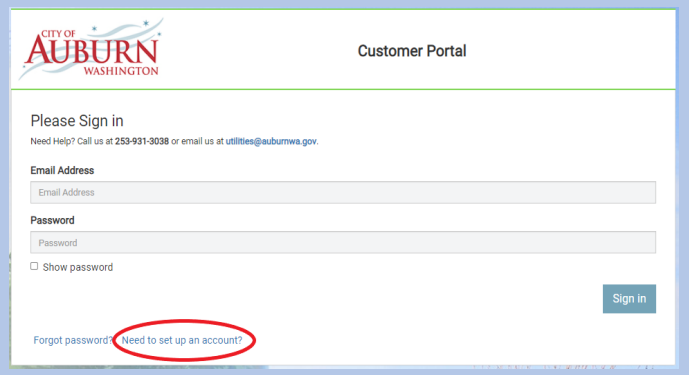
CITY OF AUBURN WASHINGTON

Customer Portal

Quick Start Guide

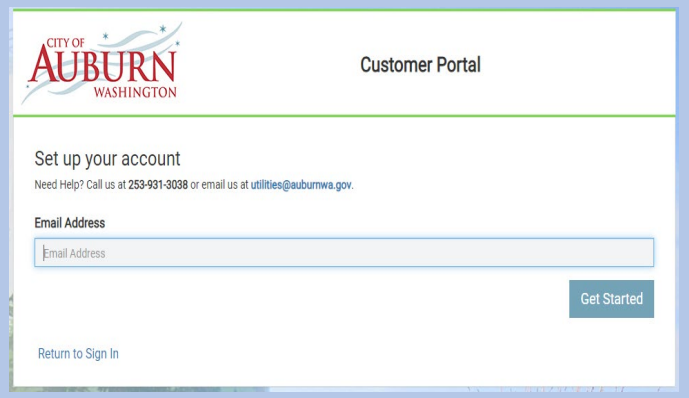
Setting up a new Customer Portal Account

STEP 1



Visit: https://my-aubwa.sensus-analytics.com
on your computer or scan QR Code below
Click:
"Need to set up an account" Link

