

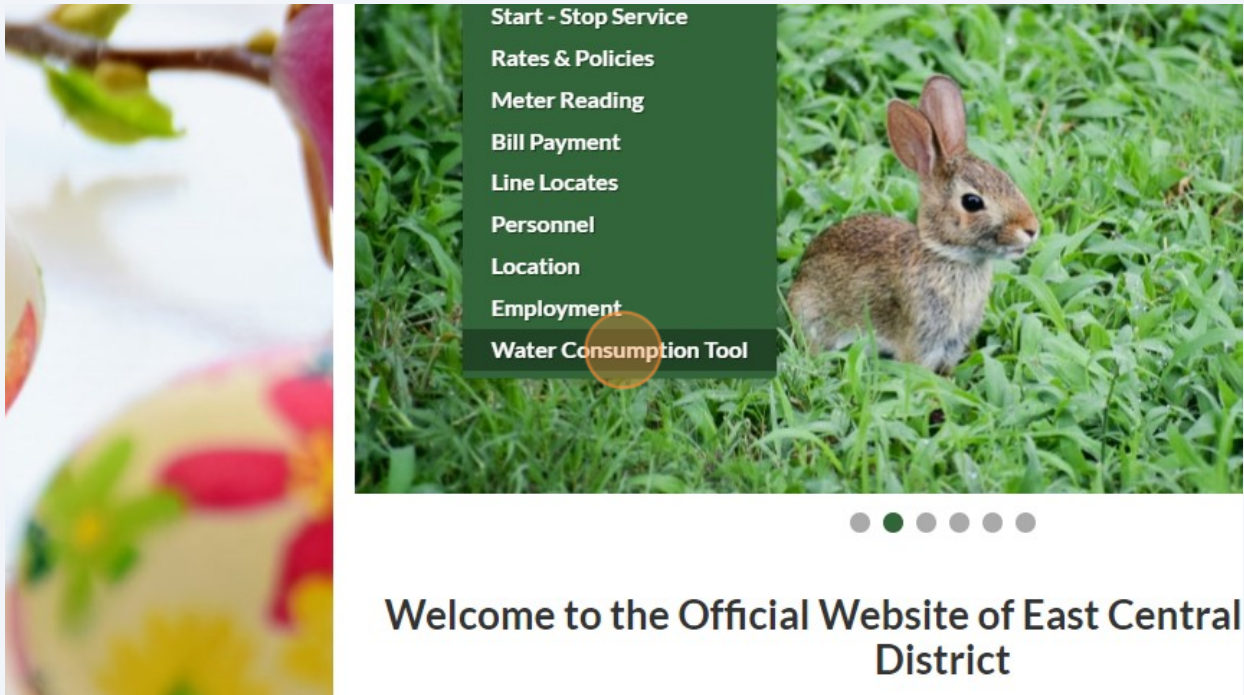
# Water Consumption Tool Signup Guide

1 Navigate to <https://www.eastcentralsud.org/>

