



TOWN OF CLAYTON UTILITY PORTAL INSTRUCTIONS

Customer Portal:
claytonnc.org/utilityportal

CUSTOMER REGISTRATION

GO TO THE PORTAL LINK TO GET STARTED:

WWW.CLAYTONNC.ORG/UTILITYPORTAL



Think
CLAYTON
NORTH CAROLINA

Customer Portal

Please Sign in
Need Help? Call us at 919-553-5002 or email us at utilities@townofclaytonnc.org.

Email Address
Email Address

Password
Password

Show password

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

When customers go to register their account, they need to click on "Need to set up an account?"

AFTER CLICKING ON "NEED TO SET UP AN ACCOUNT",
ENTER YOUR EMAIL

- Enter a valid email
- If you try to re-sign up, it will show an error message
- If you do not see an email, check the junk/spam folder
- THE LINK EXPIRES IN 72 HOURS, so you MUST sign up in that time frame

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Set up your account
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Email Address
Email Address

[Get Started](#)

[Return to Sign In](#)

CUSTOMER REGISTRATION

Enter your Account Number AND service Address Street Number
(Include the dash in the Account ID)

If you want text alerts, enter your phone number

Once your account is created, hit submit

ONLY REGISTER ONCE!

- If there's an error message, the name or account is invalid or already registered
- Can look up in Device Access in Sensus Analytics to confirm

The screenshot shows the 'Think CLAYTON NORTH CAROLINA Customer Portal' registration page. The form is titled 'Set up your account' and includes a help link: 'Need Help? Call us at 919-553-5002 or email us at utilities@townofclaytonnc.org.' The form fields are: 'Email Address' (pre-filled with 'lauren.brown@metersys.com'), 'AccountID' (with a blue highlight and a green arrow pointing to it), 'Service Address Street Number (if 100 N. Main St. enter 100)' (with a blue highlight and a green arrow pointing to it), 'Cell Phone for Text Messages (optional)', 'Password Rules' (with a 'Rules' link), 'Confirm Password', and 'Language' (set to 'English'). A 'Submit' button is at the bottom right, and a 'Return to Sign In' link is at the bottom left.

- There are default password rules
- Can be changed by staff with those permissions
- Staff CANNOT enter or setup a password for a customer
- Portal language can be changed to Spanish

The screenshot shows a close-up of the registration form with an error message. The 'Language' dropdown is set to 'English'. A red error box contains the text: 'We could not complete the signup. Either the provided details didn't match our data or the account is already signed up or not currently eligible for use with this portal.' A 'Submit' button is visible at the bottom right.

PORTAL NAVIGATION

The screenshot shows a utility portal dashboard for Clayton, NC. At the top, there is a navigation bar with links for 'Support', 'Pay Bill', 'English', and 'Sign out'. Below this, the user's account information is displayed: 'Welcome, GENERIC COMPANY USA, INC | 123 COMPANY DR | CLAYTON, NC 27520'. The main dashboard area is divided into four columns, each representing a different utility metric for Meter #86624411. The first column shows 'Billing Cycle Usage' with a bar chart comparing 'Current' (142,730 Gal) and 'Previous' (186,290 Gal) usage. The second column shows 'Billing Cycle Data' with 'Current billing cycle' (Sep 2 2020 to date, 142,730 Gallons) and 'Previous billing cycle' (Aug 2 2020 - Sep 1 2020, 186,290 Gallons). The third column shows 'Billing Cycle Threshold' with a gauge indicating 'Reduce Usage' at 14,273,000% consumed. The fourth column shows 'Alerts' with a list of alerts, including 'Usage Over Days Ove...' on 9/27/20 at 8:05 PM. A sidebar on the left contains navigation links for 'Dashboard', 'Usage Details', 'Meters', and 'Settings'. Three callout boxes provide additional information: one pointing to the 'Support' link, one pointing to the 'Pay Bill' link, and one pointing to the 'Meter' dropdown menu.