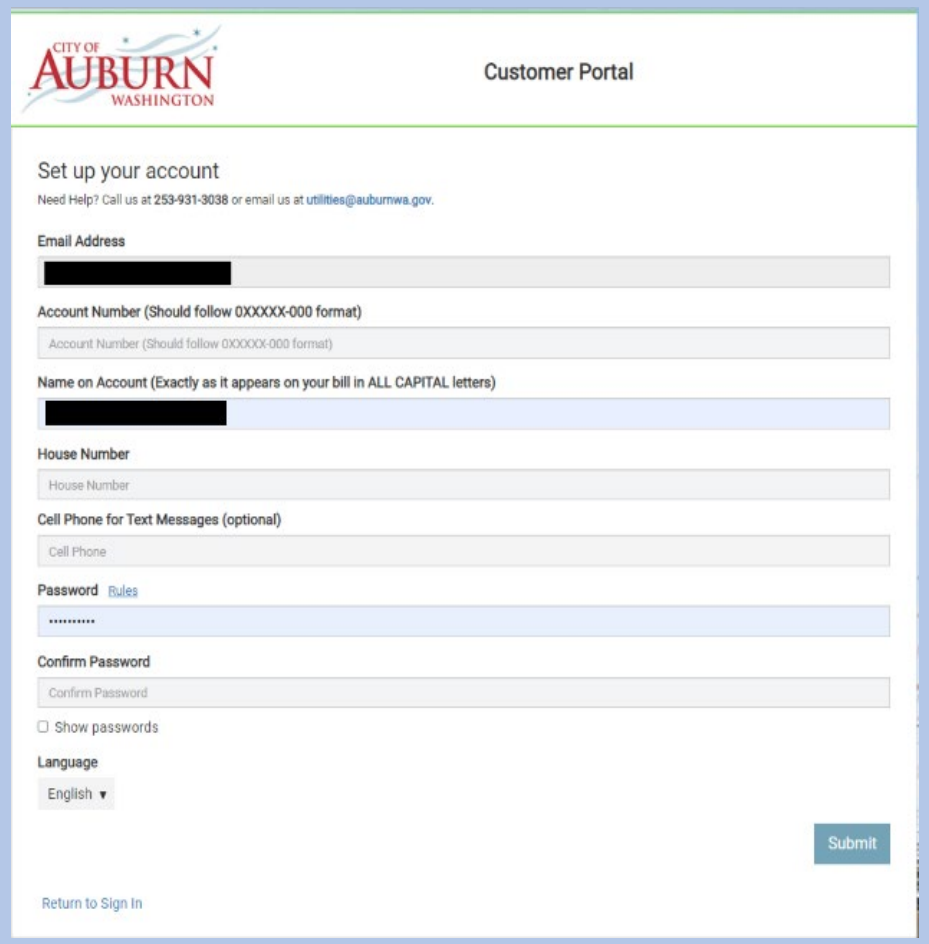
STEP 2



Enter in your Email Address
Click:
"Get Started"

Receive Account Sign-Up Link via Email (Click on Link)
Link Expires in 24 Hours.

STEP 3



Email Address field is pre-populated with your email address from Step 2.

Enter your City of Auburn Account Number in the XXXXX-000 format.

