

St. Johns County Utilities

Customer Water Consumption Web Portal

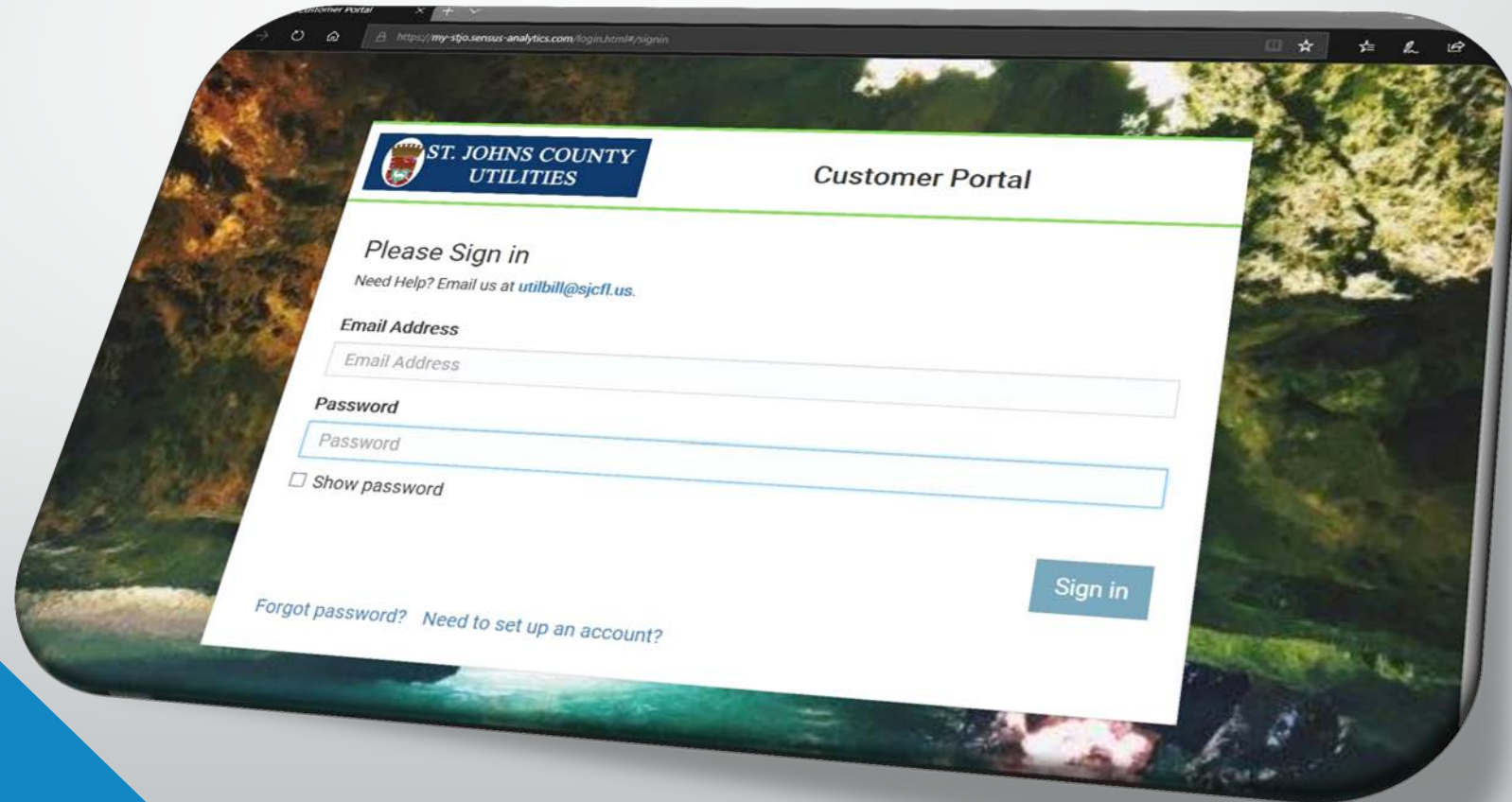
Introduction and How To



St. Johns County Utilities

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

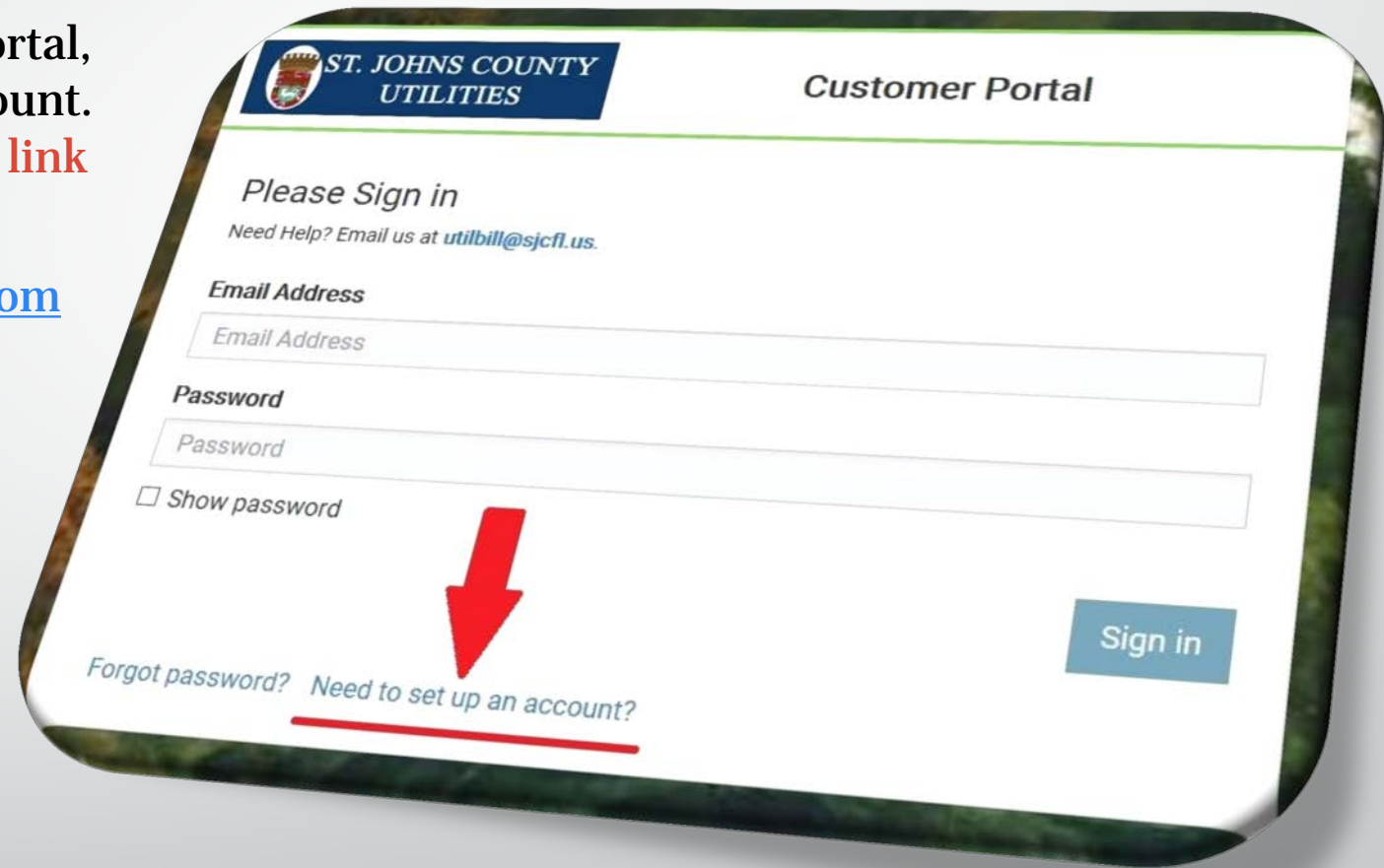
The Customer Portal provides access to real-time meter information including usage, billing cycle data, alerts and notifications.



St. Johns County Utilities

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>



ST. JOHNS COUNTY UTILITIES

Customer Portal

Please Sign in

Need Help? Email us at utilbill@sjcfl.us.