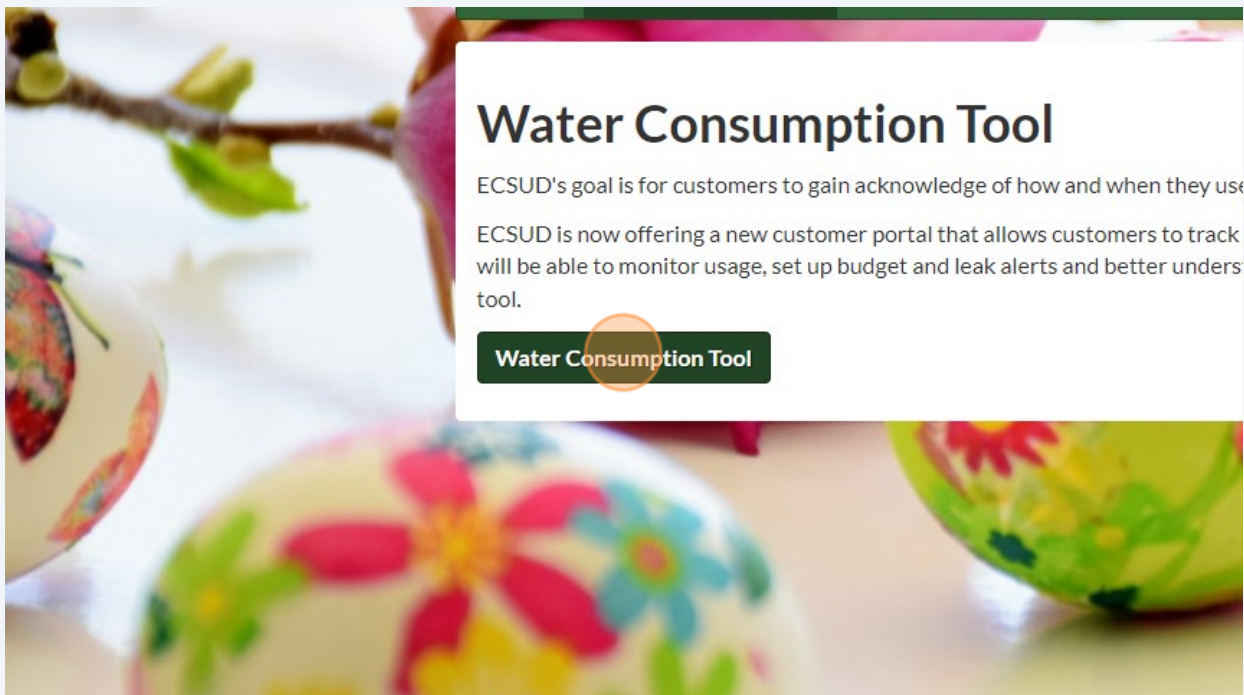
2 Click "Customer Service"



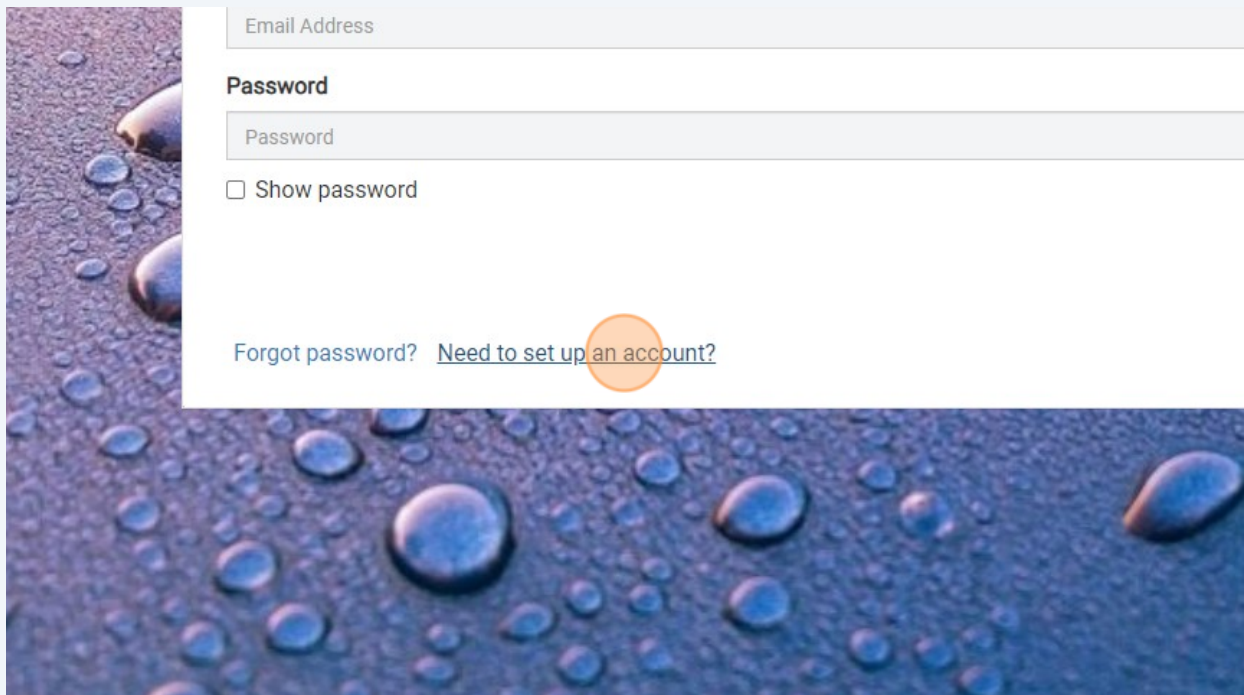
3 Click "Water Consumption Tool"



