St. Johns County Utilities

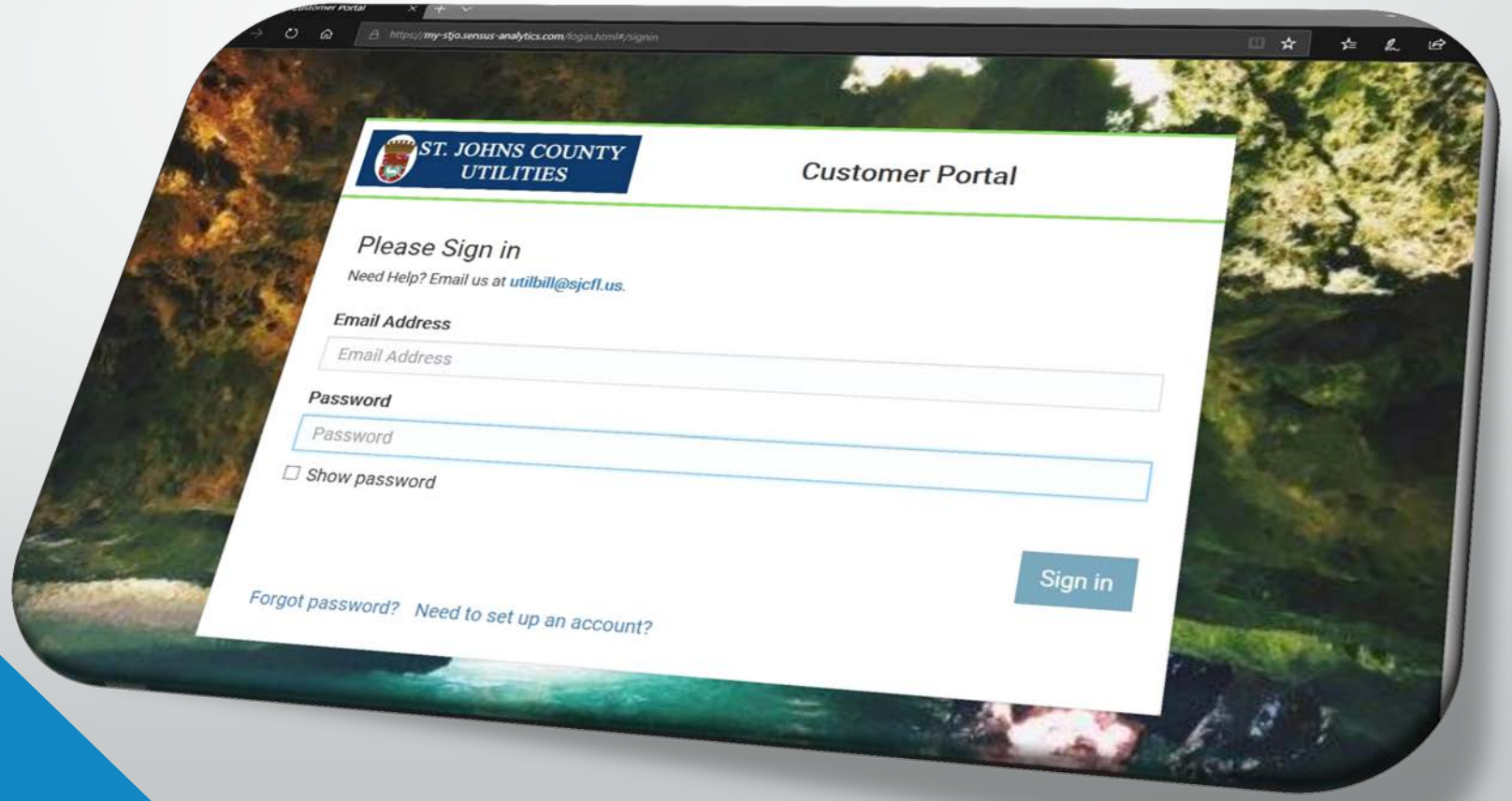
Customer Water Consumption Web Portal

Introduction and How To

St. Johns County Utilities

Welcome to the St. Johns County Utility Water Consumption Portal!

The Customer Portal provides access to real-time meter information including usage, billing cycle data, alerts and notifications.



