set a vacation alert to determine if you have a higher-than-expected water usage while you are on vacation. This alert will override any alert set for the given vacation period dates.

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.

Settings: Alert Recipients

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.

Email [REDACTED] (Customer Owner)

Edit

Send email, text when Water Meters report:

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

Add alert recipient


Alert Recipients: View and configure which alerts you want to receive by clicking the **Edit** button.


CITY OF
AUBURN
WASHINGTON


Page 12

Settings: User Settings

User Settings

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

Email address 

Cell Phone for Text Messages (optional) 

Standard text message fees may apply.

[Remove phone number](#)

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


Change password

Manage accounts

Units: Change the units for water usage, rainfall, and temperature.

Settings: User Settings: Manage Accounts


User Settings


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

Update user info

Change password

Manage Accounts



 Water

[Remove](#)


Add account

[Done](#)

User Setting – Manage Accounts: Have multiple utility accounts?
Click Add Account to easily add additional accounts under one profile.

Settings: Units

Units

 Choose what units to display for usage and weather data.

Water Usage

☐ Cubic Feet ☒ CCF ☐ Gallons

Rainfall

☐ Millimeters ☐ Centimeters ☒ Inches

Temperature

☒ Fahrenheit ☐ Celsius

[Restore defaults](#)

Units: Change the units for water usage, rainfall, and temperature.

Contact Us

Utility Billing Customer Service

Mail:

City of Auburn
Attn: Utility Billing
25 W. Main St.
Auburn, WA 98001

Phone: 253-931-3038

Email: utilities@auburnwa.gov

Online Utility Payments

<https://auburn.merchanttransact.com/Bills>

Pay by phone: 253-931-3038, option 1

Please have your account information
available (XXXXXX-000)