

SEAL ROCK WATER DISTRICT

ADVANCED METERING INFRASTRUCTURE (AMI) & MY WATER USAGE CUSTOMER PORTAL



THE BEGINNING

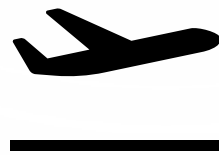
The installation of our AMI (Advanced Metering Infrastructure) system was part of a \$1.5 million dollar project that was fully funded through a grant provided by the United States Department of Agriculture Rural Development or USDA.





OUR STORY

AFTER OUR COMPLETE AMI INSTALL WE FOUND OURSELVES ASKING, “WHAT IS NEXT????”



SENSUS REACH 2018 CONFERENCE



- We attended a presentation from City of Cedar Park Texas regarding their customer portal campaign
- We were then inspired to do all we could to have our own customer portal campaign
- 10 % of customers signed up was a good adoption rate
- Important factor in our success was teamwork & support from management

LIFE BEFORE AMI & THE CUSTOMER PORTAL



Millions of gallons lost...

- Meters were read once a month for billing purposes
- We couldn't tell customers when high usage occurred
- Leak adjustments as high as 5 million gallons credited annually

LIFE AFTER AMI & THE CUSTOMER PORTAL



Millions of gallons saved...

- Meters are read hourly
- We can tell customers exactly when high usage occurs
- Customers are notified that they have high usage through alerts set up in the Customer Portal
- Leak adjustments are virtually non-existent

CUSTOMER PORTAL

The screenshot displays the SRWD Office Customer Portal dashboard. At the top left is the SRWD logo. The top right contains navigation links: Welcome, SRWD Office | Support | Pay Bill | English | Sign out. Below this, the office address is shown: SRWD Office, 1037 NW GREBE ST (OFFICE). On the right side of the header, the user's account information is displayed: Customer 21821090001 and Meter 89581422. A left-hand navigation menu includes Dashboard, Usage Details, Meters, and Settings. The main content area is divided into four columns: Billing Cycle Usage (a bar chart comparing current and previous cycles), Billing Cycle Data (text-based comparison of current and previous cycles), Billing Cycle Threshold (a gauge showing 24% consumption and 'On Target' status), and Alerts (indicating no alerts found). A Notifications section at the bottom left contains a welcome message.

SRWD Office
1037 NW GREBE ST (OFFICE)

Welcome, **SRWD Office** | Support | Pay Bill | English | Sign out

Customer 21821090001 Meter 89581422

Billing Cycle Usage

Billing Cycle	Usage (Gallons)
Current	288
Previous	917

Meter #89581422

288 Gallons used this billing cycle

Billing Cycle Data

Current billing cycle
Feb 12 2019 to date
288 Gallons

Previous billing cycle
Jan 11 2019 - Feb 11 2019
917 Gallons

Meter #89581422

288 Gallons used this billing cycle

Billing Cycle Threshold

On Target
As of 12:00 am

Change or disable this threshold in [Usage Alerts](#)

Meter #89581422

24% consumed

Alerts

No alerts found.

Meter #89581422

0 Alerts in the past 60 days

Notifications

Posted Today Welcome to the Portal! Thanks for... Being in the know & monitoring your H2O!

“WHAT TYPES OF ALERTS WOULD BENEFIT OUR CUSTOMERS?”

Billing Cycle Usage Alert

- Helpful in conservation and/or managing water use and associated cost reduction.

Daily Usage Alert

- Higher than expected daily usage could be a sign of a leak, over irrigation, something running or some other factor you can then correct.

Vacation Alerts

- Used to determine if a higher-than-expected volume of water is being used while on vacation or away from property.

The screenshot displays the SRWD Shop customer portal interface. At the top, there is a navigation bar with the SRWD logo, a welcome message, and links for SRWD Shop, Support, Pay Bill, English, and Sign out. Below the navigation bar, the user's account information is shown: SRWD Shop, 1037 NW GREBE ST (SHOP), Customer ID 21821100001, and Meter ID 89581389. A warning message states: "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." The main content area is divided into three sections: Billing Cycle Usage Alert, Daily Usage Alert, and Vacation Alerts. Each section contains a form for configuring alerts for the selected meter. The Billing Cycle Usage Alert section shows a threshold of 1500 Gal and is currently enabled. The Daily Usage Alert section shows a threshold of 85 Gal and is also enabled. The Vacation Alerts section shows a starting and ending date for the alert and is currently disabled.

