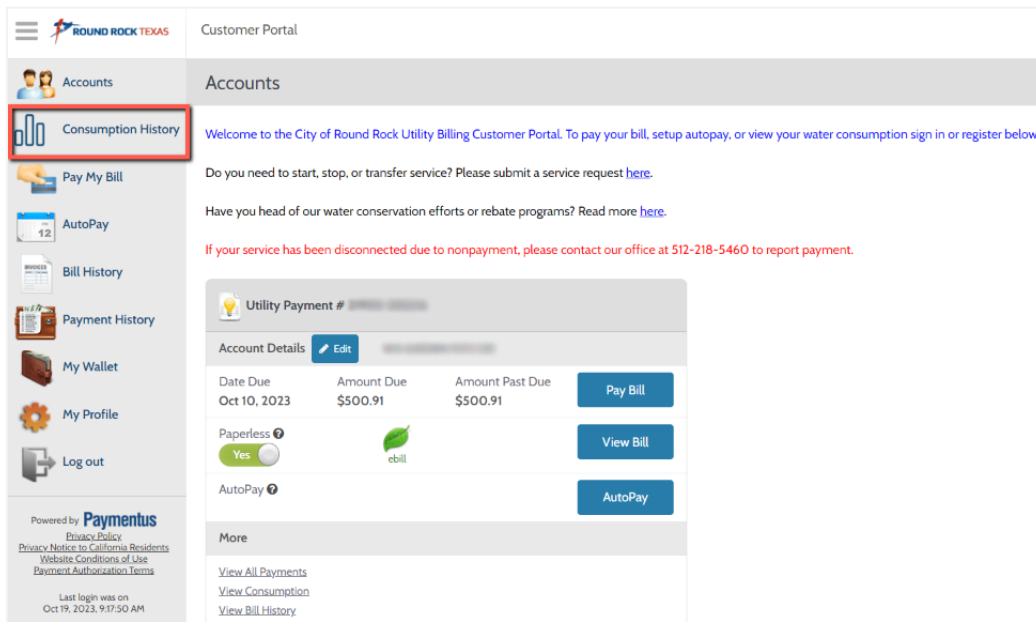


What are Alerts?

Alerts are communication preferences that allow customers to receive customized updates about their water consumption. You can easily schedule a notification alert to receive updates about your water consumption by email or text.

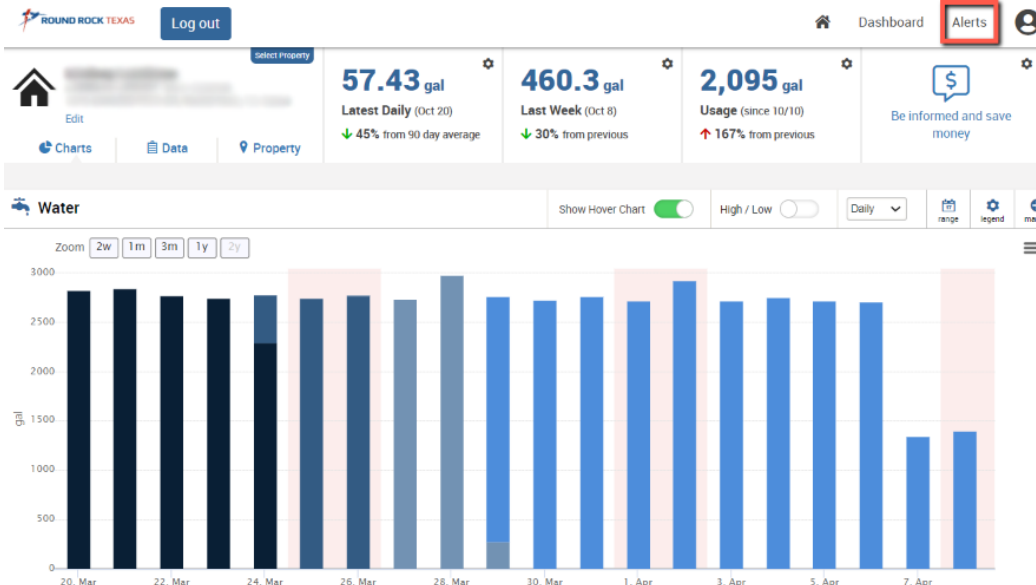
To set an Alert, log into the [Utility Billing Customer Portal](#) and select “**Consumption History**.”

Note: Please disable the pop-up blocker on your browser to view consumption



The screenshot shows the 'Customer Portal' interface. On the left sidebar, the 'Consumption History' menu item is highlighted with a red box. The main content area displays account details for a utility payment, including the date due (Oct 10, 2023), amount due (\$500.91), and amount past due (\$500.91). There are buttons for 'Pay Bill', 'View Bill', and 'AutoPay'. Below the account details, there are links for 'View All Payments', 'View Consumption', and 'View Bill History'.

On the dashboard select “**Alerts**” and choose your preference for a continuous usage detection and/or threshold alert.



You can set alerts and threshold limits to receive notifications via email or text. **All notifications are sent after 9 a.m. Central Time.**

Alerts

 Service Receive Continuous Usage and Threshold Alerts

Continuous Usage Alert

 Add

 Usage Manage your usage by setting up threshold alerts

Usage Threshold

 Add