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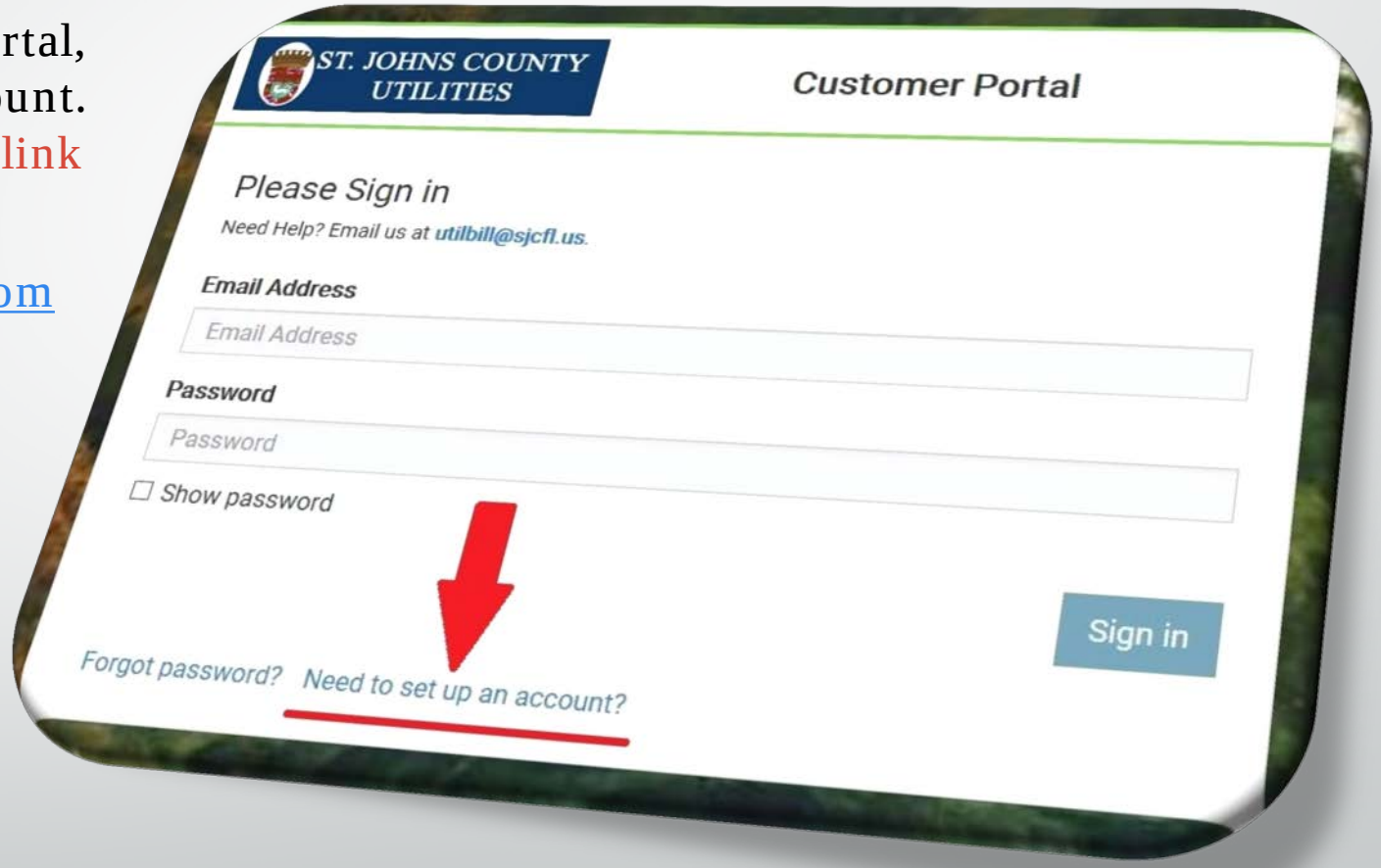
In order to access the Customer Portal, you will first need to set up an account. You can access the portal from the link below or from the Utility website.

https://my-stjo.sensus-analytics.com



Click the 'Need to set up an account?' link to begin your account setup.

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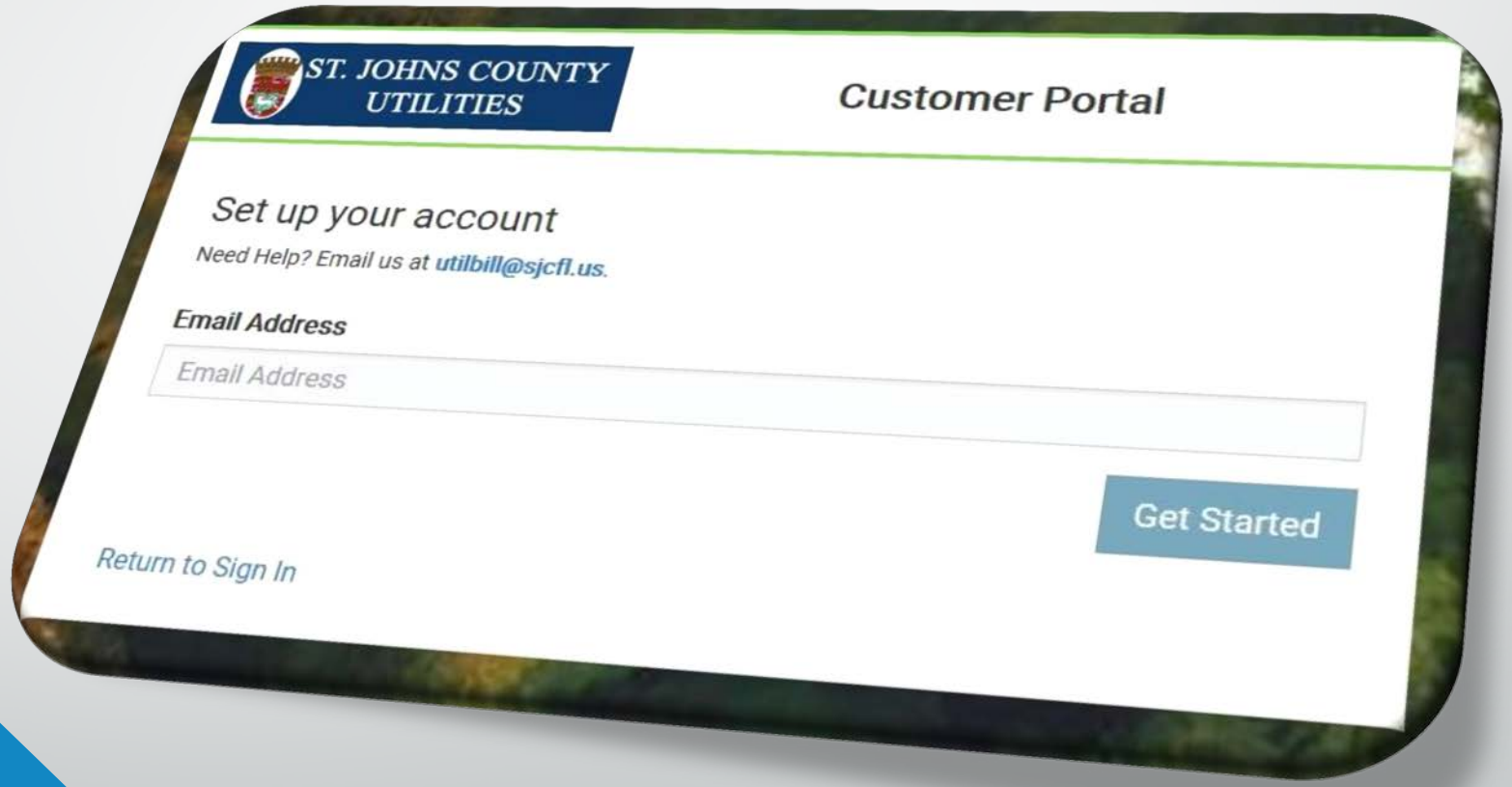
Enter your email address, and click 'Get Started'



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After submitting your email address, you will receive a signup email:

Follow the instructions, and click the sign up link provided.