Support links to Clayton's Utility Page on the website

Pay Bill link directs to Official Payments

Generic Company USA, Inc
123 Company Dr
Clayton, NC 27520

Welcome, GENERIC COMPANY USA, INC | Support | Pay Bill | English | Sign out

Customer 1234-001 Meter 86624411

Billing Cycle Usage

Billing Cycle	Usage (Gallons)
Current	142,730
Previous	186,290

Billing Cycle Data

Billing Cycle	Usage (Gallons)
Current billing cycle (Sep 2 2020 to date)	142,730
Previous billing cycle (Aug 2 2020 - Sep 1 2020)	186,290

Billing Cycle Threshold

Reduce Usage
As of 11:59 pm
Change or disable this threshold in [Usage Alerts](#)

Alerts

Alert	Time	Meter
Usage Over Days Ove...	9/27/20 8:05 PM	Meter #86624411

If a customer has multiple accounts, these can be added and will show under the Customer drop down

If multiple meters at one account, these different meters will show under the Meter drop down

142,730 Gal used this billing cycle

142,730 Gal used this billing cycle

14,273,000% consumed

40 Alerts in the past 60 days

Notifications

PORTAL NAVIGATION



The name and service location mirror what is in Sensus Analytics

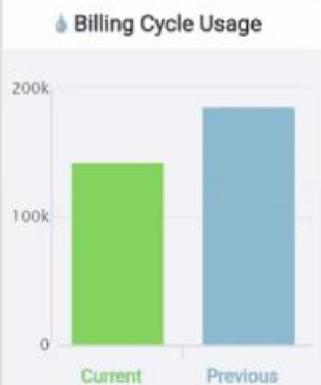
Welcome, GENERIC COMPANY USA, INC | Support | Pay Bill | English ▼ | Sign out

GENERIC COMPANY USA, INC
123 COMPANY DR
CLAYTON, NC 27520

Customer ▼ 1234-001 Meter ▼ 86624411

- 1234-001
- 12345-007

The drop down will display different accounts belonging to this customer. This example has an account with both water and electric



Billing Cycle Data
Current billing cycle
Sep 2 2020 to date
142,730 Gallons
Previous billing cycle
Aug 2 2020 - Sep 1 2020
186,290 Gallons



- Daily Usage Overflow**
Yesterday 2:05 PM
Meter #86624411
- Usage Over Days Ove...**
Yesterday 2:05 PM
Meter #86624411
- Usage Over Days Ove...**
9/27/20 8:05 PM
Meter #86624411

The tiles will then populate usage based on the meter selected from the dropdown. You can only look at one meter at a time. Change the view by selecting the meter from the dropdown

Meter #86624411
142,730 Gal
used this billing cycle

Meter #86624411
142,730 Gal
used this billing cycle

Meter #86624411
14,273,000%
consumed

Meter #86624411
40
Alerts in the past 60 days

Notifications

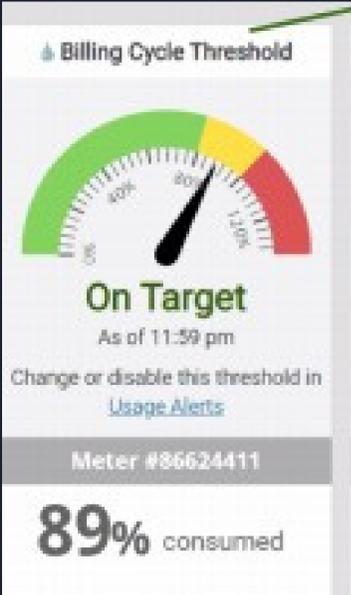
PORTAL NAVIGATION

BILLING CYCLE THRESHOLD

Click on **Billing Cycle Threshold** to create alert thresholds based on utility usage



Select the desired amount to be sent, click **Enabled**, and then click **Save**.



