

# How To: Enable AMI Usage Alerts

Once you are logged into your Portal Account - select **Settings**.

Henry County Water Authority  
1695 Hwy 20 W  
McDonough, GA 30253

Customer ▾ Meter ▾

| Billing Cycle Usage                        | Billing Cycle Data  | Billing Cycle Threshold  | Alerts  |
|--|---|--|---|
| <p>990 Gallons used this billing cycle</p> | <p>Current billing cycle<br/>Jun 13 2023 to date<br/>990 Gallons</p> <p>Previous billing cycle<br/>May 13 2023 - Jun 12 2023<br/>345,940 Gallons</p> <p>One year ago<br/>Jun 11 2022 - Jul 11 2022<br/>263,690 Gallons</p> <p>990 Gallons used this billing cycle</p> | <p>Receive alerts when you use too much water during your billing cycle</p> <p><a href="#">Configure</a></p> <p>Not configured</p> | <p>No alerts found.</p> <p>0 Alerts in the past 60 days</p> |

From here, click the **Enabled** box for each alert you wish to receive.

Settings ▾

- Usage Alerts
- Alert Recipients
- User Settings
- Units

**Billing Cycle Usage Alert**  
Alert me when a meter is using more than a given amount in a billing cycle.

Main Campus  
1695 Hwy 20 W McDonough GA 30253  
Average Use 98652 Gal

Alert me when usage exceeds Usage Gal  Enabled [Save](#)

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

Main Campus  
1695 Hwy 20 W McDonough GA 30253  
Average Use 3436 Gal

Alert me when usage exceeds Usage Gal  Enabled [Save](#)

**Multi-Day Alert**  
Monitor meter usage over 7 days.

Main Campus  
1695 Hwy 20 W McDonough GA 30253  
Average Use 24054 Gal over 7 days

Monitor usage over 7 days  
Alert me when usage exceeds Usage Gal  Enabled [Save](#)

**Vacation Alerts**  
Temporarily override your normal daily alert usage.

Main Campus  
1695 Hwy 20 W McDonough GA 30253

Starting on Ending on Alert me when usage exceeds Usage Gal  Enabled [Save](#)

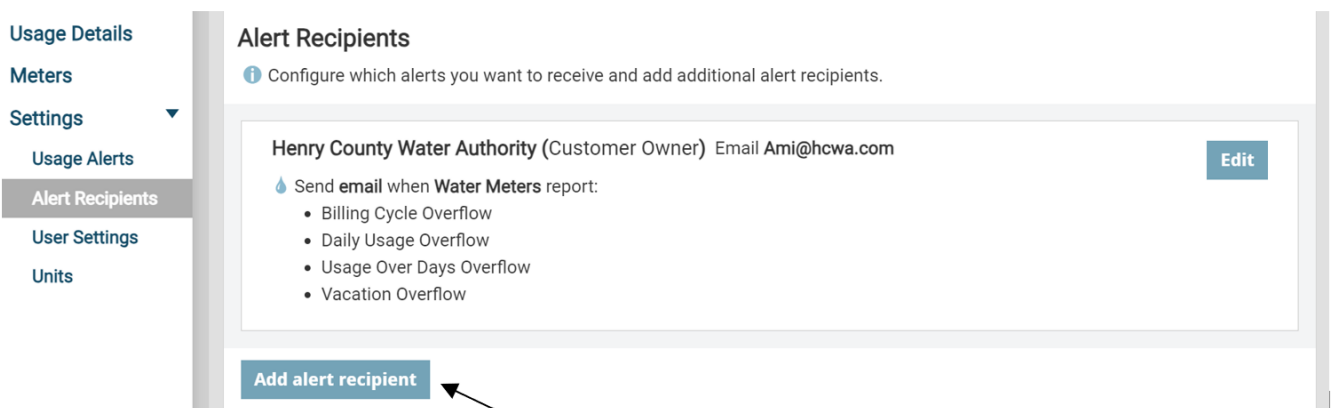
This will open the **Usage Alert Level Box**. From there, you can set the desired usage level that will trigger an alert when exceeded.

Your average for each level is displayed to the left. You may use this as a guide.

- We recommend enabling the **Daily Usage Alert**. This alert is the most effective at alerting to a possible water loss.

Once you have set the usage level you wish, select **Save**.

If you wish for someone in addition to yourself to receive these alerts, select **Alert Recipients** under **Settings**. Then, select **Add Alert Recipient**.



The screenshot shows a web portal interface. On the left is a navigation menu with the following items: Usage Details, Meters, Settings (with a dropdown arrow), Usage Alerts, Alert Recipients (highlighted in grey), User Settings, and Units. The main content area is titled "Alert Recipients" and includes a sub-header "Configure which alerts you want to receive and add additional alert recipients." Below this is a card for "Henry County Water Authority (Customer Owner) Email Ami@hcwa.com" with an "Edit" button. Underneath the card, it says "Send email when Water Meters report:" followed by a bulleted list: Billing Cycle Overflow, Daily Usage Overflow, Usage Over Days Overflow, and Vacation Overflow. At the bottom of the card area is a blue button labeled "Add alert recipient" with a black arrow pointing to it from the right.

Fill out the individual's contact information, and select the alerts you wish for them to receive. Lastly, select **Save**.

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You're all set! Whenever you're ready, feel free to log out of the portal.

**If you need assistance with any of these alerts, please contact our Customer Service Department at (770) 957-6659.**