Enter the Name on Account **exactly** as it appears on your bill in all **CAPITAL** letters.

Enter your house number
For example: 123 Main Street
Enter in "123".

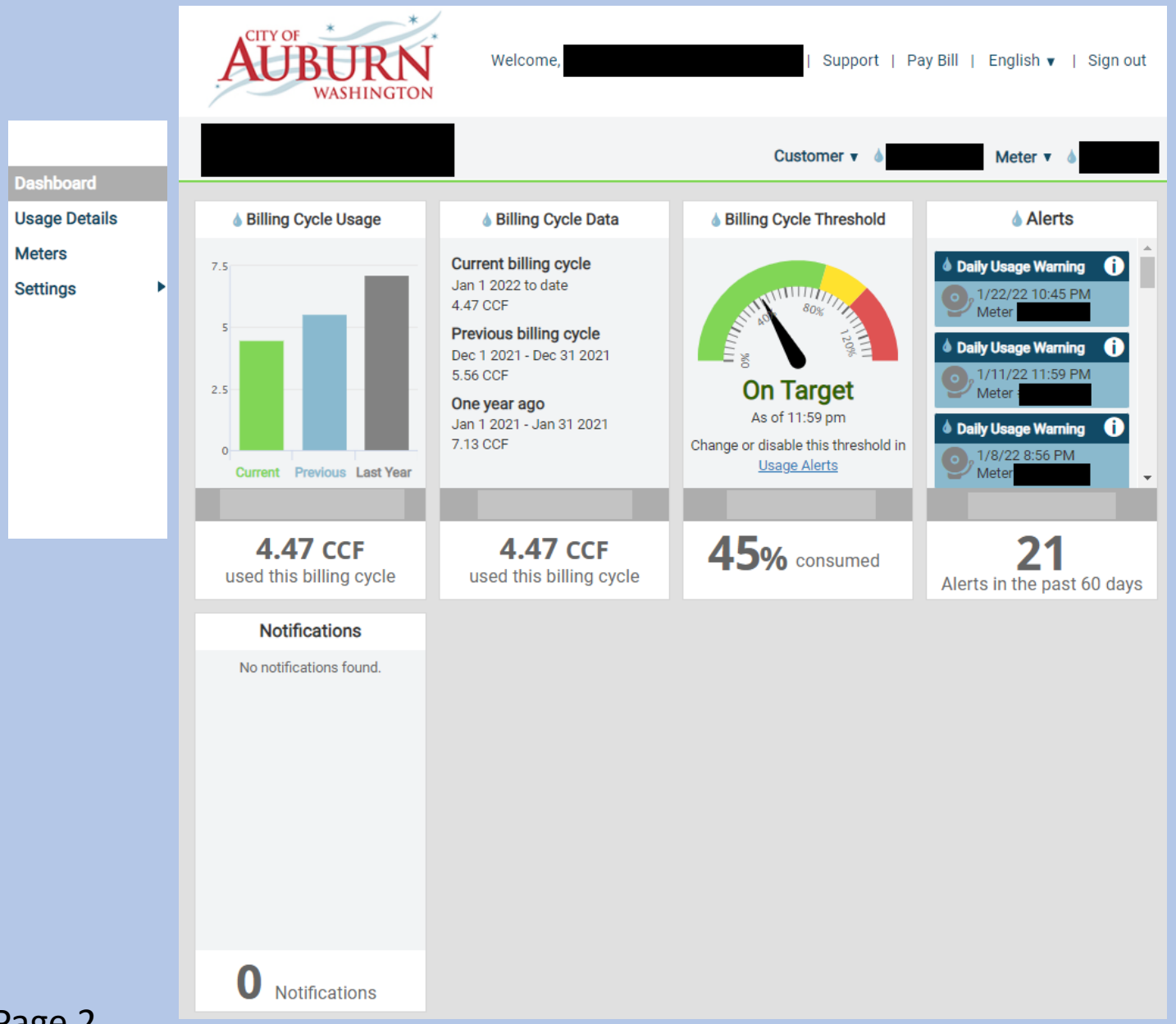
Enter in a cell phone number for text message notifications (optional).