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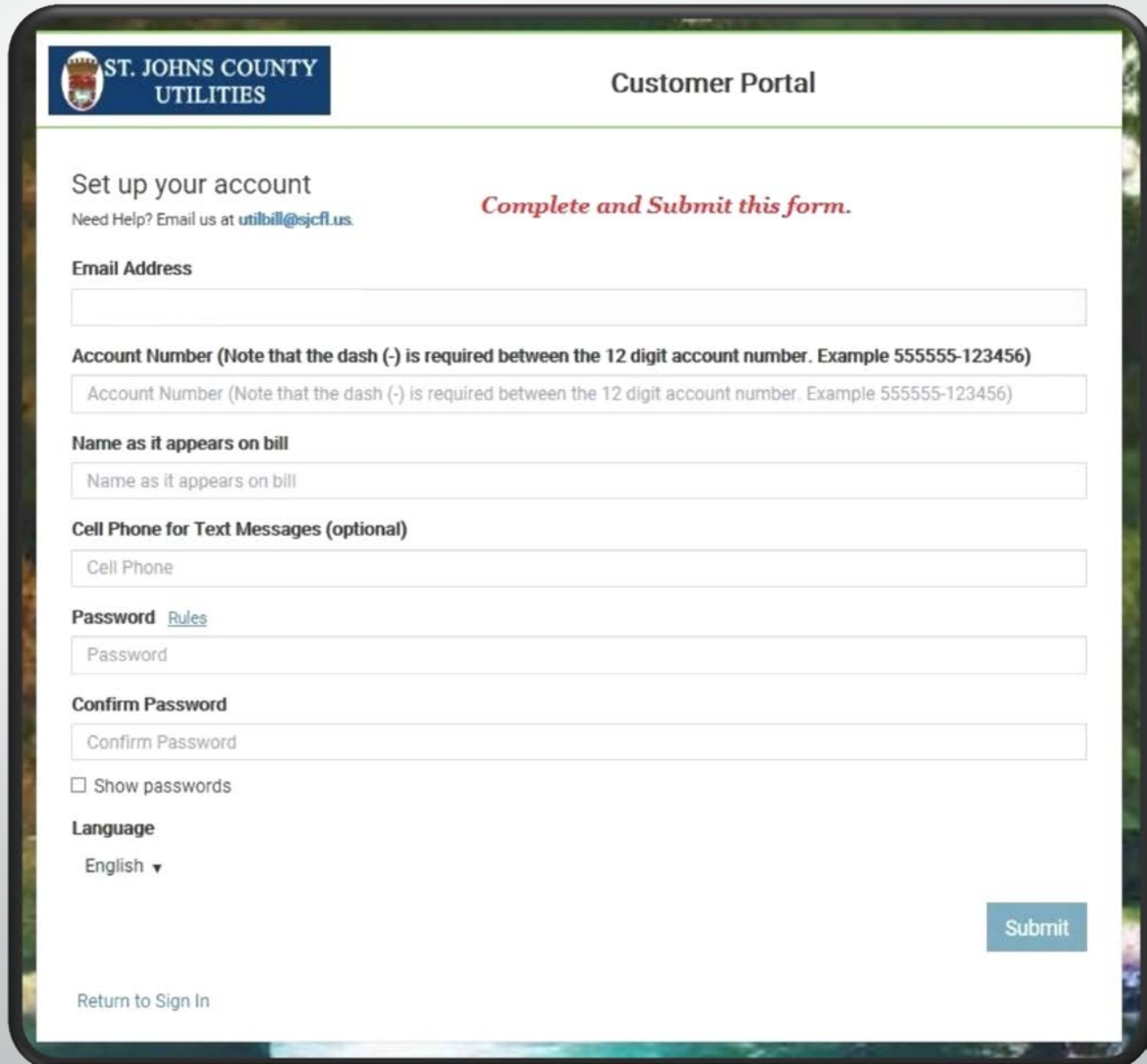
You will be directed back to the customer portal webpage where you will complete the required form.

Complete and submit this form!