Welcome, SRWD Shop | Support | Pay Bill | English | Sign out

SRWD Shop
1037 NW GREBE ST (SHOP)

Customer 21821100001 Meter 89581389

▲ 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 #89581389
1037 NW GREBE ST (SHOP)
Average Use 911 Gal

Alert me when usage exceeds Gal Enabled

Daily Usage Alert

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

Meter #89581389
1037 NW GREBE ST (SHOP)
Average Use 27 Gal

Alert me when usage exceeds Gal Enabled

Vacation Alerts

Temporarily override your normal daily alert usage.

Meter #89581389
1037 NW GREBE ST (SHOP)

Starting on Ending on Alert me when usage exceeds Gal Enabled

The image features a white background with several realistic water droplets of various sizes scattered in the corners. The droplets have highlights and shadows, giving them a three-dimensional appearance. The text 'CUSTOMER ENGAGEMENT' is centered in the middle of the page.

CUSTOMER ENGAGEMENT

Seal ROCK water DISTRICT

My Water Usage Customer Portal

My Water Usage Customer Portal - Sign up today!

Sign up in order to view your usage, set up alerts and be smart with your water usage.

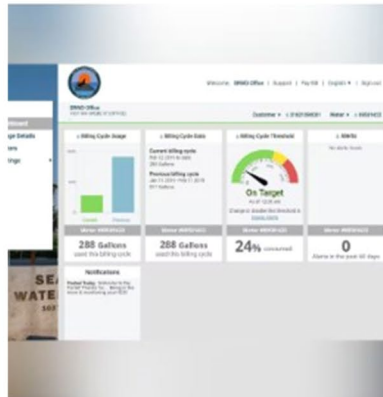
bit.ly/mywaterusage



My Water Usage Customer Portal Sign In or Sign Up

Monitor your water usage by creating an account through our customer portal. Sign up today!

[CLICK HERE TO SIGN IN OR SIGN UP >>](https://bit.ly/mywaterusage)



My Water Usage Customer Portal Support & Instructions

Need help signing up for or using the portal...give us a call and we will be happy to help!

[READ MORE >>](#)

QUICKLINKS

- [How to Read Your Meter](#)
- [My Water Usage Customer Portal](#)
- [FAQs](#)
- [Staff](#)
- [Board Members](#)
- [Meetings](#)

BOARD MEETING

APR
14
2022

Board Meeting 4:00 pm via Zoom



1037 NW Grebe Street
Seal Rock, Oregon 97376
Phone: 541.563.3529 – Fax: 541.563.4246
www.srwd.org



Seal Rock Water District

Trish Karlson
Bookkeeper
Seal Rock Water District
1037 NW Grebe Street
Seal Rock, Oregon 97376-9773
tkarlson@srwd.org
www.srwd.org
541-563-3529

Work Schedule: Monday – Friday 8 am – 4 pm (out of office on all legal holidays)



Be in the Know
My Water Usage
Customer Portal
bit.ly/mywaterusage
Monitor Your H₂O

*Preserve & Protect
Our Environment*

View your water usage, set up alerts and be smart with your water usage by going to our new My Water Usage Customer Portal at bit.ly/mywaterusage

See reverse for sign up rules for new account set up





Announcing My Water Usage Customer Portal



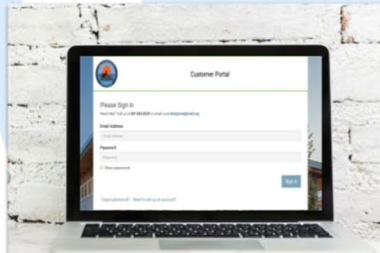
With the successful completion of the districtwide Smart Meter installation where the District's water meters are communicating reads via wireless radio frequencies - just like wireless internet and cable TV, we are pleased to announce that the My Water Usage Customer Portal is now available to you.

In the Customer Portal you can view your usage, set up alerts and be smart with your water usage. Our staff have been calling customers alerting them to high usage that is due to leaks or continuous water flow but we are wanting our customers to take a proactive part in finding and fixing leaks. Thus with the Customer Portal you are in the driver's seat where you can monitor your water usage. Join us in preserving and protecting our environment by monitoring your water usage for unnecessary water usage.

