



Sensus Water Consumption Portal Instructional Video

Video Information:

The City of Apopka's Utility Billing Department recorded screen images of the step by step process of creating an account, logging in to the portal, and using the different features for the Sensus Water Consumption Portal. Various still screenshots and video footage of the computer used.

Slide Information:

- City of Apopka Logo with Sensus Water Consumption Portal image with water background.
- Image of computer screen, cell phone screen, and tablet.
- Screenshot of computer on desk visiting www.apopka.net
- Screenshots of the City's website throughout the video.
- Screenshots of the Water Consumption Portal.
- Screenshot of computer on desk visiting Apopka Online Payment Portal
- Slide with Utility Billing Phone Number 407-703-1727.

Links Used in Video:

- <http://www.apopka.net/>
- <http://www.apopka.net/311/Water-Consumption-Portal>
- <https://my-apo.sensus-analytics.com/login.html#/signin>
- <http://www.apopka.net/pay>

Transcript:

1

00:00:00,000 --> 00:00:04,000

The City of Apopka is proud to offer the Sensus Water

2

00:00:04,000 --> 00:00:08,000

Consumption Portal to its Utility customers anytime anywhere

3

00:00:08,000 --> 00:00:12,000

The water consumption portal is a web based application *Music Playing*

4

00:00:12,000 --> 00:00:16,000

Customers can access this web portal on laptops tablets and

5

00:00:16,000 --> 00:00:20,000

mobile devices. This portal allows customers to monitor

6

00:00:20,000 --> 00:00:24,000

water usage in a near real time. Set up,

7

00:00:24,000 --> 00:00:28,000

customized alerts and detect water waste.

8

00:00:28,000 --> 00:00:32,000

Registration for the water consumption portal can be found by accessing

9

00:00:32,000 --> 00:00:36,000

City of Apopka's home page. Before you begin it is

10

00:00:36,000 --> 00:00:40,000

recommended that you have access to a copy of your bill. You will be required

11

00:00:40,000 --> 00:00:44,000

to enter your account number and pin. Both are located on your bill.

12

00:00:44,000 --> 00:00:48,000

From our home page, please click How Do I...

13

00:00:48,000 --> 00:00:52,000

and then Water Consumption Portal.

14

00:00:52,000 --> 00:00:56,000

This link will direct

15

00:00:56,000 --> 00:01:00,000

you to an external site to complete your registration.

16

00:01:00,000 --> 00:01:04,000

17

00:01:04,000 --> 00:01:08,000

If you have previously registered for this Consumption Portal.

18

00:01:08,000 --> 00:01:12,000

Enter your email address and password and then proceed to sign in.

19

00:01:12,000 --> 00:01:16,000

For first time registration please click

20
00:01:16,000 --> 00:01:20,000
Need to setup an account. The next screen will require

21
00:01:20,000 --> 00:01:24,000
an email address. Please enter a valid email

22
00:01:24,000 --> 00:01:28,000
address and select Get Started. An invitation link

23
00:01:28,000 --> 00:01:32,000
will be sent. Please note the registration link will

24
00:01:32,000 --> 00:01:36,000
expire in twenty four hours. Once you have received your

25
00:01:36,000 --> 00:01:40,000
email link. You are ready to log in through the customer

26
00:01:40,000 --> 00:01:44,000
portal. When you click on the link in your email it

27
00:01:44,000 --> 00:01:48,000
will ask you to enter your account number, pin, and phone number.

28
00:01:48,000 --> 00:01:52,000
You will need to create a password. To view the requirements

29
00:01:52,000 --> 00:01:56,000
Click Password Rules. Once you have

30
00:01:56,000 --> 00:02:00,000
successfully created a login you will be at the home

31
00:02:00,000 --> 00:02:04,000
page of the portal.

32
00:02:04,000 --> 00:02:08,000
Using your email address

33
00:02:08,000 --> 00:02:12,000
and password that you just created we are now going

34
00:02:12,000 --> 00:02:16,000
to login into the Customer Portal.