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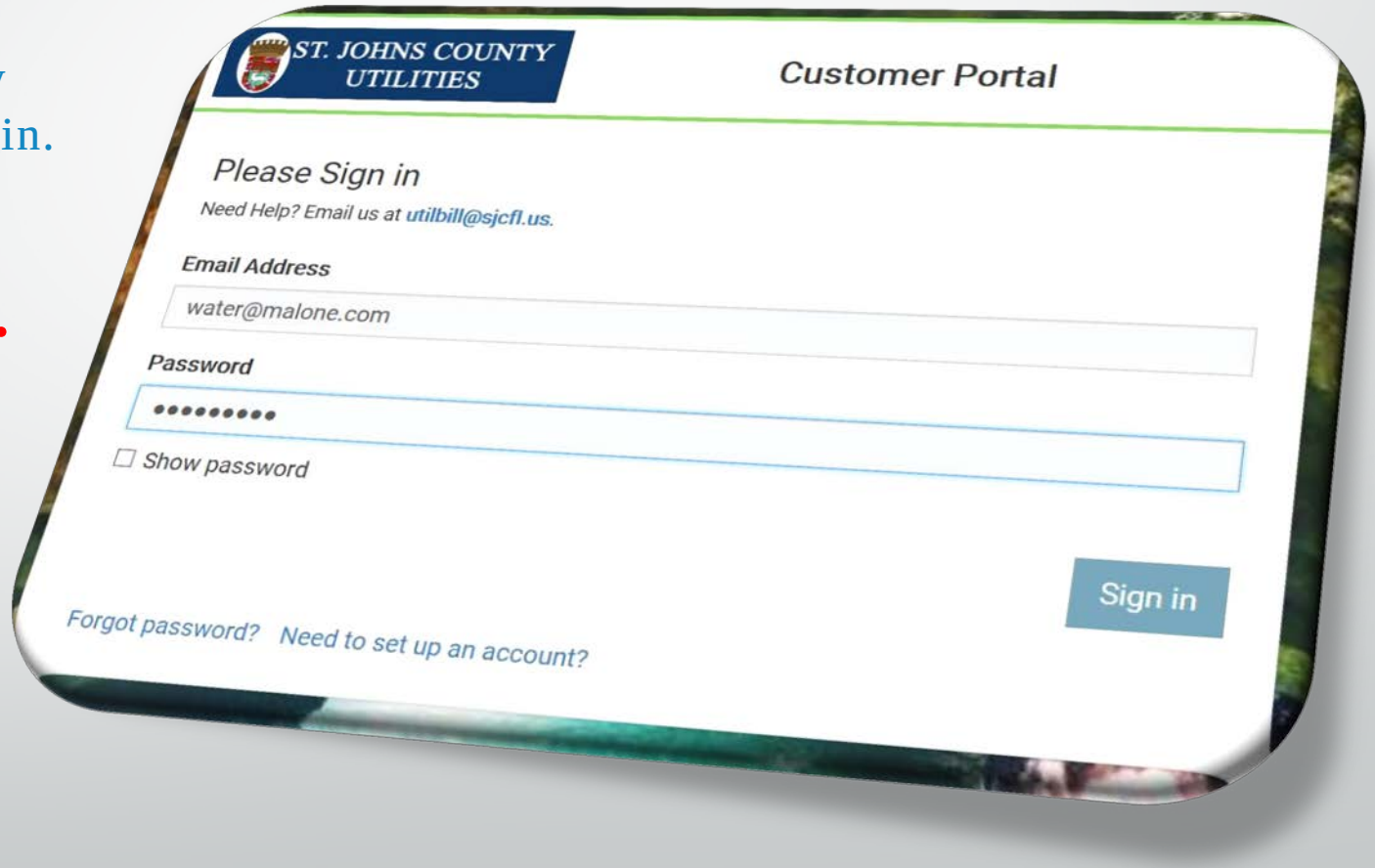
After the form is successfully submitted, you are ready to login.

Enter your email & password to sign in.



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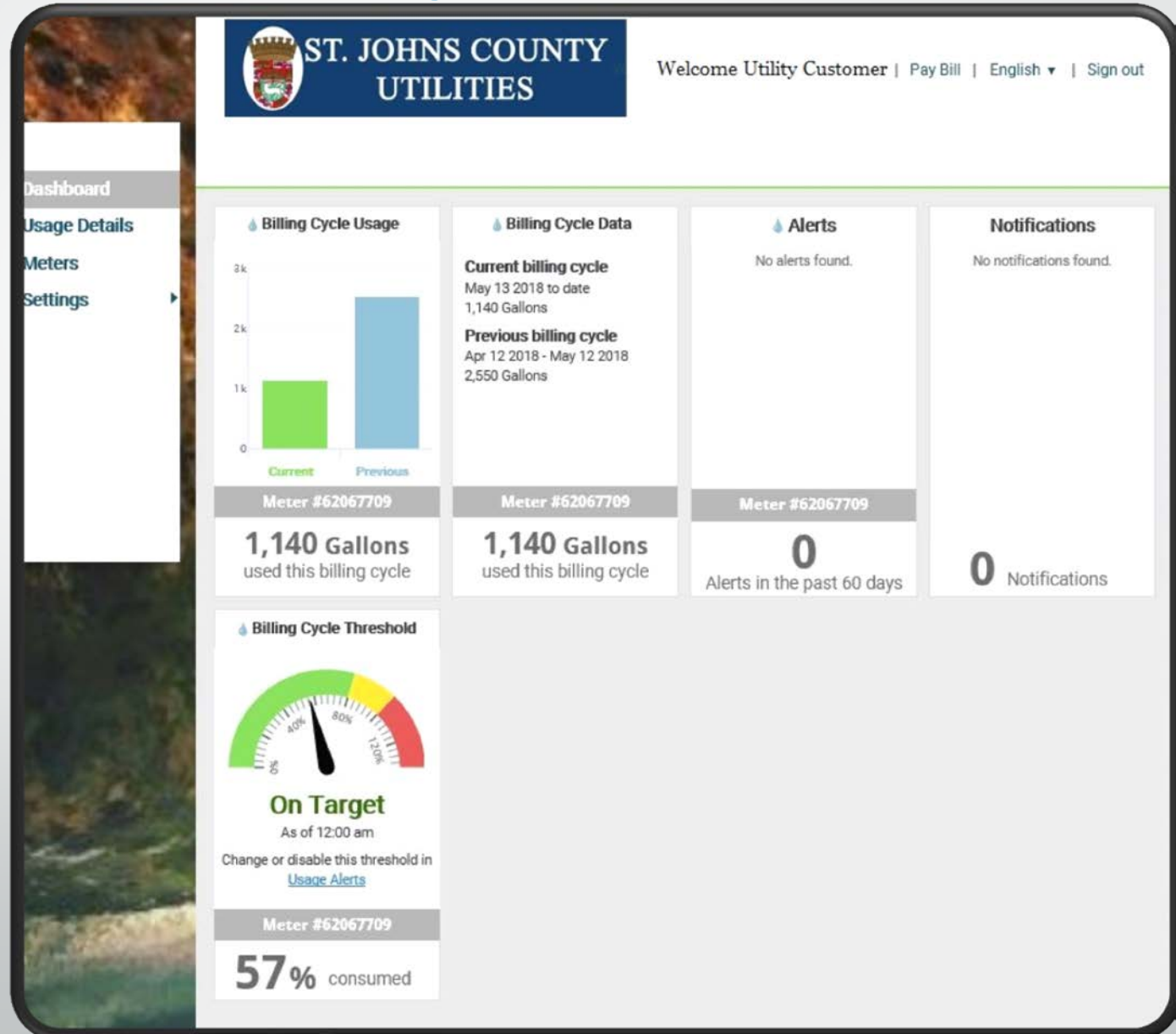
The main dashboard tab will give an overview of your water consumption and show notifications and alerts.