Create a Password for your account

Click "Submit" to create your account.

Scan QR Code with your Smartphone to conveniently be directed to the Customer Portal

Customer Portal Dashboard



The Customer Portal Dashboard allows you to view water usage and set up alerts in English or Spanish. To change the language, click on English ▾ and select “Spanish”.

Billing Cycle Usage: Displays a bar graph to show your usage in the current and previous billing cycle. The same billing cycle in the previous year is also displayed.

Values displayed are in “CCF” (hundred cubic feet). 1 CCF is equal to 748 gallons.

Billing Cycle Data: Correlates data from the billing cycle graph where information is provided on current and previous water usage.

Billing Cycle Threshold: Displays percentage of water used based on a billing cycle alert that you have set up. This allows you to easily view whether your current water usage is within your set preferences in Usage Alerts.

Alerts: Provides a summary of any account water usage alerts you received in the past 60 days. You can click on an alert to dismiss the notification.

Notifications: City of Auburn notifications sent to Customer Portal users.

Usage Details

Usage Details: bar graph details your daily usage in addition to rainfall and temperature data per day.

Information can be displayed from a period of 24 hours, 7 days, 30 days, or 12 months. You may also filter by date range.

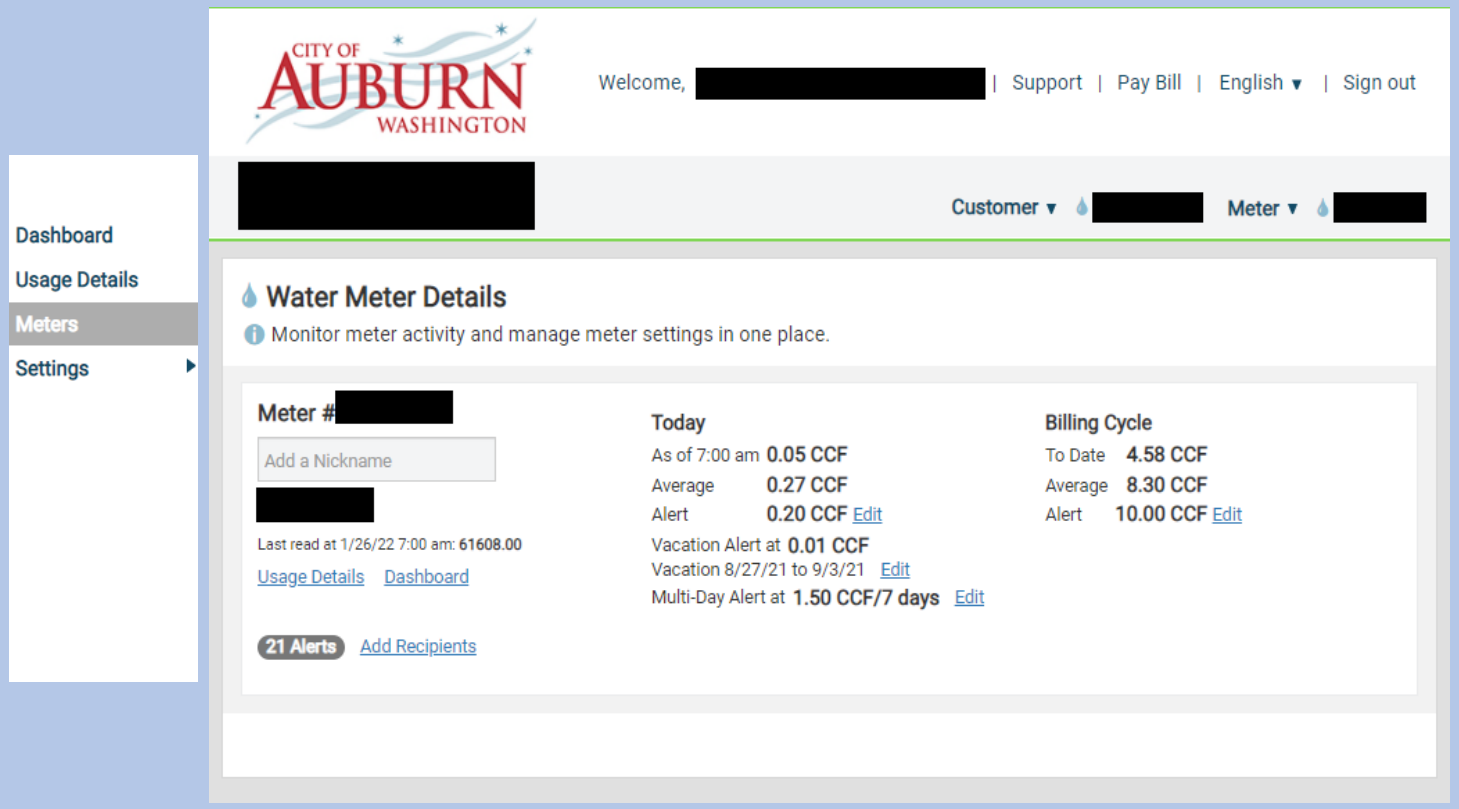
Previous time periods can be viewed using the back and forward arrows above the usage graph.

Specific values and usage data is displayed when your move your mouse over a bar or various points on the graph.

Information displayed can be downloaded by clicking the icon on the upper right corner of the bar graph.

Weather service used to display rainfall and temperature will vary depending on geographic location of address. Weather service used is displayed at the bottom of the rainfall and temperature graphs.

Meters



Water Meter Details: Provides an overview of your current usage and displays alert thresholds you have set.

Today: View current usage for the day. Usage is updated periodically.

Average water usage is calculated and displayed.

