

Linking multiple accounts to Customer Portal

After having the customer sign into their customer portal, have them follow the below procedure.

***This process must be performed by the customer.**

1) Select the "Settings" option.

The screenshot displays the Sensus Customer Portal interface. On the left, a sidebar menu contains the following options: Dashboard, Usage Details, Meters, and Settings. The 'Settings' option is highlighted with a red rectangular box. The main content area shows a dashboard for Meter #73773558. It includes four primary widgets: 'Billing Cycle Usage' (a bar chart comparing current and previous cycles), 'Billing Cycle Data' (text showing current and previous billing cycle dates and usage), 'Billing Cycle Threshold' (a gauge showing 19% consumed and 'On Target' status), and 'Alerts' (a list of daily usage warnings). Below these is a 'Notifications' section with one notification dated 05/23/2022. The footer contains copyright information and links to Terms and Conditions, Pay Bill, and the Sensus logo.

Widget	Current Value / Status
Billing Cycle Usage	1,257 Gallons used this billing cycle
Billing Cycle Data	1,257 Gallons used this billing cycle
Billing Cycle Threshold	19% consumed, On Target
Alerts	2 Alerts in the past 60 days
Notifications	1 Notification

2) Select the “User Settings” option.

The screenshot shows a web application interface with a sidebar on the left and a main content area on the right. The sidebar contains the following menu items: Dashboard, Usage Details, Meters, Settings (with a dropdown arrow), Usage Alerts, Alert Recipients, User Settings (highlighted with a red rectangle), and Units. The main content area has a header with a search bar, a Customer dropdown, a Meter dropdown, and the value 73773558. Below the header, the main content area is titled "User Settings" and contains a sub-header "Manage your contact information, change your password and add new accounts." The main content area is divided into two sections. The top section is titled "Email address" and contains a text input field with a redacted value. The bottom section is titled "Cell Phone for Text Messages (optional)" and contains a text input field with a redacted value and a "Remove phone number" link. Below the input fields, there are two links: "Done" and "Customize which alerts and messages to receive". At the bottom of the main content area, there are two buttons: "Change password" and "Manage accounts".

Dashboard

Usage Details

Meters

Settings ▾

Usage Alerts

Alert Recipients

User Settings

Units

Customer ▾ [Redacted] Meter ▾ 73773558

User Settings

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

Email address ⓘ

[Redacted]

Cell Phone for Text Messages (optional) ⓘ

Standard text message fees may apply.

[Redacted] [Remove phone number](#)

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

[Change password](#)

[Manage accounts](#)

3) Select the “Manage Accounts” option.

The screenshot shows a web interface with a sidebar on the left containing the following menu items: Dashboard, Usage Details, Meters, Settings (expanded), Usage Alerts, Alert Recipients, User Settings (highlighted), and Units. The main content area is titled "User Settings" and includes a sub-header: "Manage your contact information, change your password and add new accounts." Below this, there are two input fields: "Email address" and "Cell Phone for Text Messages (optional)". The "Cell Phone" field has a "Remove phone number" link next to it. At the bottom of the form, there are two buttons: "Change password" and "Manage accounts". The "Manage accounts" button is highlighted with a red rectangle.

4) Select the “Add Account” option.

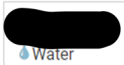
The screenshot shows the same web interface as the previous one, but the "Manage Accounts" section is expanded. This section contains a list of accounts, with the first one labeled "Water" and a "Remove" link. Below the list, there is a button labeled "Add account" which is highlighted with a red rectangle. The "User Settings" header and sub-header remain visible at the top of the main content area.

- 5) Enter customer account number with no dashes or spaces and the name on the account in the appropriate fields.

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

Update user info
Change password

Manage Accounts

 Water
[Remove](#)

Add another account to your portal.

Customer Account Number with No Dashes or Spaces

Name on Account

Add account **Cancel**

You are done!

Repeat this process until all desired accounts are linked.