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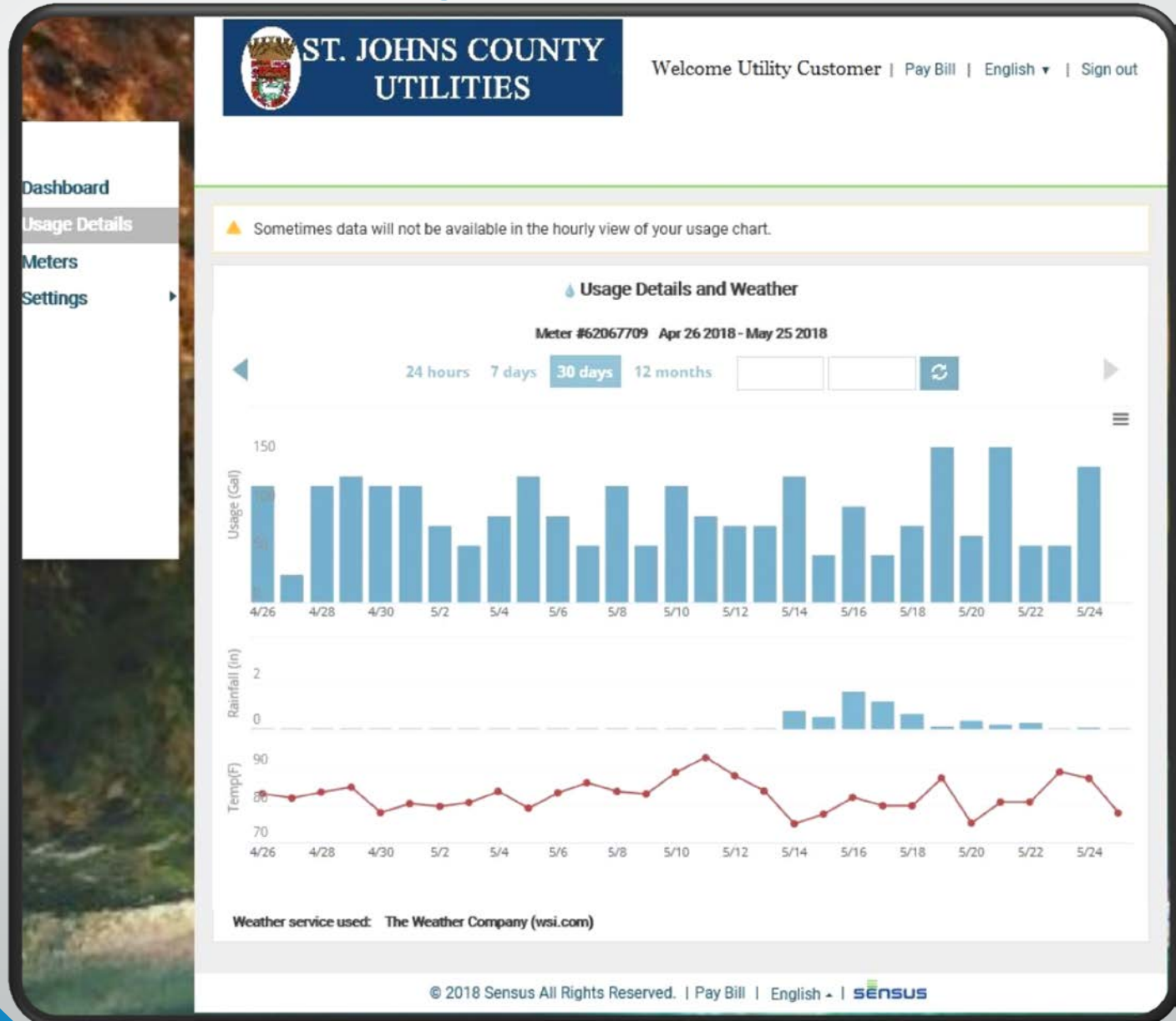
The Usage Details tab allows you to view your water usage through present time lines or a user adjustable date range.

This page also shows you recent rainfall and temperature readings to allow you to better understand your water use.