Be In The Know... Monitor Your H2O!

There are two ways to log in to our new My Water Usage Customer Portal to view your water usage:

1. Go to bit.ly/mywaterusage OR
2. Go to our website at www.srwd.org & click on My Water Usage Customer Portal (see reverse for sign up instructions).



Step 1

Go to bit.ly/mywaterusage to our website at www.srwd.org & click on My Water Usage Customer Portal

Step 2

Please Sign In

Need Help? Call us at 541-563-3529 or email us at bhargrove@srwd.org

Email Address

Account Number

Password

Remember me

Forgot password? Need to set up an account?

Sign In

Step 4

Set up your account

Need Help? Call us at 541-563-3529 or email us at bhargrove@srwd.org

Check your email.

An invitation was sent to bhargrove@srwd.org

Return to Sign In

Step 5

Need Help? Call us at 541-563-3529 or email us at bhargrove@srwd.org

Email Address

Account Number

Service Address

Cell Phone for Text Messages (optional)

Password

Confirm Password

Language

Submit

Enter your Account Number. Enter your Street Address just like it shows on your utility bill (including capitalization & any special characters). Once you click submit it will take you back into a login screen.

If you have any questions give us a call at 541-563-3529



H2O HAPPY HOUR



Wednesday
March 6, 2019
3 pm - 6 pm

Seal Rock Water District Office

My Water Usage Customer Portal Sign Up

Monitor your water usage and set up alerts to notify you of high usage by creating an account through our new customer portal.

Bring your tablet, smartphone or laptop to our office and we will help you with signing up to the portal and answer any questions you may have about the portal.



Join us at our office: 1037 NW Grebe Street in Seal Rock




My Water Usage Customer Portal

Sign Up Today!



In the Customer Portal you can view your usage, set up alerts and be smart with your water usage. We are wanting our customers to take a proactive part in finding and fixing leaks. Join us in preserving and protecting our environment by monitoring your water usage for unnecessary water usage.

Once you set up an account be sure to set up the Billing Cycle Usage Alert and the Daily Usage Alert so that you will be notified when you have abnormal usage or a leak See last page for details.



Be in the Know
Seal Rock Water District
My Water Usage Customer Portal
bit.ly/mywaterusage
Monitor Your H₂O

Step 1
Go to our website at www.srw.org & click on My Water Usage Customer Portal Sign In or Sign Up

My Water Usage Customer Portal Sign In or Sign Up
Monitor your water usage by creating an account through our customer portal. Sign up today!
[CLICK HERE TO SIGN IN OR SIGN UP](#)

My Water Usage Customer Portal Support & Instructions
[READ MORE](#)

Please Sign in
Need Help? Call us at 541-563-3529 or email us at bhargrove@srwd.org.

Email Address
Email Address

Password
Password
 Show password

Step 2
Click on Need to set up an account?

[Sign in](#)

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

Set up your account
Need Help? Call us at 541-563-3529

Step 3
Enter your email address then click Get Started

Email Address
Email Address

[Get Started](#)

[Return to Sign In](#)

Set up your account
Need Help? Call us at 541-563-3529 or email us at bhargrove@srwd.org.

Check your email. An invitation was sent to

Step 4
Go to your email & follow the instructions in the email

[Return to Sign In](#)

Set up your account
Need Help? Call us at 541-563-3529 or email us at bhargrove@srwd.org.

Email Address
bhargrove@srwd.org

Account Number
Account Number

Service Address
Service Address

Cell Phone for Text Messages (optional)
Cell Phone

Password Rules
Password

Confirm Password
Confirm Password

Show passwords

Language
English

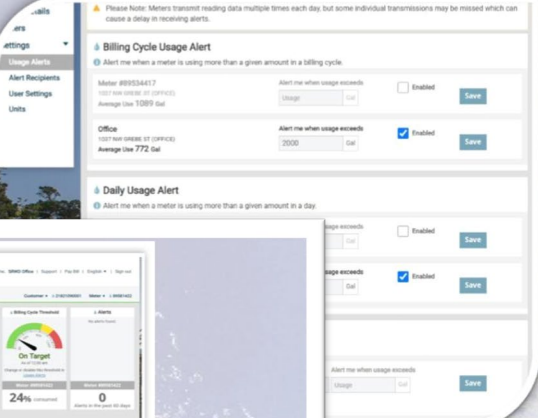
Step 5

- Account Number
- Service Address shown on your utility bill (note: this field is exactly with your bill - please do not change)
- Password: Please use a strong password
- When finished click