Billing Cycle Usage Alert

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

Meter #86527791
110 CASWELL DUNN NC 28334

Alert me when usage exceeds
1200 Gal

Enabled

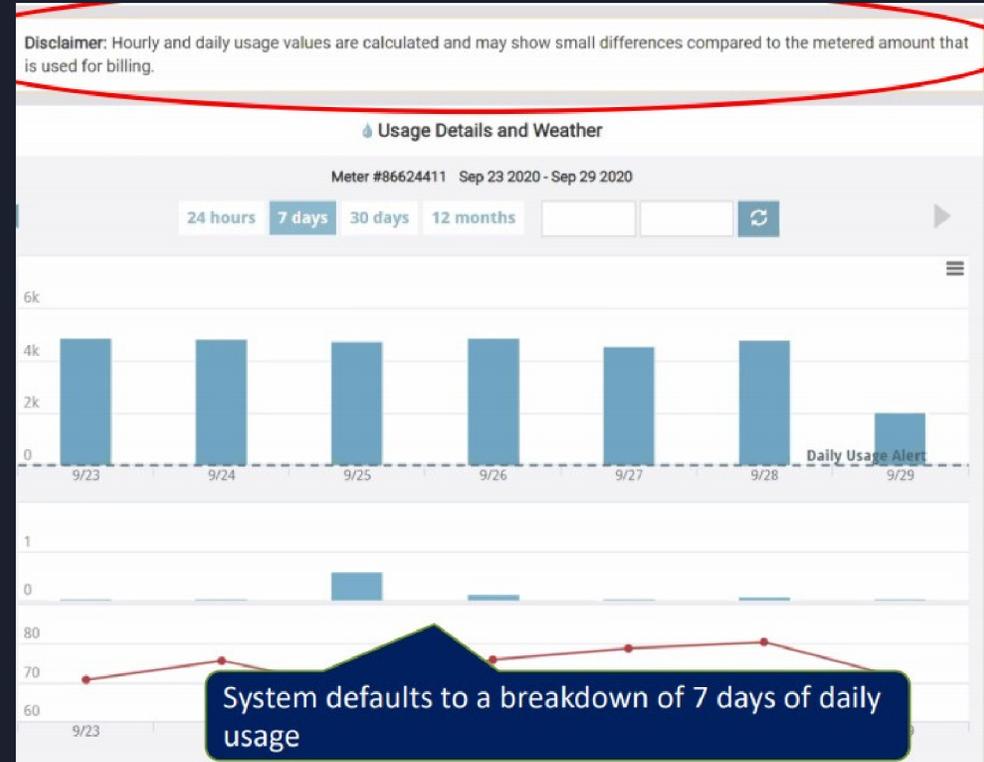
Save

After setting up the threshold, this activates the odometer and generate a Billing Usage Warning when they reach their threshold usage

The portal holds alerts for the past 60 days

USAGE DETAILS

The disclaimer: the portal shows the amount based on interval reads and Clayton bills off the register



The data shows AMI meter history (it can only go back to when it was installed)

Customers can export their data by clicking the three bars in the top right-hand corner

Hover over the bar chart for more data

- Usage details shows rain in inches and temperature in Fahrenheit

- Hover over the bar chart for more data
- Usage details shows rain in inches and temperature in Fahrenheit

METER TAB

Customer #1234-001 0 Alerts

[Usage Details](#) [Dashboard](#)

Today
To Date 202,250 Gal
Average 471,751 Gal

Billing Cycle
To Date 12,703,170 Gal
Average —

If your account has multiple meters, the portal displays them individually with the detailed list for each separately

You can view Usage Details and Dashboard links for each meter and add Recipients to get alerts for a specific meter!

