



It's real.

Have Questions? We have Answers!

What is the Customer Connect Online Portal?

The Customer Connect Online Portal is a free online tool that allows you to pay your utility bill, view your meter information, monitor usage (daily, weekly or monthly), set up notifications/alerts and it can even help you save money on your utility bill.

The portal helps you better understand your usage and can alert you if your cost has met pre-set thresholds.

How do I register for an online account?

Simply [Click here to login or create an online account](#)

How can I access the Customer Connect Online Portal?

The online portal is accessible from anywhere with Wi-Fi. Customers can log-in across a variety of mobile devices, including a cell phone, tablet or computer. The portal features a user-friendly dashboard for quick reference.

What information will I see on the portal?

You will be able to see your usage and cost information in a variety of ways – daily, past week, billing cycle, and monthly. You can view in a table or graph and the details include:

- hourly data from previous day
- average daily usage from past week
- daily usage for current billing cycle
- monthly consumption and cost

Is my information protected on the portal?

Yes, the portal is built with the latest technology to keep your account safe and the portal does not store any financial information.

Can I view the portal on my mobile device?

Yes, you can view the portal from any mobile device, including a cell phone, tablet and computer.

Does the portal have other features in addition to showing my consumption/usage?

Yes. You can set up spending thresholds and turn on email or text notifications to be alerted if your thresholds are exceeded.

How will I receive alerts?

You will receive your alerts by email or text message using the email address or cell phone number that you designated when creating your account. In addition, you can log into the portal to see alerts online.

What can I do with the usage information?

- You can use the information to better understand how and when you use utilities.
- Offers you the ability to help you conserve utilities, lower your bills and save money.

Can the portal help detect a water leak?

If you view your water usage and notice more water being used than what you normally use, it may be a cause for investigation to determine if there is a water leak or other issue.

Can the portal indicate if I am using utilities excessively?

One of the many benefits of the utility customer portal is the ability to set alerts to keep up with spending/usage based on customer settings.

Can this system help me conserve?

Yes! Conservation is the key to avoiding high bills and high consumption. This system will allow you to monitor the amount of utilities you are using.