

Derby Water Customer Portal Instructions

How to sign up

You will need internet access, email address and most recent water bill

1. Go to <https://my-drbks.sensus-analytics.com/>
2. Click "Need to set up an account?"
3. Enter your email address and click "Get Started".
4. An email will be sent from donotreply@sensus-analytics.com to the email address entered. Follow the link in the email. The link will expire after 24 hours.
5. Enter your account number, which can be found on your water bill (include dashes, enter your current bill amount (do NOT use \$), cell phone number (optional), and password (must be at least 12 characters long, and not contain regular words), select your preferred language, and click "submit".
6. After clicking submit, it will take you back to the sign in page. Sign in. If you entered a cell phone number, a pop up will prompt you to set up text message alerts. A code will be sent to the cell phone number entered, enter the code, then click "activate code". Your account is now active.

Dashboard Overview

1. **Welcome Bar:** The top section greets the customer and offers customer support, bill payment, language selection, and sign out option. The City logo is a link that takes the customer to the City website's water page.
2. **Customer Selection:** If the customer has multiple accounts, this is where they select their account.
3. **Meter Selection:** If the customer has multiple meters in an account, this is where they select the meter and assign names to meters.
4. **Dashboard:** Click to return to the dashboard.
5. **Usage Details:** Provides a detailed view of water consumption. View consumption, weather conditions at the time of consumption in 1 day, 7 day, 30 day, 12 month or custom date range.
6. **Meters:** Provides a detailed view of meter activity and ability to edit alarms/recipients. Shows current and average consumptions for day and billing cycle.
7. **Settings:** Set up or edit usage alerts, add or edit alert recipients, change email/phone number, change password, update user information, and add or delete accounts, and change the units rainfall and temperature are displayed in.
8. **Billing Cycle Usage:** Overview of how much water the customer has used during the current billing cycle compared to the previous billing cycle.
9. **Billing Cycle Data:** Shows dates of the previous and current billing cycle and current and previous consumption within those billing cycles.
10. **Alerts:** If the customer has set up alerts, this is where they will be notified.
11. **Notifications:** Public information about the water division.
12. **Billing Cycle Threshold:** If the customer has set up a Billing Cycle Usage Alert, this will show them where their consumption lies within the threshold and the percentage of the threshold used. If they have not set up a Billing Cycle Usage Alert, they can set one up here.

How to set up multiple accounts under the same login

You will need the most recent water bill for accounts you want to add

1. On the left side of the screen is the menu. Click "Settings". This will open the settings submenu.
2. Click "User Settings".
3. Towards the bottom, click "Manage accounts".
4. In the manage accounts box, click "Add account".
5. Enter the account number and current bill amount then click "Add account". The account will be added to your profile. To select which account to view, click the drop-down arrow in the toolbar next to "Customer" and select which account.

How to set up alerts

1. On the left side of the screen is the menu. Click "Settings". This will open the settings submenu.
2. Click "Usage Alerts". This will open the alerts menu with four alerts options; Billing Cycle Usage Alert, Daily Usage Alert, Multi Day Alert, and Vacation Alerts.

Billing Cycle Usage Alert: Alerts customer when their meter is using more than a given amount in a billing cycle.

- You will see your meter number and average usage in a billing cycle. To set up the alarm, enter the gallon amount under "Alert me when usage exceeds", click the box next to "Enabled" and click save. If your meter uses more than the amount you entered in a billing cycle, you will receive an alert in your dashboard and text message if you signed up for text alerts.

Daily Usage Alert: Alerts customer when their meter is using more than a given amount in a day.

- You will see your meter number and average usage in a day. To set up the alarm, enter the gallon amount under "Alert me when usage exceeds", click the box next to "Enabled" and click save. If your meter uses more than the amount you entered in a day, you will receive an alert in your dashboard and text message if you signed up for text alerts.

Multi-Day Alert: Alerts customer when their meter is using more than a given amount in a 7-day period.

- You will see your meter number and average usage in a 7-day period. To set up the alarm, enter the gallon amount under "Alert me when usage exceeds", click the box next to "Enabled" and click save. If your meter uses more than the amount you entered in a 7-day period, you will receive an alert in your dashboard and text message if you signed up for text alerts.

Vacation Alerts: Temporarily overrides Daily Usage Alerts, and notifies customer if their meter is using more than a given amount during the dates entered.

- You will see your meter number. To the right, enter the starting date, ending date, and amount you would like to be notified if usage exceeds, then click "Enabled." If your meter uses more than the amount you entered between the dates you entered you will receive an alert in your dashboard and text message if you signed up for text alerts.