How To Set Usage Alerts:

- In Usage Alerts look at your Average Use under Billing Cycle Usage Alert (this is for 30 days usage)
- Then click on the box next to Enabled and then click in the box below Alert me when usage exceeds and enter an amount that you would like to be notified if the usage goes over that amount and then click Save. You may want to set the alerts twice a year, once in winter & once in summer.
- Do the same for Daily Usage Alert (this is for daily usage)
- No need to set up the Multi-Day Alert unless you have an irrigation system.

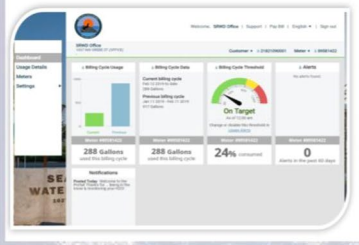
* Note: if you are a new customer you will not have an average use under Billing Cycle Usage Alert because this amount is for 30 days, you may want to enter only an amount in the Daily Usage Alert for now until you have been using water for over 30 days



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 #99334417
Alert me when usage exceeds [] Enabled [Save](#)
Average Use 1089 Gal

Daily Usage Alert
Alert me when a meter is using more than a given amount in a day.
Alert me when usage exceeds [] Enabled [Save](#)
Average Use 772 Gal




Billing Cycle Usage widget: A bar graph shows your usage in the current billing cycle & in the most recent prior billing cycle.

Billing Cycle Data widget: Provides information about current & previous usage & correlates to the Billing Cycle Usage graph.

Billing Cycle Threshold widget: If a Billing Cycle Alert has been set up, you can monitor your percent consumption based on the threshold value you set. To set up a Billing Cycle Alert, you can click the link to configure one.

Alerts widget: 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 widget: Notifications that the District may distribute periodically to customers.



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 points on the graphs. 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.

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 readings and alerts.

a defined billing cycle. This setting is helpful for

ter understanding of your typical daily usage at our typical daily usage is, you will be able to set a daily alert. Higher than expected daily usage could be a sign

daily alert is helpful due to the difference in usage for amount of water used over a 7 day period.

than expected volume of water is being used while you



Seal Rock Water District Issues a Stage 1 Water System Advisory:

On June 28, 2021, Lincoln County Board of Commissioners adopted a Declaration of Local Drought Disaster for Lincoln County.

During a drought, water conservation matters more than ever. Across the Mid-Coast region, communities rely on surface water from rivers and streams, and flows are much lower than normal this year.

What does this mean for our water supply? Here in Seal Rock Water District, currently our water comes from the Siletz River. Currently due to drought conditions, the district is issuing a Stage 1 water curtailment notice. If drought conditions continue to worsen, we will need to implement additional water curtailment measures. We will be monitoring our water supply and we will keep you informed about the status of our water supply throughout the summer.

Conservation will help our water supply go further. Water conservation is important every summer, but even more so during a drought. During the dry season, water use spikes because of landscape irrigation and the influx of visitors. In some areas, summer water use is more than twice the amount used in winter! That is why we are encouraging everyone to do their part to conserve water. The more we can conserve, the better our chances of avoiding the need for further water curtailment actions.

How you can help: Everyone in our community has a role to play in conserving our water resources—from residents and businesses to visitors. Here are some ways you can help:

- Check your irrigation system for leaks and fix them as soon as you can.
- Make sure you're giving your plants only as much water as they need. If you see runoff after you irrigate, you may be watering too much. Considering cutting back the frequency or duration of irrigation, especially for well-established plants.
- Use drip irrigation, soaker hoses, and other efficient watering systems to send water straight to the roots of your plants.
- Water early in the morning so that water isn't lost to evaporation in the heat of the day.
- Make sure the sprinklers irrigating your landscape aren't also spraying pavement or other impervious surfaces.
- Install more water-efficient fixtures, such as faucet aerators and showerheads, in your home.
- Check for indoor leaks, such as a running toilet.
- Reduce your shower time.

For more information regarding water conservation, please visit the district's website at www.srwd.org.



Be sure to sign up for Alerts so that you will be notified if you have abnormal usage or a leak.