35
00:02:16,000 --> 00:02:20,000

36
00:02:20,000 --> 00:02:24,000

37
00:02:24,000 --> 00:02:28,000
For those customers that have multiple accounts

38
00:02:28,000 --> 00:02:32,000
the Dashboard will allow you to toggle between both accounts and view

39
00:02:32,000 --> 00:02:36,000
the same information. From the Dashboard, you can

40
00:02:36,000 --> 00:02:40,000
can view your Billing Cycle, as well as usage.

41
00:02:40,000 --> 00:02:44,000
You will also be able to view any alerts on your account.

42
00:02:44,000 --> 00:02:48,000
The next option listed under Dashboard is Usage

43
00:02:48,000 --> 00:02:52,000
Details. Here the customer can view water

44
00:02:52,000 --> 00:02:56,000
usage by various times and periods.

45
00:02:56,000 --> 00:03:00,000
For example, if we click on the twenty four hour box

46
00:03:00,000 --> 00:03:04,000
and tab over and enter the dates

47
00:03:04,000 --> 00:03:08,000
of February the third

48

00:03:08,000 --> 00:03:12,000

and

49

00:03:12,000 --> 00:03:16,000

February the fifth

50

00:03:16,000 --> 00:03:20,000

Click the refresh button, we are able to see the usage

51

00:03:20,000 --> 00:03:24,000

In the twenty four hour period. Once refreshed graphs

52

00:03:24,000 --> 00:03:28,000

will show depicting usage

53

00:03:28,000 --> 00:03:32,000

If you move your mouse over the graph you will notice fourteen

54

00:03:32,000 --> 00:03:36,000

hundred and ninety one gallons of water was used.

55

00:03:36,000 --> 00:03:40,000

Let's view usage by the hour.

56

00:03:40,000 --> 00:03:44,000

Update the dates previously selected to February

57

00:03:44,000 --> 00:03:48,000

third and February third.

58

00:03:48,000 --> 00:03:52,000

We are going to remember to refresh.

59

00:03:52,000 --> 00:03:56,000

Now that the screen has refreshed

60

00:03:56,000 --> 00:04:00,000

the graph shows water use for each hour

61

00:04:00,000 --> 00:04:04,000

and looking at the graph there was usage between 2 AM

62
00:04:04,000 --> 00:04:08,000
and 10 AM. If you move the mouse over the graph you will

63
00:04:08,000 --> 00:04:12,000
notice two hundred and thirty gallons was used at

64
00:04:12,000 --> 00:04:16,000
3 o'clock. A hundred and ninety

65
00:04:16,000 --> 00:04:20,000
gallons was used at 6 and a hundred and

66
00:04:20,000 --> 00:04:24,000
fifty gallons was used at 9.

67
00:04:24,000 --> 00:04:28,000
The rainfall will show

68
00:04:28,000 --> 00:04:32,000
any rain in inches for the time frame selected. Temperature

69
00:04:32,000 --> 00:04:36,000
refers to the maximum temperature

70
00:04:36,000 --> 00:04:40,000
for the time frame selected.

71
00:04:40,000 --> 00:04:44,000
Similar to selecting the twenty four hour time frame there are options

72
00:04:44,000 --> 00:04:48,000
to view usage by days and months.

73
00:04:48,000 --> 00:04:52,000
Let's click thirty days and lets use two one to two

74
00:04:52,000 --> 00:04:56,000
to two twenty eight

75
00:04:56,000 --> 00:05:00,000

76

00:05:00,000 --> 00:05:04,000

Always remembering to

77

00:05:04,000 --> 00:05:08,000

refresh your dates. From this view we can analyze usage

78

00:05:08,000 --> 00:05:12,000

as a whole. Reviewing this graph more water

79

00:05:12,000 --> 00:05:16,000

was used at the beginning of the month and eventually trailed off.

80

00:05:16,000 --> 00:05:20,000

For those

81

00:05:20,000 --> 00:05:24,000

customers that would like to print reports to the right of the graph

82

00:05:24,000 --> 00:05:28,000

there are three bars. By clicking

83

00:05:28,000 --> 00:05:32,000

the icon reports can be downloaded into Excel

84

00:05:32,000 --> 00:05:36,000

PDF

85

00:05:36,000 --> 00:05:40,000

or CSV.