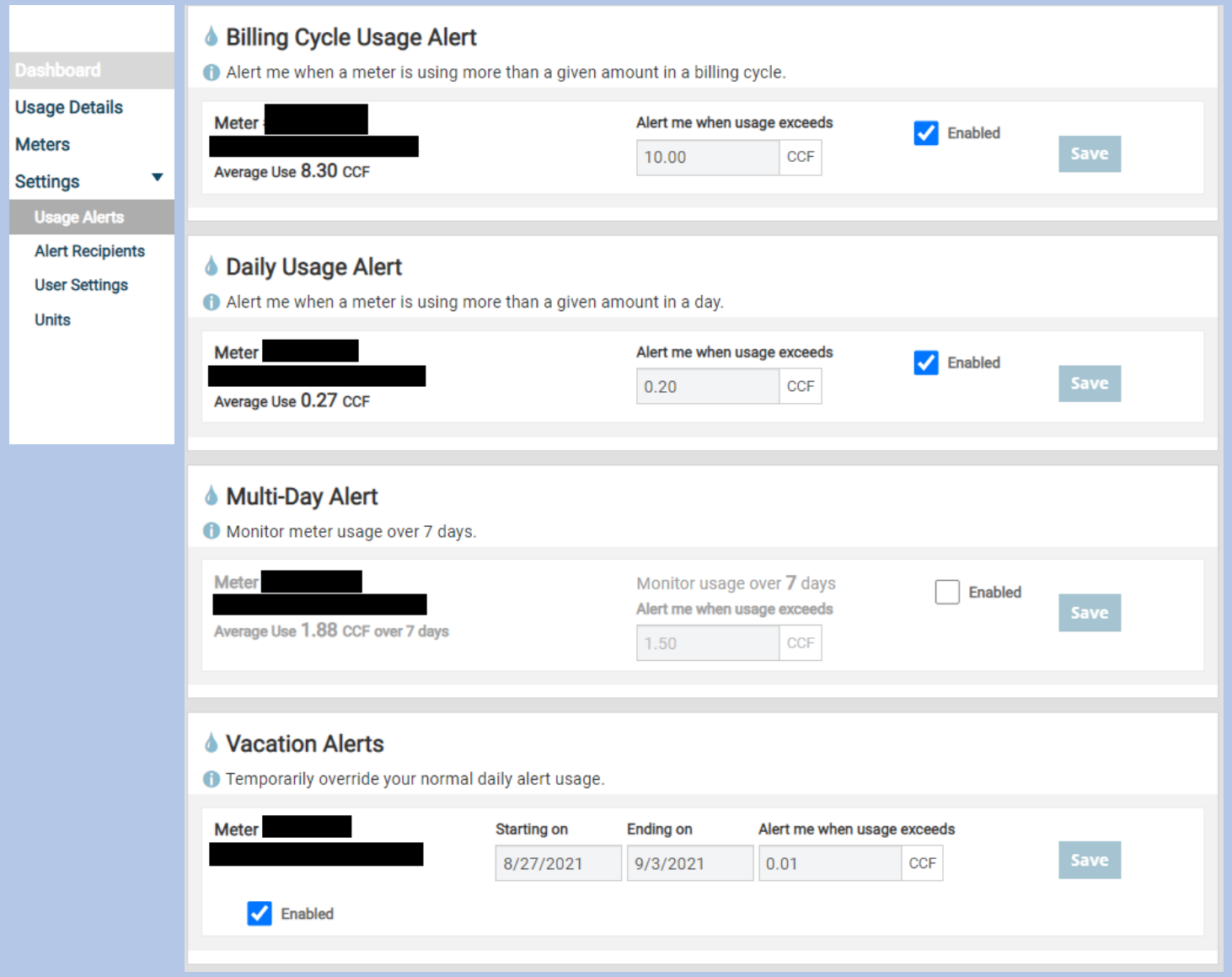
To change alert thresholds or settings for vacation or multi-day alerts, click **Edit**.

Billing Cycle: See current water usage to date in your billing cycle displayed in CCF. Average is calculated on past usage and displayed to compare to current usage. Billing Cycle alerts can be set to a threshold of your choice.

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.

Quick Tip: Have multiple meters? Add a Nickname for your meter(s) to easily identify with a name of your choice!

Settings: Usage Alerts



Billing Cycle Usage Alert: Be in the know by setting a billing cycle usage alert. Set an alert threshold for the current billing cycle and receive a notification when water usage exceeds threshold set.

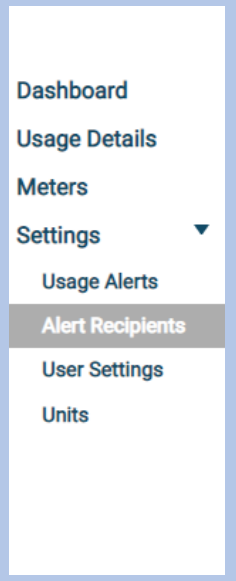
Daily Usage Alert: Set usage alerts per day. Set an alert threshold for water usage within a day and receive a notification when water usage exceeds threshold set.