4 Click "Water Consumption Tool"



## 5 Click "Need to set up an account?"



Email Address

**Password**

Password

Show password

[Forgot password?](#) [Need to set up an account?](#)

## 6 Click "I Accept"

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'S SUPPLIERS MAKE NO REPRESENTATIONS ABOUT THE SUITABILITY, RELIABILITY,  
THE INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS

7 Click the "Email Address" field.

**SUD** Customer Portal

### Set up your account

Need Help? Contact us at 210-649-2383, [customerservice@ecsud.com](mailto:customerservice@ecsud.com) or <https://www.eastcentralsud.org/contact-us>.

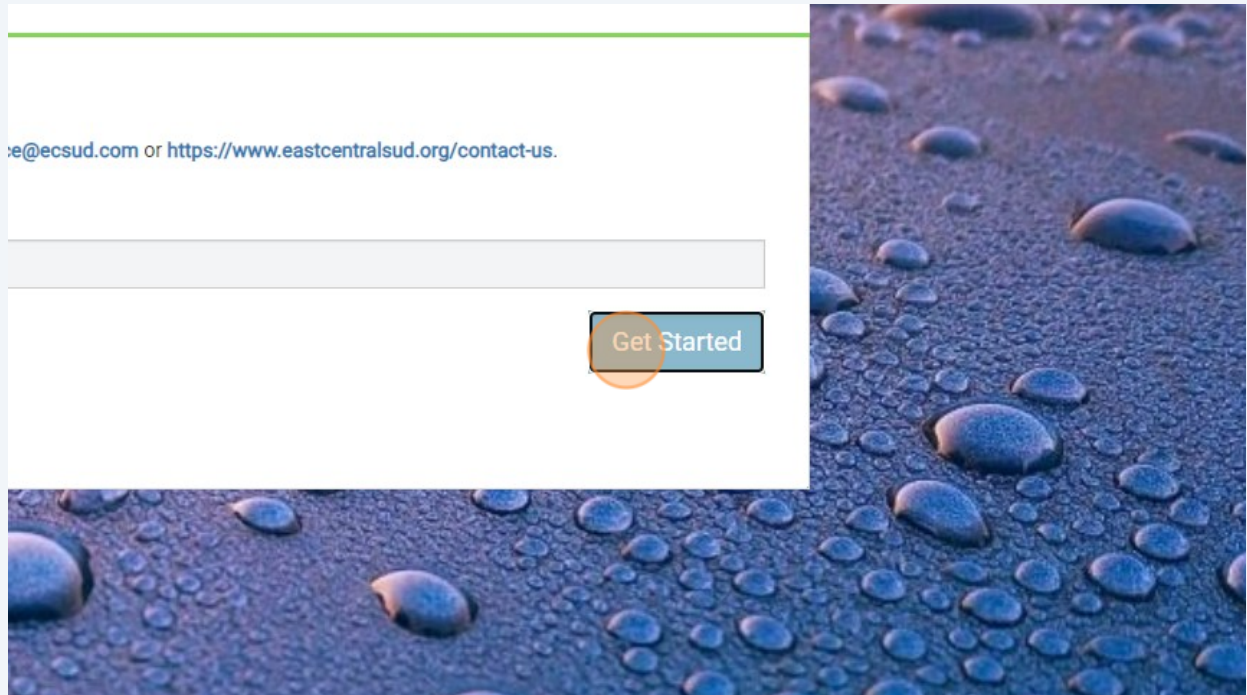
**Email Address**

Get St

[Return to Sign In](#)

8 Type the email address you would like associated with the account.

9 Click "Get Started"



10 Look for an email from [[donotreply@sensus-analytics.com]]

**11** Click the signup link



**Please complete signup for East Central Supply, TX Customer Portal**

Welcome to the East Central Supply, TX Customer Portal. To complete the signup process, please click the link below or copy the URL into a web browser.

