



How To: Enable AMI Usage Alerts

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

The screenshot shows the Henry County Water Authority portal dashboard. On the left, a navigation menu has 'Settings' highlighted in yellow with an arrow pointing to it. The main content area is divided into four cards:

- Billing Cycle Usage:** A bar chart comparing 'Current' (990 Gallons), 'Previous' (345,940 Gallons), and 'Last Year' (263,690 Gallons) usage for 'Main Campus'. The current usage is 990 Gallons.
- Billing Cycle Data:** Lists 'Current billing cycle' (Jun 13 2023 to date, 990 Gallons), 'Previous billing cycle' (May 13 2023 - Jun 12 2023, 345,940 Gallons), and 'One year ago' (Jun 11 2022 - Jul 11 2022, 263,690 Gallons). The current usage is 990 Gallons.
- Billing Cycle Threshold:** Shows a water meter icon and the text 'Receive alerts when you use too much water during your billing cycle'. A 'Configure' link is present. The status is 'Not configured'.
- Alerts:** States 'No alerts found.' and shows '0 Alerts in the past 60 days'.

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**.

Usage Details

Meters

Settings

Usage Alerts

Alert Recipients

User Settings

Units

Alert Recipients

Configure which alerts you want to receive and add additional alert recipients.

Henry County Water Authority (Customer Owner) Email Ami@hcwa.com

Edit

Send email when Water Meters report:

- Billing Cycle Overflow
- Daily Usage Overflow
- Usage Over Days Overflow
- Vacation Overflow

Add alert recipient

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

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.