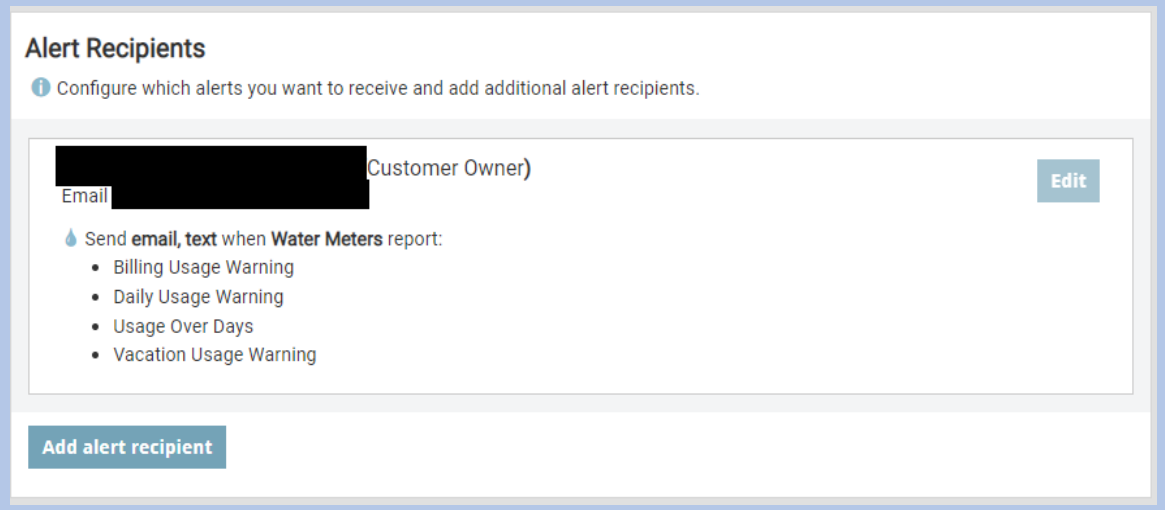
Multi-Day Alert: Set water usage alerts for the week (7-day period). This feature is helpful for irrigation systems where you can receive alerts for differing usage for days that an irrigation system is enabled.

Vacation Alerts: Set a vacation alert to determine if you have a higher-than-expected water usage while you are on vacation. This alert will override any alert set for the given vacation period dates.

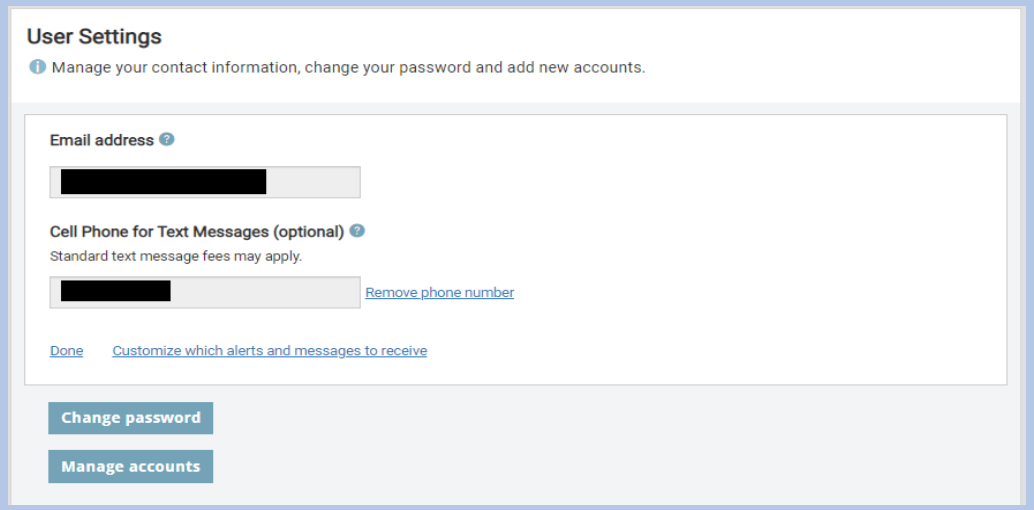
Please Note: Meters transmit reading data multiple times each day, but some individual transmissions may be missed which can cause a delay in receiving alerts.