<https://my-ecsud.sensus->

This link will expire in 24 hours.

Questions? Please contact us at 210-649-2383 , [customerservice@ecsud.com](mailto:customerservice@ecsud.com) or <https://www.eastcentralsud.org/contact-us> .

This email was sent by [East Central Supply, TX Customer Portal](#).

**12** Enter your information

**Email Address**

**Account Number**

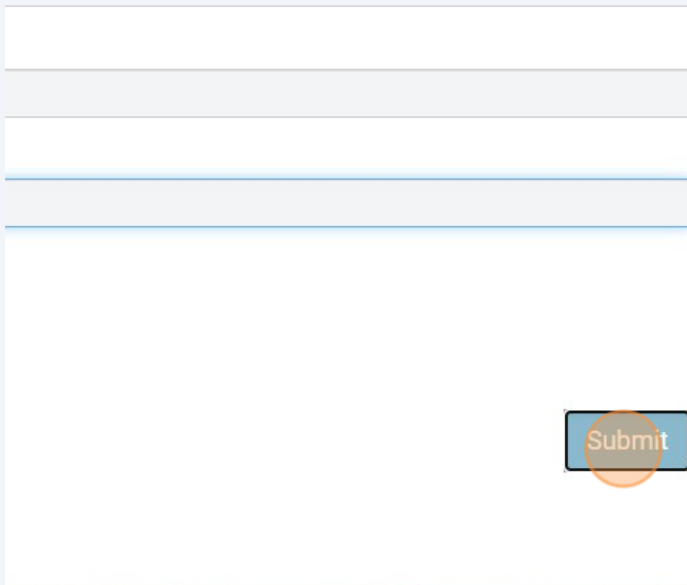
**Street Number (Don't have one? Contact us!)**

**Cell Phone for Text Messages (optional)**

**Password** [Rules](#)

**Confirm Password**

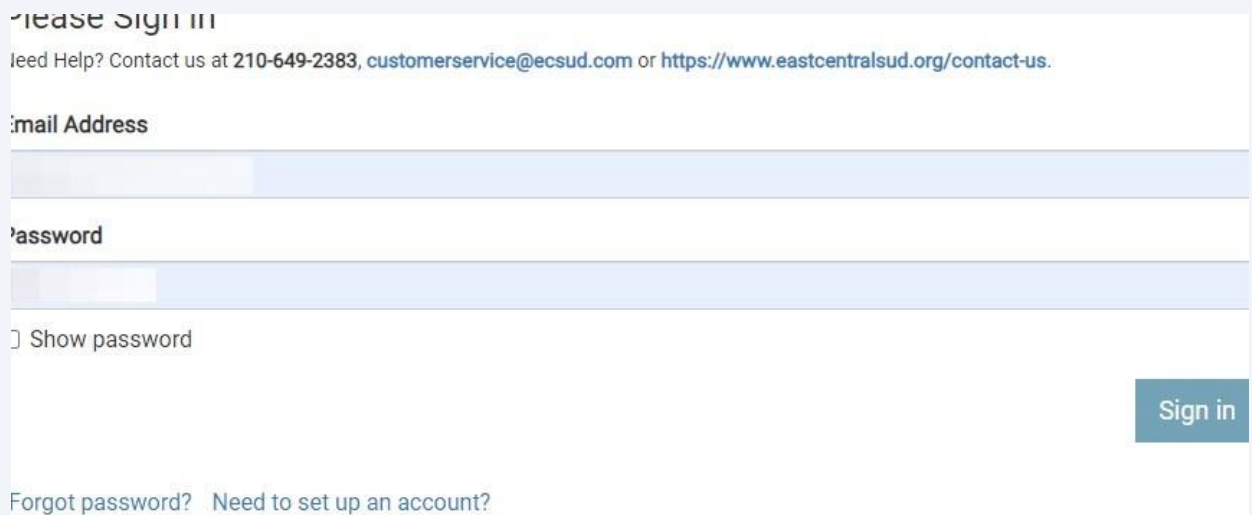
13 Click "Submit"



A screenshot of a web form with four input fields. The bottom-most field is highlighted with a blue glow. Below the fields is a button labeled "Submit" which is also highlighted with a blue glow.



