Usage Alerts

Customers can set up usage alerts to receive notifications when their meter is using more than a given amount in a billing cycle, a day, or while the customer is away from home for an extended period of time.

Meters

The Meters tab allows the customer to monitor their meter activity and manage their meter settings. The customer is able to view the latest available meter read, their daily consumption and average, and their consumption to date for the current billing cycle. Customers can use the information in this feature to help them determine what numbers to use if they wish to set up alerts. Customers can also create nicknames for their meters. For example, if a customer has two water meters (an irrigation meter and a house meter) they may want to give the meters nicknames so they can easily distinguish the two.

• The customer should choose a number they would like to use for each alert.

• If a customer wishes to receive a notification when their usage exceeds the amount they chose, the Enabled box should be checked and settings saved.

• The customer can then manage which alerts they receive, how they are received (email and/or text), and who receives them using the Alert Recipients and User Settings tabs under Settings.

portalinfo@troyal.gov

334.566.0177 | www.troyal.gov

301 Charles W. Meeks Ave. | P.O. Box 549

Troy, Alabama 36081

CITY OF TROY UTILITIES

CUSTOMER PORTAL

Our Customer Portal allows you to:

- • Monitor Usage
- • Manage and Adjust Water and Energy Consumption
- • Reduce Usage & Lower Expenses
- • Set Alerts

The Customer Portal is a secure online website that gives customers convenient access to their water and energy usage any time they need it. The customer portal empowers customers to better manage and adjust their energy and/or water usage and provides virtually everything they need to correct any issues and make more informed decisions about their future usage.

How to Register

You can register for the Customer Portal by using the following link: https://my-tral.sensus-analytics.com/login.html#/signin

You can also register for the Customer Portal by going to our website www.troyal.gov and clicking on the Customer Portal option under Quick Links on our homepage.

Click on the Need to set up an account? option.
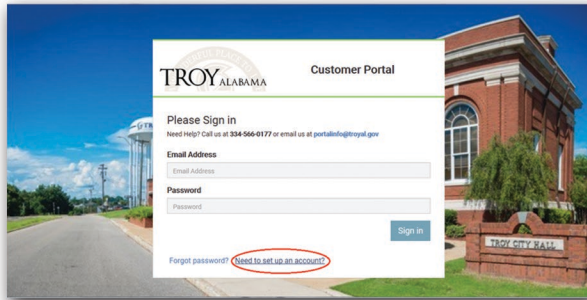
Enter your email address on the next screen. You will then receive an email containing a link to set up your Customer Portal account. Click on the link and enter the requested information.

Setting Up Your Account

You will need:

- Your account number

- The amount of your last bill
  * If you have not received a bill, enter the amount 0.00

- To create a password
  * Must be 8 characters long and contain at least one lower-case character, one upper-case character, and one number. It must not contain regular words.

If you need assistance, you may email us at portalinfo@troyal.gov or contact the office and speak with a Customer Service Representative.

Dashboard

The Dashboard gives customers an overview of the data contained in their customer portal. Here, they can view their usage in the current billing cycle, alerts they have received, and notifications sent out by the Utilities office. Customers can click on [Customer ▾] to switch between accounts if they have more than one account. Customer can click on [Meter ▾] to switch between electric and water meters if customers have both.
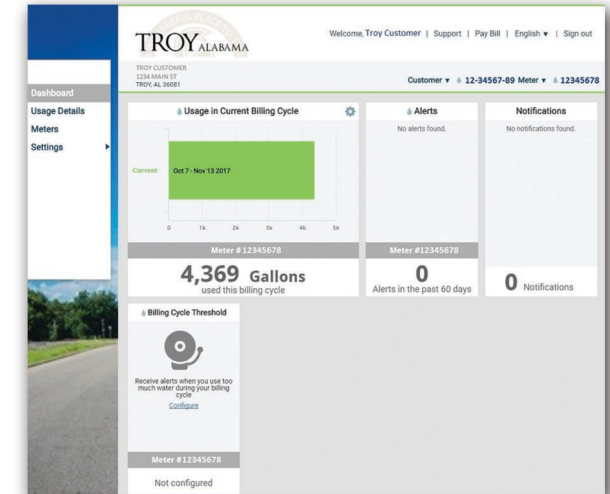
Usage Details
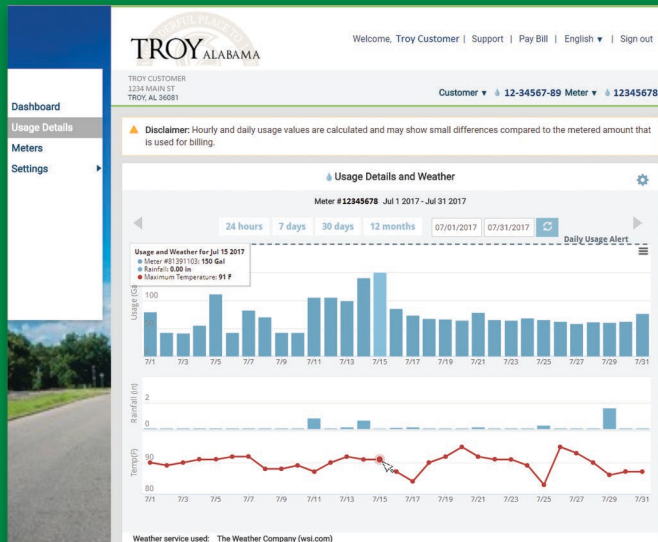
The Usage Details tab allows customers to view their usage history over the last 24 hours, 7 days, 30 days, 12 months, or a selected date range. This gives customers the ability to pinpoint the times they used more energy or water and help them determine the reason they may have used more.

For example, the customer can place their mouse over a point in the temperature graph to view the usage and weather for a specific day. As seen to the left, the mouse is over the point in the temperature graph for July 15th. A small window comes up showing the usage, rainfall, and temperature for that day. The customer can see the high was 91°, and it did not rain; therefore, the customer's usage could have been higher due to watering their lawn or flowers. Since the 15th was a Saturday, the customer could have also used more water doing chores such as washing the car, etc.

- Remember to use [Meter ▾] to view the usage details for a different meter.
- View usage details for a selected date range by clicking on [07/01/2017] [07/31/2017] [⟳] and selecting the appropriate dates. Click on [⟳] to view the data for the dates selected.