- Monitor your water usage by creating an account through our customer portal at <https://bit.ly/mywaterusage> or go to our website www.srwd.org and click on the Be In The Know Monitor Your H2O My Water Usage Customer Portal logo. Please note that the My Water Usage Customer Portal is different from Xpress Bill Pay. You cannot access the portal through Xpress Bill Pay. To sign up all you need is your account number and your service address exactly as it appears on your paper bill or on your Xpress Bill Pay account.

- If you already have an My Water Usage Customer Portal account make sure you have a daily usage alert set up. This will help you as a customer conserve water & also help catch leaks.
- Want to check and see how much water you're using when you are irrigating and how often? Check your daily usage down to the hour. Irrigation systems can be set up incorrectly or get stuck in the on position.

Please contact us if you need help signing up or setting up Alerts and we will be happy to assist you.

Also, visit our website www.srwd.org for tutorials on how to sign up and how to use the portal.

Join us in preserving & protecting our environment.

POSTCARDS

HAVE YOU SIGNED UP FOR THE
**MY WATER USAGE
CUSTOMER PORTAL?**



It is a powerful tool to help you identify high water usage, water leaks and to help conserve water.

Preserve & Protect Our Environment

BE IN THE KNOW... MONITOR YOUR H2O!

In the My Water Usage Customer Portal you will have access to your detailed water consumption information online. You will be able to view your hourly, daily, weekly, monthly and yearly water use.



SEAL ROCK WATER DISTRICT
541-343-3529

You will be able to monitor your usage and set alerts that will help you identify leaks more quickly and avoid unintended water usage.

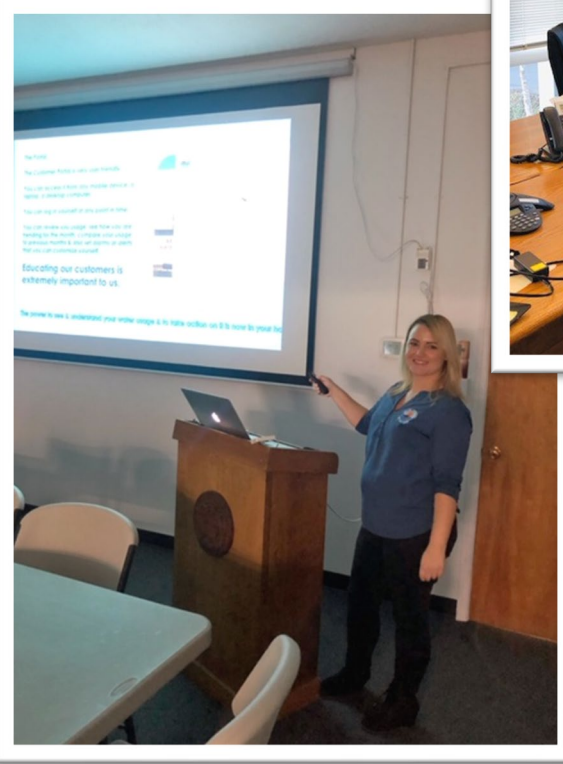
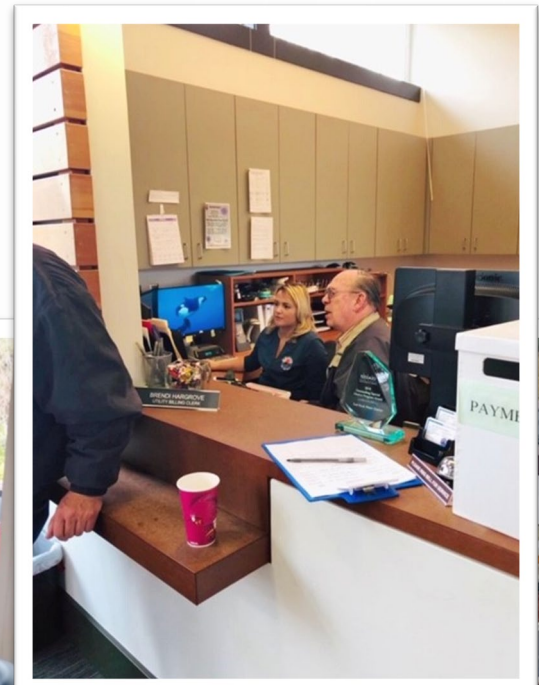
SIGN UP & SIGN IN TO START EXPLORING

Signing up is easy...go to:
bit.ly/mywatersage OR www.mwd.org

IMPORTANT: Enter your service address exactly as it appears on your utility bill. If you don't have your utility bill, give us a call.