14 Enter the email address and password for your newly created account and then click sign in.



A screenshot of a sign-in page. At the top, it says "Please Sign In". Below that is a line of text: "Need Help? Contact us at 210-649-2383, [customerservice@ecsud.com](mailto:customerservice@ecsud.com) or <https://www.eastcentralsud.org/contact-us>." There are two input fields: "Email Address" and "Password". The "Email Address" field is highlighted with a blue glow. Below the "Password" field is a checkbox labeled "Show password". To the right of the form is a blue button labeled "Sign in". At the bottom, there are links for "Forgot password?" and "Need to set up an account?".



15 To change the settings, click Settings on the left-hand side of the page.

The screenshot shows the SUD dashboard interface. At the top, there is a header with the SUD logo and a user greeting "Welcome, [Name] | Support". Below the header is a navigation menu on the left with options: Dashboard, Usage Details, Meters, and Settings. The Settings option is highlighted with an orange circle. The main content area displays three panels: "Billing Cycle Usage" with a bar chart comparing current (5) and previous (14) usage; "Billing Cycle Data" with details for the current cycle (Feb 16 2024 to date, 5 Cubic Feet) and previous cycle (Jan 16 2024 - Feb 15 2024, 14 Cubic Feet); and "Billing Cycle Three" with a water meter icon and a "Configure" link. Each panel has a "Meter #" field at the bottom.

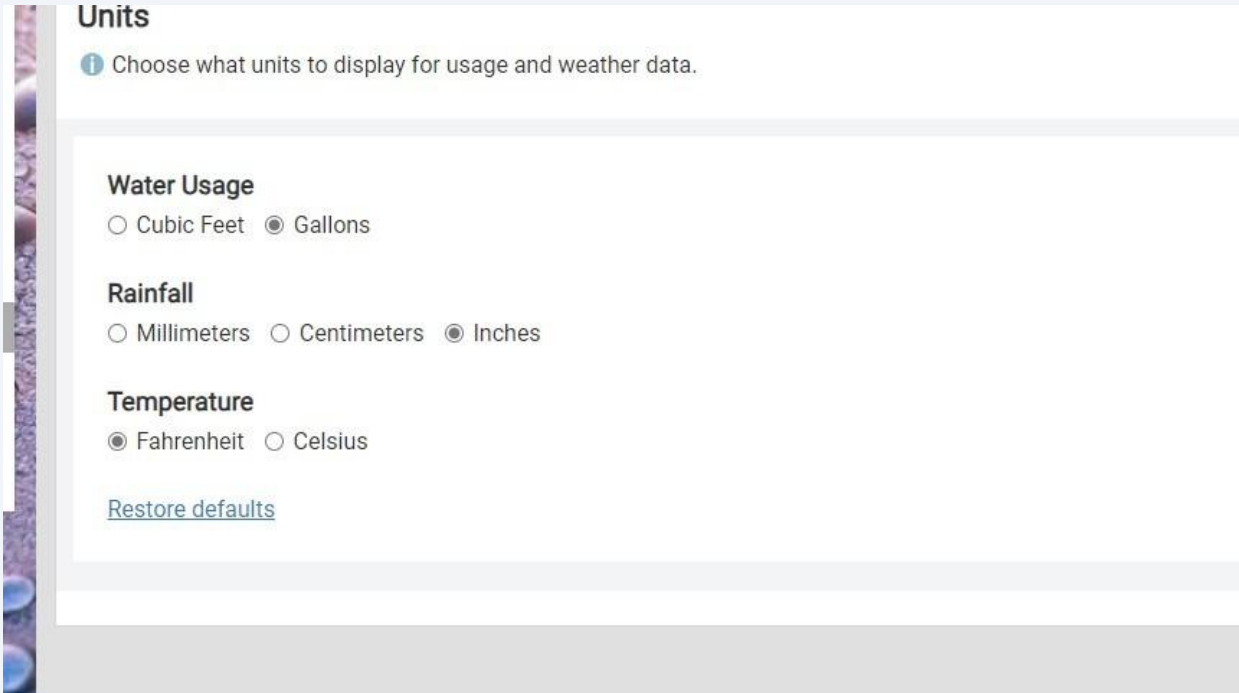
16 If you would like to change the consumption units from cubic feet to gallons, Click "Units"