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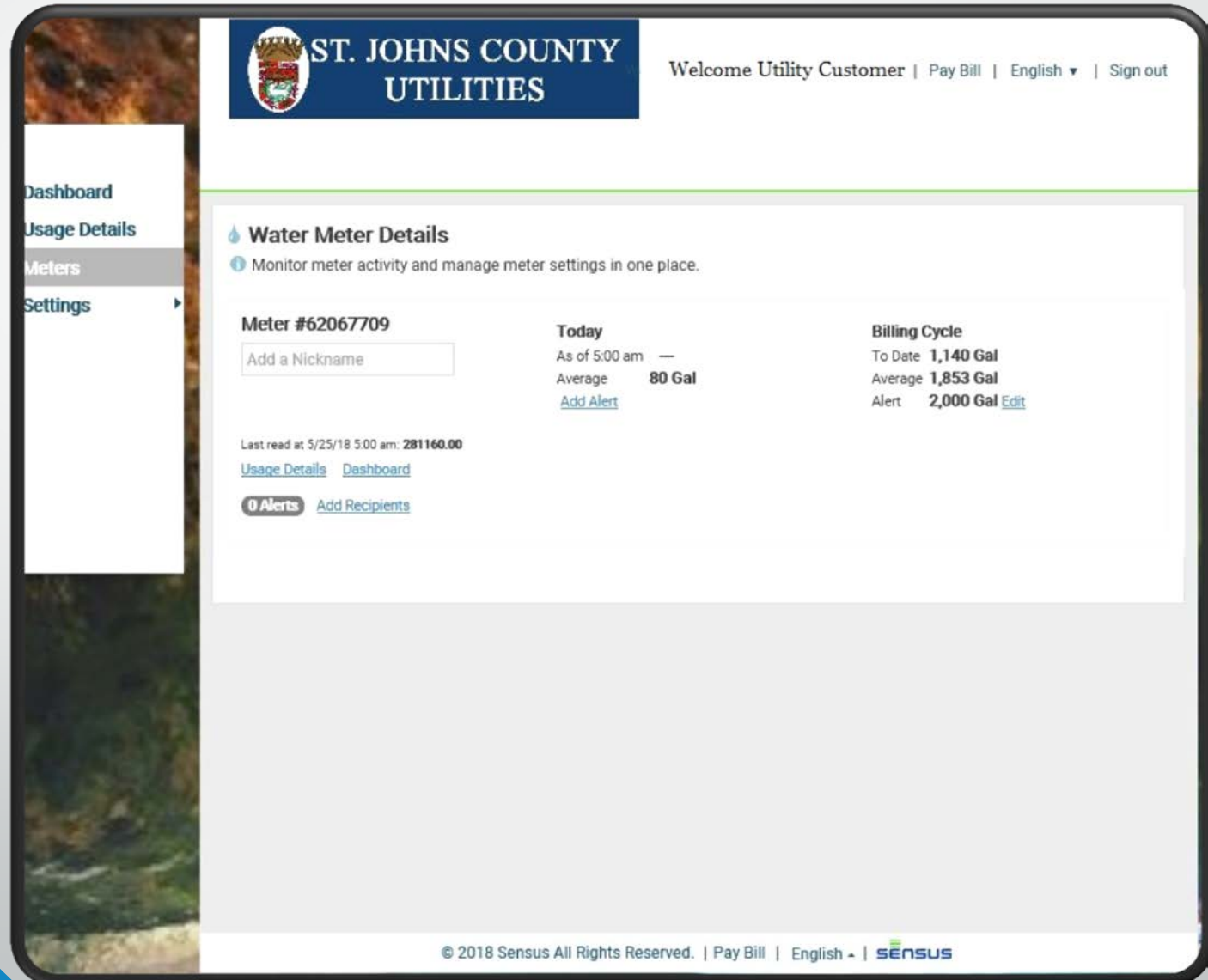
The meter page allows you to view your meter(s) data to further analyze usage details. This page will also let you add alerts and email recipients .



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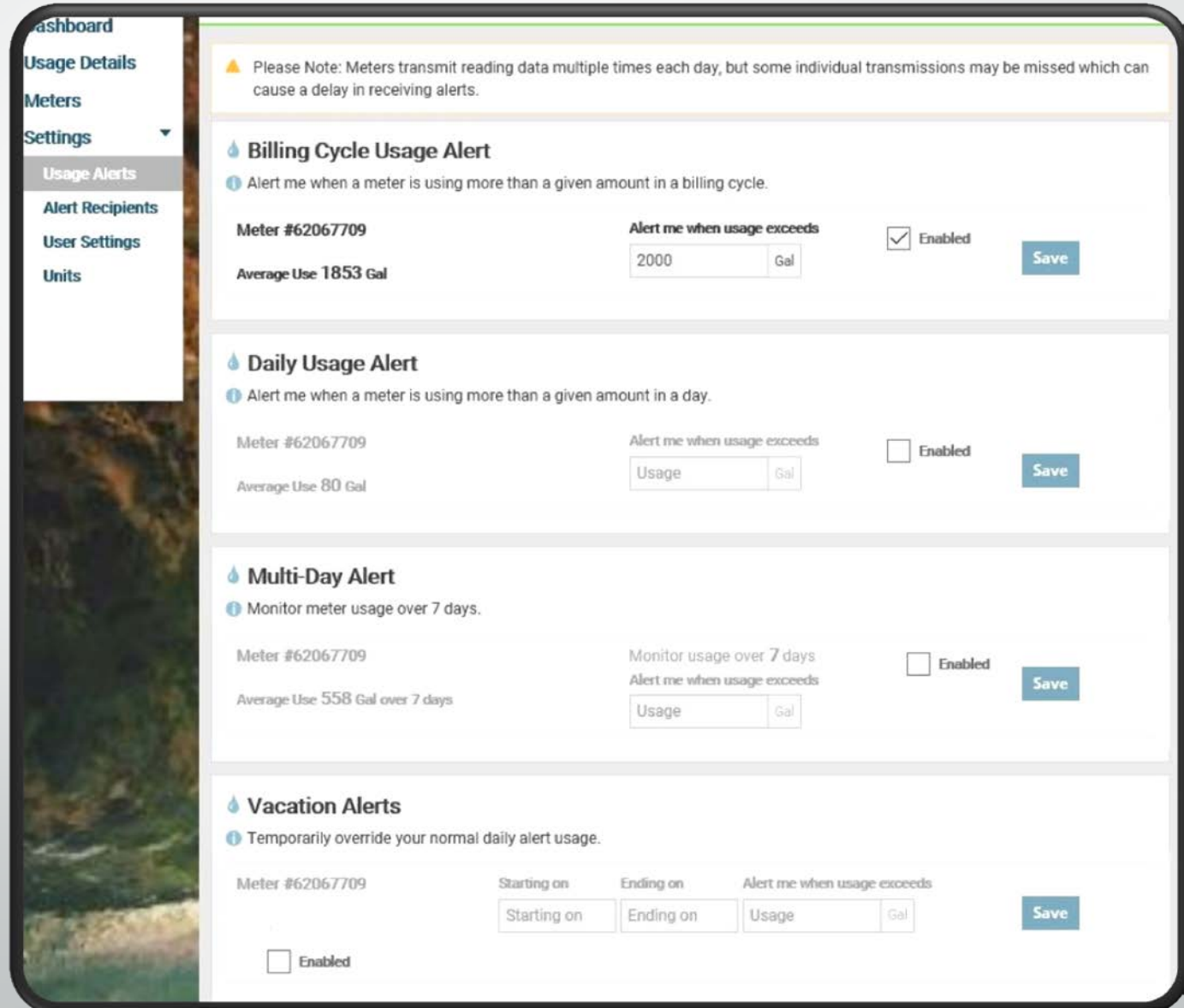
Under Settings – Usage Alerts, you are able to create various usage alerts. These alerts include full billing cycles, daily usage and alerts for vacations.