86

00:05:40,000 --> 00:05:44,000

Before we move on to meters

87

00:05:44,000 --> 00:05:48,000

if you are unable to view any activity under usage

88

00:05:48,000 --> 00:05:52,000

that could be a red flag that your meter may not be reading and or

89

00:05:52,000 --> 00:05:56,000

functioning properly. If there is ever any

90
00:05:56,000 --> 00:06:00,000
questions, please contact our billing office and we can assist

91
00:06:00,000 --> 00:06:04,000
determining the problem.

92
00:06:04,000 --> 00:06:08,000
The next tab is the Meter tab.

93
00:06:08,000 --> 00:06:11,866
Here you able to nickname your meters. This may

94
00:06:11,866 --> 00:06:15,999
particularly important for accounts with multiple meters.

95
00:06:16,000 --> 00:06:20,000
Here only one meter is

96
00:06:20,000 --> 00:06:24,000
listed and we currently have it listed as Potable.

97
00:06:24,000 --> 00:06:28,000
Lets update the name to Irrigation.

98
00:06:28,000 --> 00:06:32,000
Just click in the box, delete the current name

99
00:06:32,000 --> 00:06:36,000
and type. The updated name will automatically

100
00:06:36,000 --> 00:06:40,000
save.

101
00:06:40,000 --> 00:06:44,000
Here the name has changed from Potable

102
00:06:44,000 --> 00:06:48,000
to now Irrigation. For customers with multiple meters

103
00:06:48,000 --> 00:06:52,000
if you are unsure of which one is your house versus

104

00:06:52,000 --> 00:06:56,000

irrigation, our billing office can assist you.

105

00:06:56,000 --> 00:07:00,000

There are links from the Meter tab that will direct back to the Dashboard

106

00:07:00,000 --> 00:07:04,000

as well as Usage Details.

107

00:07:04,000 --> 00:07:08,000

clicks

108

00:07:08,000 --> 00:07:12,000

clicks

109

00:07:12,000 --> 00:07:16,000

The alerts

110

00:07:16,000 --> 00:07:20,000

and Add Alert can be set up under the Settings

111

00:07:20,000 --> 00:07:24,000

tab that we will review next.

112

00:07:24,000 --> 00:07:24,033

113

00:07:24,033 --> 00:07:28,033

Under Usage Alerts

114

00:07:28,033 --> 00:07:32,033

You can access that by going to Settings and then Usage Alerts

115

00:07:32,033 --> 00:07:36,033

There are customizable options based on

116

00:07:36,033 --> 00:07:40,033

water usage. Billing Cycle Usage

117

00:07:40,033 --> 00:07:44,033

is the total water used in your billing cycle.

118
00:07:44,033 --> 00:07:47,233
If we enter two thousand

119
00:07:47,233 --> 00:07:52,033
two hundred gallons in the

120
00:07:52,033 --> 00:07:56,033
Usage box, click enable and save, you will

121
00:07:56,033 --> 00:08:00,033
receive an alert anytime you consume 2200 gallons of water

122
00:08:00,033 --> 00:08:04,033
in a billing cycle. Here you will see the

123
00:08:04,033 --> 00:08:08,033
2200 gallon has alert has been updated.

124
00:08:08,033 --> 00:08:12,033
For those customers that are heading on

125
00:08:12,033 --> 00:08:16,033
vacation you have the option to monitor water usage while

126
00:08:16,033 --> 00:08:20,033
away. Lets

127
00:08:20,033 --> 00:08:24,033
enter twenty gallons in the box

128
00:08:24,033 --> 00:08:28,033
click Enable and select the dates of your vacation.

129
00:08:28,033 --> 00:08:32,033
click

130
00:08:32,033 --> 00:08:36,033
click

131
00:08:36,033 --> 00:08:40,033
Again we want to save

132
00:08:40,033 --> 00:08:44,033
the changes when we go back

133
00:08:44,033 --> 00:08:48,033
to the Meter Tab the Vacation Alert has now been added.