The screenshot shows the "User Settings" page. The left navigation menu has "Settings" expanded, with "Units" highlighted by an orange circle. The main content area is titled "User Settings" and includes a sub-header: "Manage your contact information, change your password and add new accounts." Below this are two sections: "Email address" with a text input field, and "Cell Phone for Text Messages (optional)" with a sub-header "Standard text message fees may apply." and a text input field. At the bottom of the main content area, there are links for "Done" and "Customize which alerts and messages to receive". A "Change password" button is located at the bottom of the page.



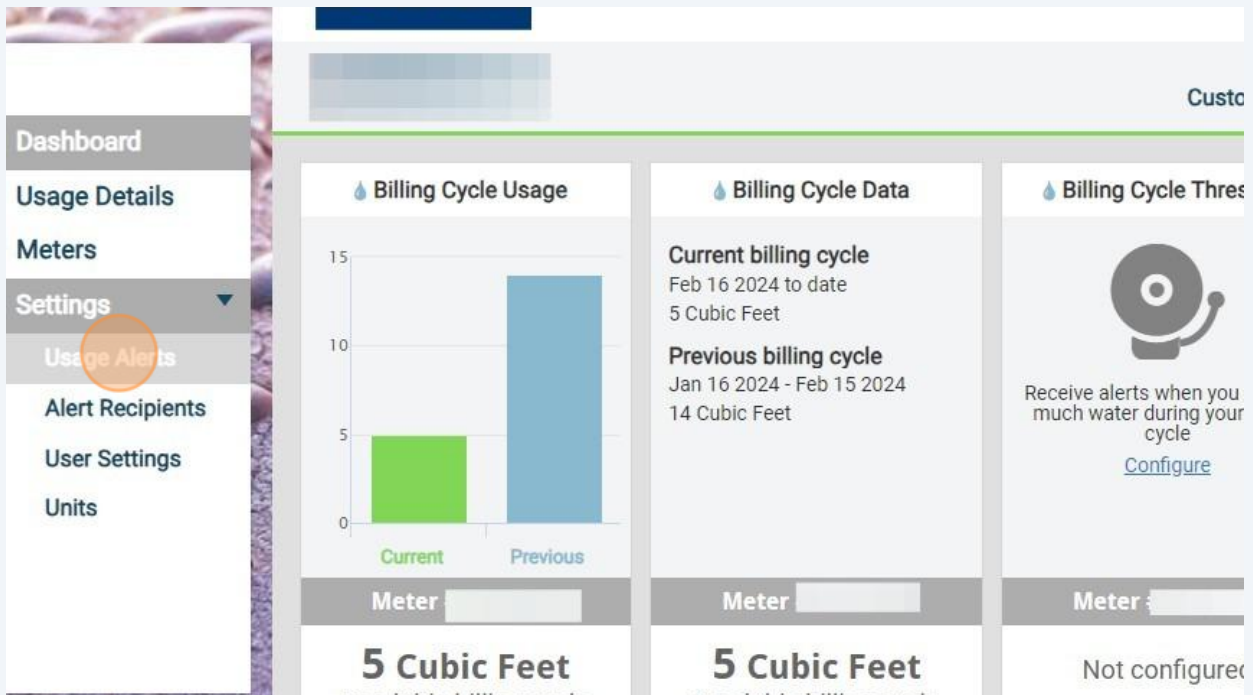
17

ECSUD reads your meter in Cubic Feet. A cubic foot of water is equal to 7.48 gallons. If you would rather see your consumption in gallons, select "Gallons" under the "Water Usage" header.



18

If you would like to set up alerts, Click "Usage Alerts" on the left-hand side of the page.





The Usage Alert screen provides you with the ability to set up multiple alerts for water consumption. The examples below are in Cubic Feet (CF), if you changed your consumption to gallons, the alerts will be set up in gallons.