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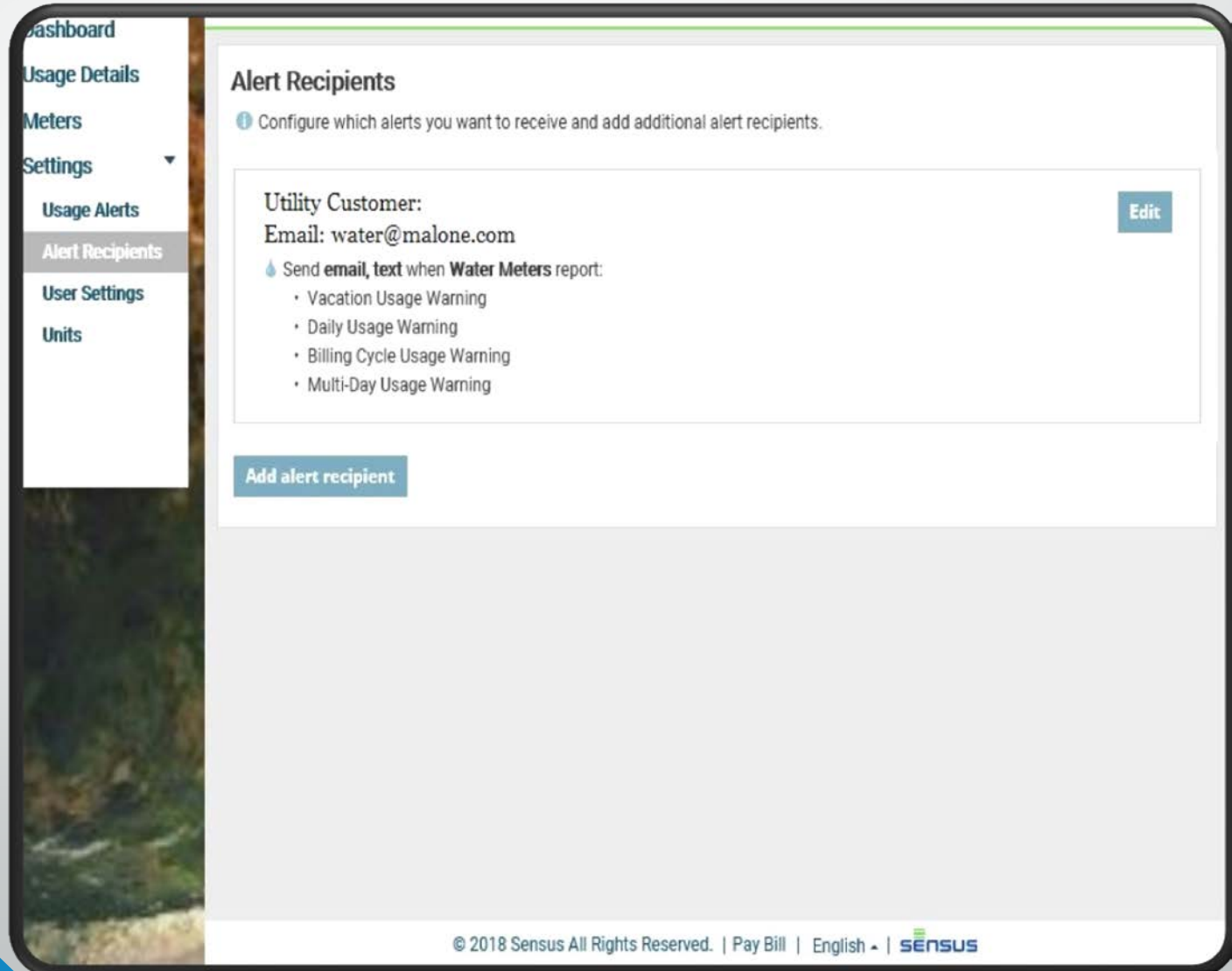
Edit your email address or add other alert recipients on the Alert Recipients tab.



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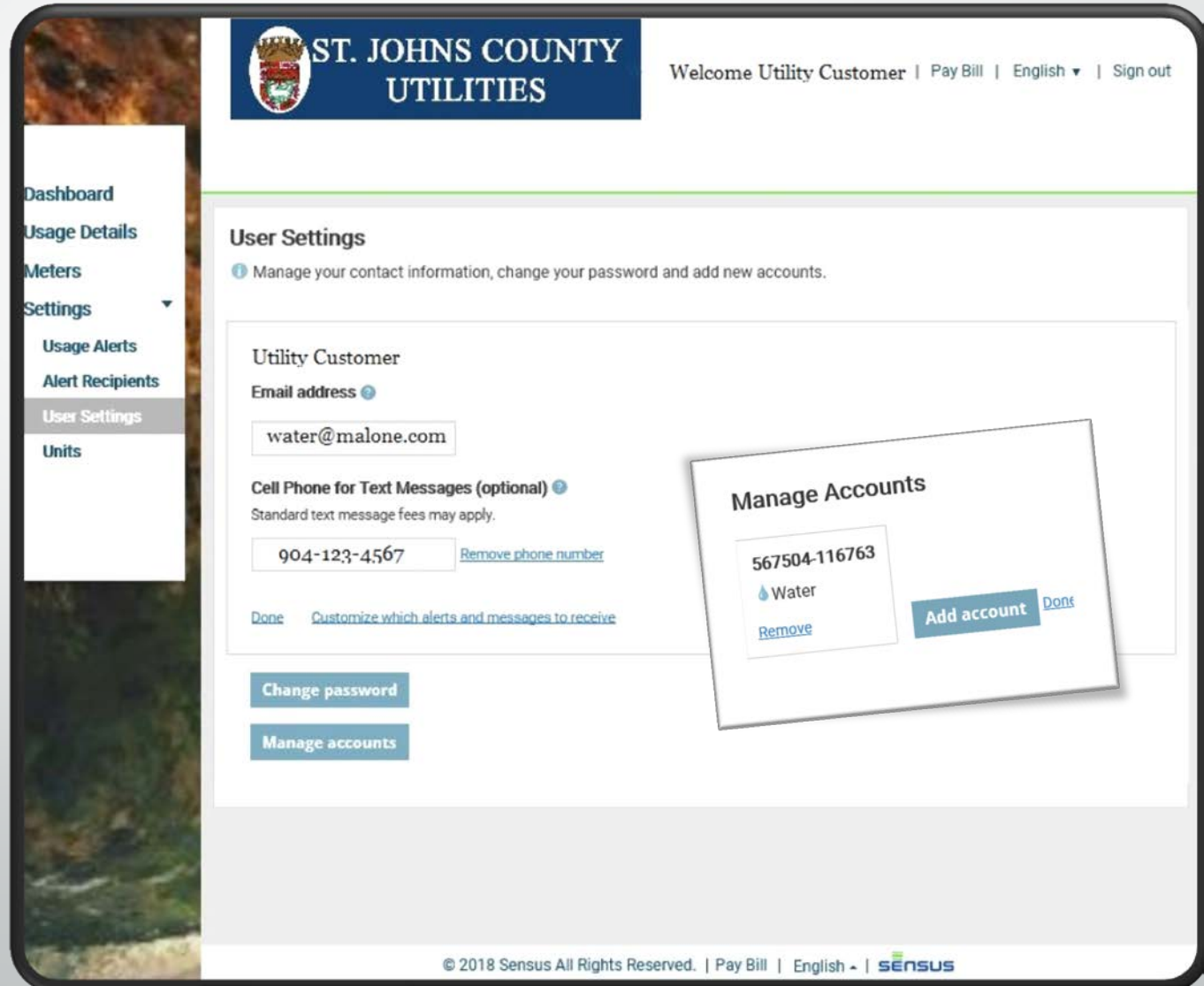
The User Settings tab will allow you to edit your email address, sign up for text alerts and change your password.