134
00:08:48,033 --> 00:08:52,033
It is important to click on

135
00:08:52,033 --> 00:08:56,033
Alert Recipients, here you can designate

136
00:08:56,033 --> 00:09:00,033
the email address or phone number where alerts

137
00:09:00,033 --> 00:09:04,033
will be sent. Here we will enter the email address

138
00:09:04,033 --> 00:09:08,033
to receive vacation alerts.

139
00:09:08,033 --> 00:09:12,033
typing

140
00:09:12,033 --> 00:09:16,033
typing

141
00:09:16,033 --> 00:09:20,033
typing

142
00:09:20,033 --> 00:09:24,033
You have your option here. And I'm going to select vacation

143
00:09:24,033 --> 00:09:28,033
usage warning.

144
00:09:28,033 --> 00:09:32,033
Make sure you save. Multiple recipients can be added.

145
00:09:32,033 --> 00:09:36,033
This time you can add a phone number.

146
00:09:36,033 --> 00:09:40,033
typing

147
00:09:40,033 --> 00:09:44,033
And we want the cell

148
00:09:44,033 --> 00:09:48,033
phone text alerts for daily usage warnings.

149
00:09:48,033 --> 00:09:52,033
And we'll save.

150
00:09:52,033 --> 00:09:56,033
Back on the meter tab you now have two

151
00:09:56,033 --> 00:10:00,033
water alerts found here.

152
00:10:00,033 --> 00:10:04,033
The final tab is our settings

153
00:10:04,033 --> 00:10:08,033
tab. Under User Settings

154
00:10:08,033 --> 00:10:12,033
you can change your password, simply enter your old password

155
00:10:12,033 --> 00:10:16,033
and your new password.

156
00:10:16,033 --> 00:10:20,033
For those customers

157
00:10:20,033 --> 00:10:24,033
with multiple accounts you do not need different logins

158
00:10:24,033 --> 00:10:28,033
If you simply click manage accounts

159
00:10:28,033 --> 00:10:32,033
you

160
00:10:32,033 --> 00:10:36,033
can add an additional account. Enter

161
00:10:36,033 --> 00:10:40,033
your account number and pin for each additional account.

162
00:10:40,033 --> 00:10:44,033
The Units tab allows you to change how you want to view your water

163
00:10:44,033 --> 00:10:48,033
usage. The units will always be set to Gallons under Usage,

164
00:10:48,033 --> 00:10:52,033
unless changed.

165
00:10:52,033 --> 00:10:56,033
Another important link is the Pay my Bill.

166
00:10:56,033 --> 00:11:00,033
The link which is located at the top as well as

167
00:11:00,033 --> 00:11:04,033
the bottom of the portal

168
00:11:04,033 --> 00:11:08,033
will take you to the City of Apopka Utility Billing Portal

169
00:11:08,033 --> 00:11:12,033
You can enter your account number and pin and submit payment

170
00:11:12,033 --> 00:11:16,033
for any open bill. For customers needing to

171
00:11:16,033 --> 00:11:20,033
have this in Spanish. You can also select English or Spanish

172
00:11:20,033 --> 00:11:24,033
from the main top bar.

173
00:11:24,033 --> 00:11:28,033
As a precaution, if you are not on a personal computer

174

00:11:28,033 --> 00:11:32,033

or phone, we recommend that you always click Sign Out,

175

00:11:32,033 --> 00:11:36,033

when you are done using the portal. The Sensus

176

00:11:36,033 --> 00:11:40,033

Water Consumption Portal converts data to insights for our customers

177

00:11:40,033 --> 00:11:43,266

and an overall better experience.

178

00:11:43,266 --> 00:11:44,032

We hope

179

00:11:44,033 --> 00:11:48,033

that this has been helpful in setting up your Sensus Water Consumption Portal account

180

00:11:48,033 --> 00:11:52,033

and using it. Please remember that if you should have additional questions

181

00:11:52,033 --> 00:11:56,033

regarding the portal, please call Utility Billing at

182

00:11:56,033 --> 00:12:00,033

407-703-1727.

183

00:12:00,033 --> 00:12:01,833

Music Ends