Settings: Alert Recipients, User Settings, Units

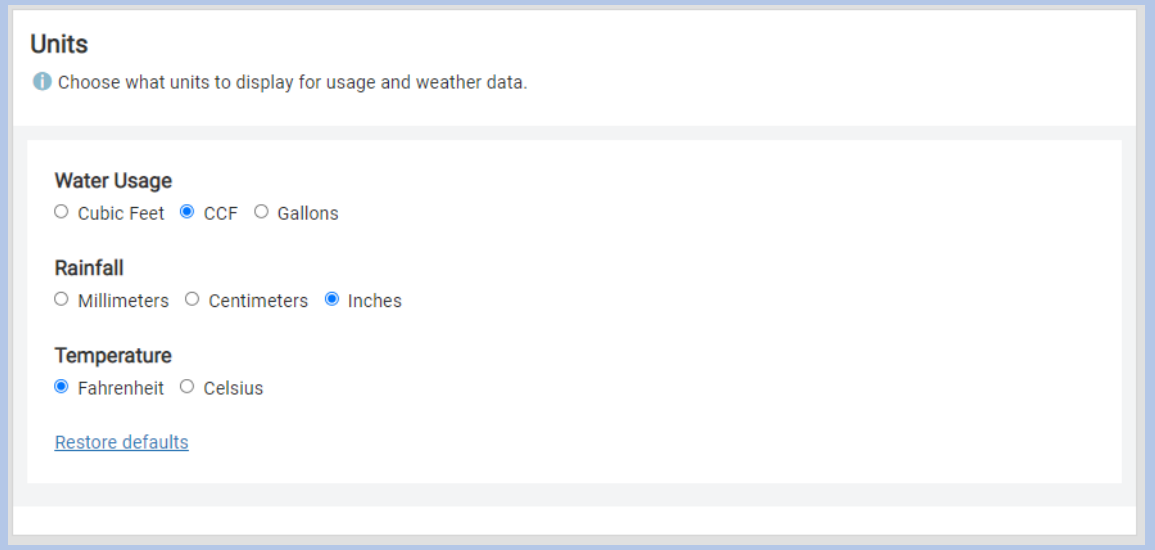




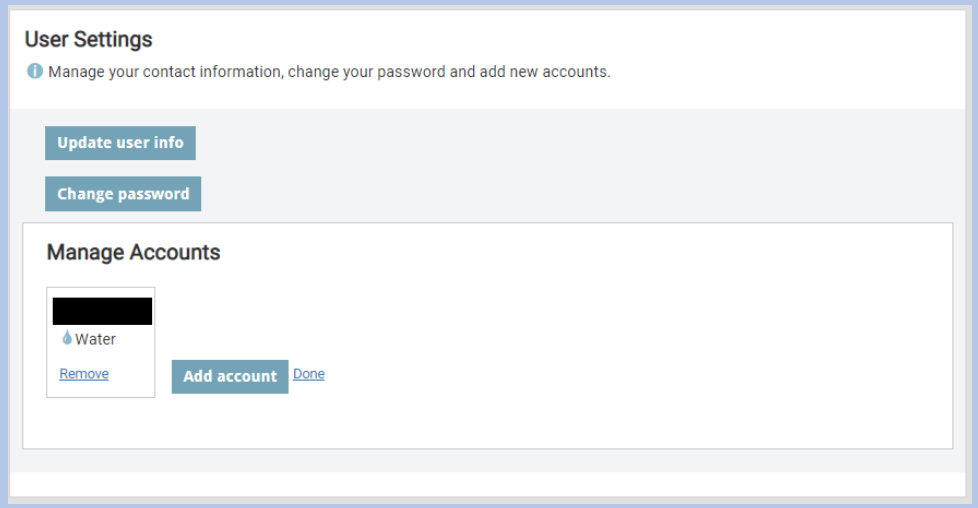
Alert Recipients: View and configure which alerts you want to receive by clicking the **Edit** button.



User Settings: Update your email address and cell phone number. Change your password or add/remove accounts.



Units: Change the units for water usage, rainfall, and temperature.



User Setting – Manage Accounts: Have multiple utility accounts? Click Add Account to easily add additional accounts under one profile.

Contact Us

Utility Billing Customer Service

Mail:
City of Auburn
Attn: Utility Billing
25 W. Main St.
Auburn, WA 98001

Phone: 253-931-3038

Email: utilities@auburnwa.gov

Online Utility Payments

https://auburn.merchanttransact.com/Bills

Pay by phone: 253-931-3038, option 1

Please have your account information available (XXXXXX-000)