Click the Manage accounts button to add additional accounts.



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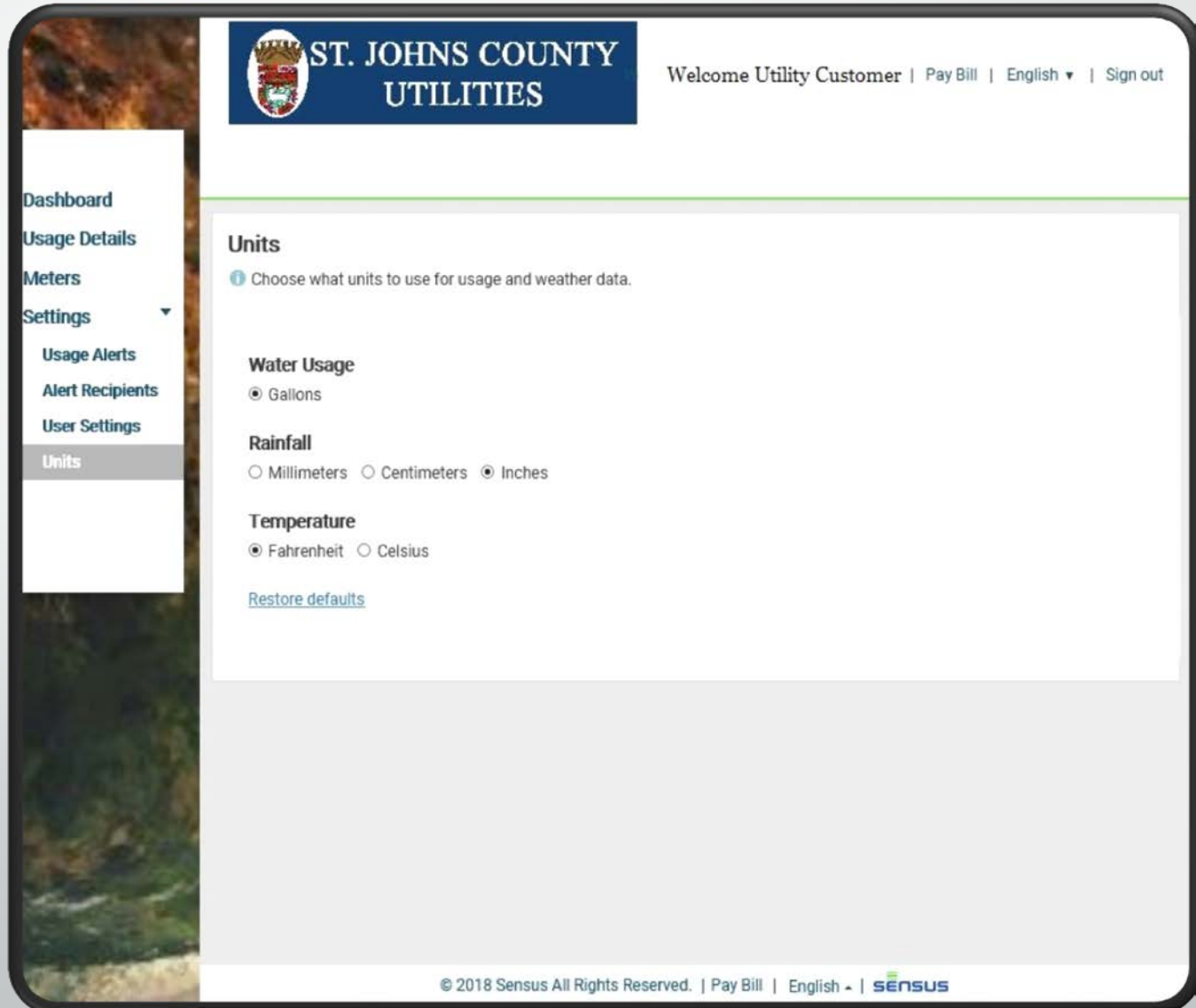
The Units tab allows you to adjust various measurements presented on graphs and tables.



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Please call our customer service team with any questions regarding the water consumption portal.

904-209-2700

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http://www.sjcfl.us/Utilities/index.aspx