Need help...
Give us a call and we will be happy to help!

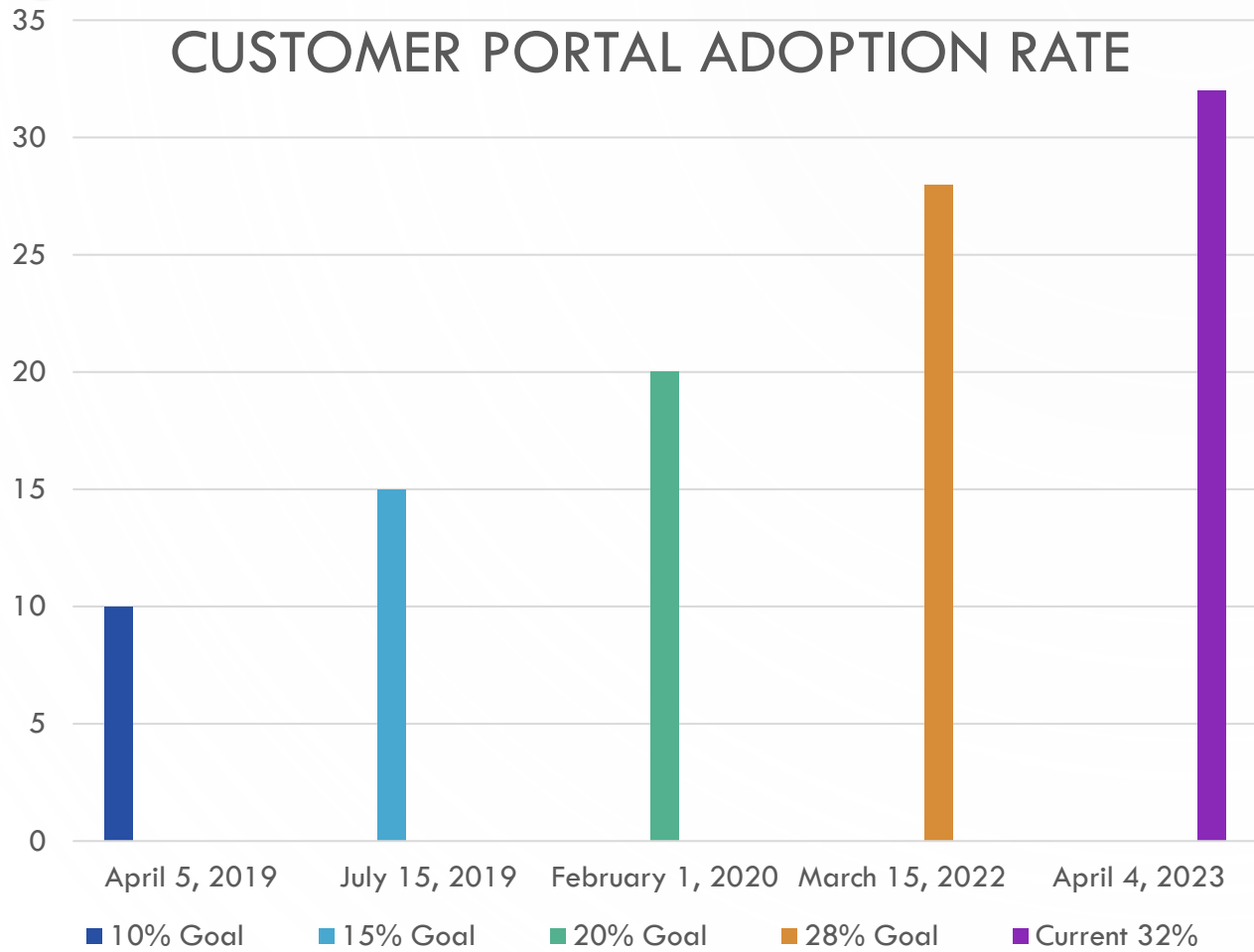
PRESENTATIONS & SOCIAL EVENTS



The background of the slide is white and features several realistic water droplets of various sizes. These droplets are positioned in the corners: a cluster in the top-left, a few in the top-right, and a group in the bottom-right. The droplets have soft shadows and highlights, giving them a three-dimensional appearance.