SETTINGS TAB

- Dashboard
- Usage Details
- Meters
- Settings ▼
- Usage Alerts
- Alert Recipients
- User Settings
- Units

Settings: direct customers to set up alerts

Usage Alerts: where thresholds are set

Alert Recipients: customers enter additional contacts to receive alerts

⚠ 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 #86624411 8368 US HWY 70 BUS W CLAYTON NC 27520 Average Use 224550 Gal	Alert me when usage exceeds 1 Gal	<input checked="" type="checkbox"/> Enabled	Save
Meter #88214526 8368 US HWY 70 BUS W CLAYTON NC 27520	Alert me when usage exceeds 1 Gal	<input checked="" type="checkbox"/> Enabled	Save

Average usage is listed per meter to inform you setting the threshold for the alert!

SETTINGS TAB BILLING CYCLE USAGE ALERTS

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

Meter #86624411 8368 US HWY 70 BUS W CLAYTON NC 27520 Average Use 6761 Gal	Alert me when usage exceeds 1 Gal	<input checked="" type="checkbox"/> Enabled	Save
Meter #88214526 8368 US HWY 70 BUS W CLAYTON NC 27520 Average Use 464990 Gal	Alert me when usage exceeds 1 Gal	<input checked="" type="checkbox"/> Enabled	Save

Multi-Day Alert
Monitor meter usage over 7 days.

Meter #86624411 8368 US HWY 70 BUS W CLAYTON NC 27520 Average Use 47325 Gal over 7 days	Monitor usage over 7 days Alert me when usage exceeds 1 Gal	<input checked="" type="checkbox"/> Enabled	Save
Meter #88214526 8368 US HWY 70 BUS W CLAYTON NC 27520 Average Use 3254930 Gal over 7 days	Monitor usage over 7 days Alert me when usage exceeds 1 Gal	<input checked="" type="checkbox"/> Enabled	Save

Vacation Alerts
Temporarily override your meter usage.

To clear alert, change the usage to 0 and click off so no check in Enabled and then hit save

- **Daily Average Use Alert:** shows what the daily average use is so that the threshold can be set based on that, then check Enabled, and click Save. This will now show the daily usage alert as a dotted line on the consumption graph
- **Multi-Day Usage Alert:** Usage alert over 7 days based on a running calculation for the previous 7 days; rolls over every day. This can be changed
- **Vacation Alert:** If customer goes out of town and is not expecting any usage, can set dates out of town on the calendar and what the usage they want to be alerted based on

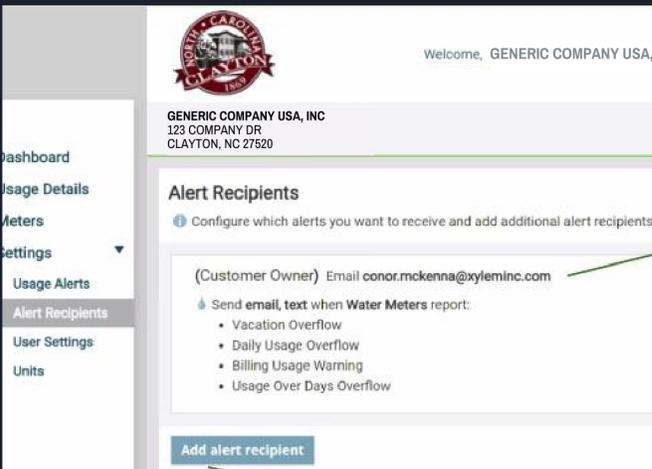
SETTINGS TAB

ALERT RECIPIENTS USER SETTINGS

System defaults to send alerts to whoever set up the account

The alerts can be undone and deleted by clicking the Edit button

There is no limit to the number of recipients per meter, just add them individually!



Displays the email used to sign up

If needed to change the email, have the portal access deleted and re-set up with a NEW email

Sign up for texts with your phone number

You will receive a setup text to type in a code that was sent to complete the sign-up

Town staff will have to delete the original account, customers can delete additional accounts

Manage accounts: add accounts and other meters; add an Account ID and Service Address Street Number