Billing Cycle Usage Alert will notify you when your water usage exceeds your selected amount within the billing cycle (~30 days). For example, if you typically use 500 CF per month, you may set up a notification for when your consumption reaches 500 CF in a billing cycle.

Daily Usage Alert is similar to the Billing Cycle Alert, but it allows you to receive a notification when consumption exceeds your selected amount per day. Daily consumption may vary from day to day. For example, you may use more water during the weekend than you would during the week. If you are receiving excessive notifications, increase your selected amount a little at a time.

Multi-Day Alert will notify you if your consumption exceeds a selected amount within a 7-day period.

Vacation Alert allows you to set up an alert for a specific date range. The number you enter should be very low. For example, you may enter 1 CF (~7 gallons) for this notification. As a reminder, if you have a water softener or an irrigation system, you may receive an alert for water consumption when they run.

19

To set up your alerts, check the "Enabled" box and then enter a usage number in the box below "Alert me when usage exceeds". After you have entered in a usage number, click "Save". Repeat the steps for the other alerts you would like to receive.

Customer Meter

Meters transmit reading data multiple times each day, but some individual transmissions may be missed which can result in receiving alerts.

### Billing Cycle Usage Alert

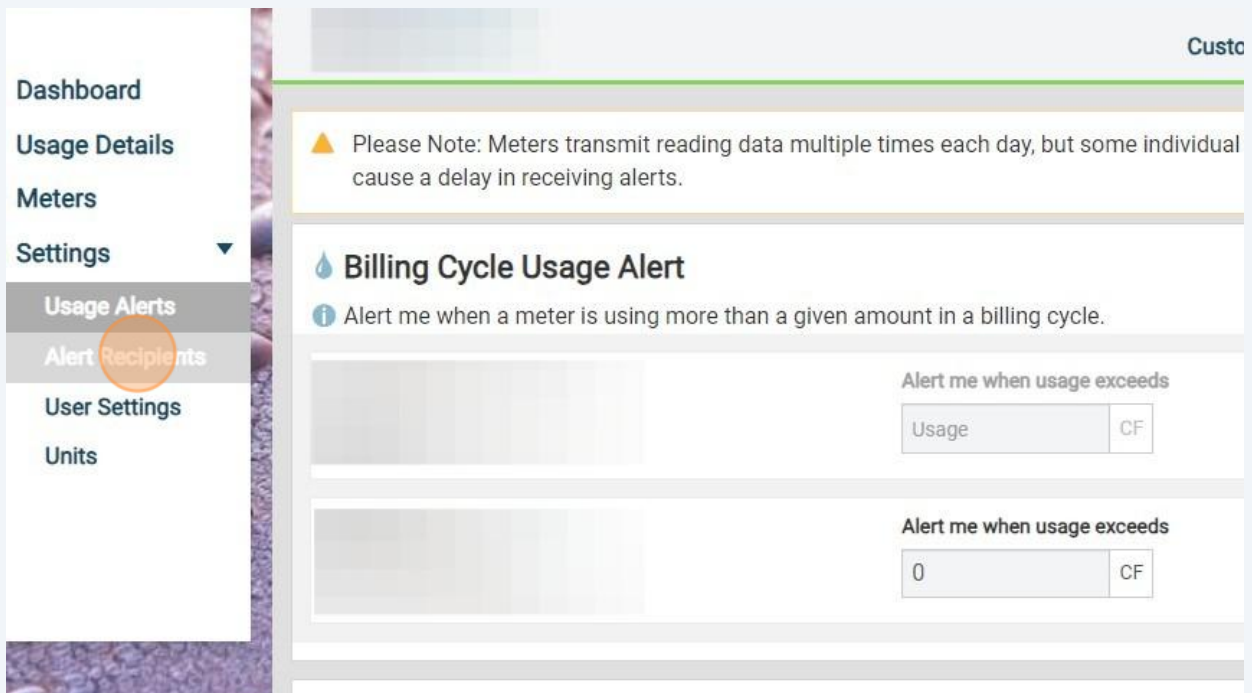
Alerts you when a meter is using more than a given amount in a billing cycle.