CUSTOMER ENGAGEMENT RESULTS

CUSTOMER ENGAGEMENT RESULTS



We are so excited that we reached our goal!

Brendi Says...

Be in the Know

Seal Rock Water District

My Water Usage Customer Portal

bit.ly/mywaterusage

Monitor Your H₂O

A lot of hard work & focus on signing up every customer we spoke with... we were on a mission!

Trish Says...

OUR GOAL ACHIEVED... ONE YEAR... | 20% customer portal sign up!

The background features several realistic water droplets of various sizes, scattered in the corners of the page. The droplets are rendered with soft shadows and highlights, giving them a three-dimensional appearance. They are positioned in the top-left, top-right, and bottom-right corners, framing the central text.

**POSITIVE RESPONSES
FROM
OUR CUSTOMERS**

“Last year, while away on a trip, the usage alerts I received from the system identified that I had a leak.

At first, I assumed I had another toilet flapper fail, but the volume was a bit more, and I was able to have my neighbor turn off my water supply to stop the usage until I returned.

Once home it took a bit of investigating to find the old copper pipe that “burst” in the wall behind the washing machine and have it repaired. Without the usage alerts, I would have had a much larger bill than the minor flooding of basement carpet I experienced before I returned to repair the problem and am very happy **My Water Usage**

Customer Portal was watching out for me.”

- SRWD Customer

“We really like using the My Water Usage Customer Portal for several reason. We use it to track trends of our water usage and set up daily usage alerts to help us conserve water. Our daily usage alert is set for 120 gallons a day and we try to stay under that amount. It becomes a challenge on laundry, and we end up going over and we do receive an alert. We celebrate it when we don't get an alert on that day!”

- SRWD Customer

“We purchased the property in 2018 while living remotely from the area and up until our remodel at the end of 2021 we had several leak events caused by different problems which were caught by the Portal and either we were called or notified by email/text of the situation. This enabled us to engage the resources necessary to fix the problems quickly and efficiently to minimize water waste due to the various leaks. Toilet flapper and fill valves, faucets, outdoor hose bibs and even a cap on a PVC stub on the main after the meter and ahead of the house SOV failed causing leaks that could have gone undetected had it not been for the Portal and smart meters.”

-SRWD Customer

“We have, on a couple of occasions, been alerted to a hose that had been left on. We also found a leak at our meter. For the most part, our water usage is due to guests. We do like the portal very much and rely on it to let us know if anything is amiss”

-SRWD Customer

“Glad we have the ability to monitor our home from a distance”

-SRWD Customer

“I use this as a fail safe for leaks, pipe breaks, or mishaps, ect. **I love having a notification system for water! Thanks so much for this option!**”

-SRWD Customer

“I think it is great. We were out of town and was informed that we had a leak. We drove back home and made the repair. **I think the monitoring system is a big plus. Especially in most water systems a leak is found out after the bill comes out**”

-SRWD Customer

“Use the alert whenever not at home. We decided to spend Christmas away from home. Six hours and many miles the dreaded- did you turn off the water. Worst yet it snowed and I was sure Santa knew I was naughty”

-SRWD Customer

“This is an Excellent tool”

-SRWD Customer

“Last fall my neighbor was watering a few plants for us and the valve wasn't turned off completely. I received an alert regarding overuse and my neighbor went over & found the problem and fixed it right away”

-SRWD Customer

HOW DO OUR CUSTOMERS USE THE PORTAL

- Check for leaking toilets
- Check for spikes in water usage
- Knowledge of how much water they use in a given day, week or month
- Track how much sprinkler system is using and making adjustments to the duration for better water conservation
- Check to make sure there is no water usage while a homeowner is on vacation
- Checking if new dishwasher's water saving feature makes a difference
- Used to follow up after fixing a leak
- Detect irrigation systems that turn on when people weren't aware



HOW DO OUR CUSTOMERS USE THE PORTAL

- Monitor guest use
- Used customer portal information to lower the maximum occupancy in their short-term rental to help lower the water usage and extend the life of the septic system.
- Check to see if someone is using the house
- Brought comfort to homeowners who don't live here when temperatures dropped to freezing because they could check their water usage, which may have indicated broken pipes.





SEAL ROCK WATER DISTRICT

PROTECT THE SOURCE