Meter ID	Alert me when usage exceeds	Enabled	Save
[Redacted]	0 CF	<input checked="" type="checkbox"/> Enabled	Save
122 KINS TX 78101 CF	Usage CF	<input type="checkbox"/> Enabled	Save

Usage Alert

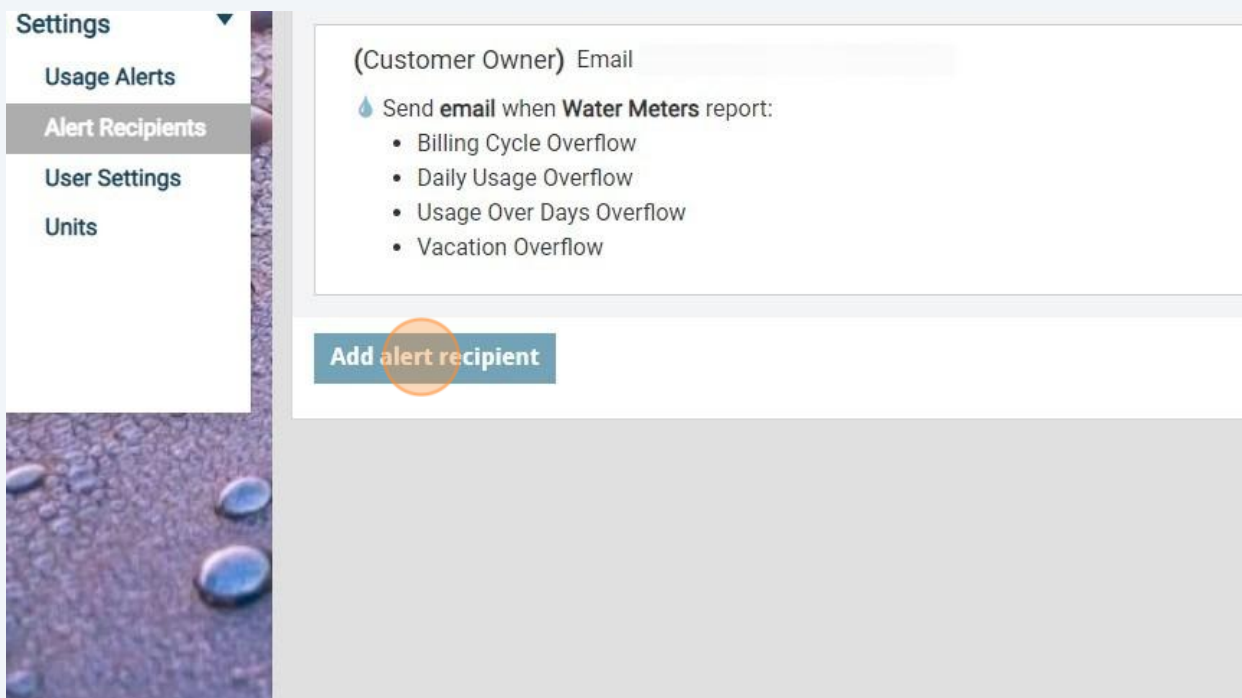
20

Now that you have created your Usage Alerts, Click "Alert Recipients" on the left-hand side of the page. Alert Recipients allows you to customize how you receive consumption alerts.



21

By default, the email address associated with the account will receive notifications from Usage Alerts. You can add another email address or cell phone number as an additional recipient. If you would like to add another recipient, click "Add alert recipient".



22

Enter the Recipient Name and either an email address, cell phone number or both for the additional recipient. Remember, the email address associated with the account is already setup to receive email notifications. After you have entered the information, select the alarms you would like the additional recipient to receive. We suggest that you select all 4 alarms, even if you haven't set them up. You may set up a vacation alert in the future and if you didn't select the alert in this screen, you won't receive any vacation alerts.

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

(Customer Owner) Email

**💧** Send **email** when **Water Meters** report:

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

Recipient Name	Email	Cell Phone for Text Messages
<input type="text" value="Recipient Name"/>	<input type="text" value="Email"/>	<input type="text" value="Cell Phone"/>

**💧** Water Meters

Billing Cycle Overflow  Daily Usage Overflow  Usage Over Days Overflow

Vacation Overflow

**Save**

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Step