Email Address

Email Address

Password

Password

Show password

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

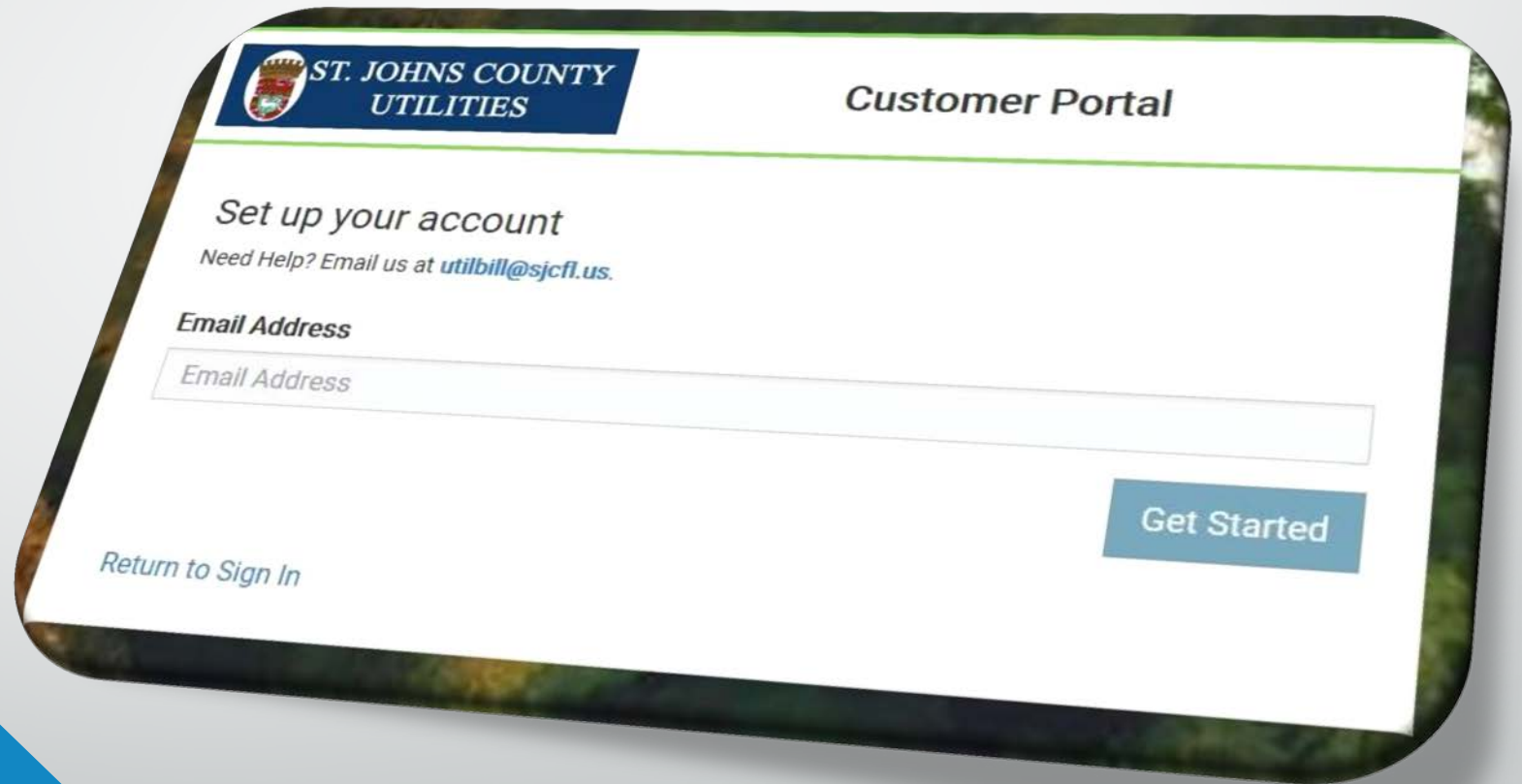
Sign in

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'**



The screenshot shows a web page titled "Customer Portal" for St. Johns County Utilities. The page has a blue header with the county logo and name. Below the header, the text "Set up your account" is displayed, followed by a link for help: "Need Help? Email us at utilbill@sjcf.us". There is a label "Email Address" above a text input field. The input field contains the placeholder text "Email Address". To the right of the input field is a blue button labeled "Get Started". At the bottom left of the page, there is a link that says "Return to Sign In".



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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!



ST. JOHNS COUNTY UTILITIES Customer Portal

Set up your account *Complete and Submit this form.*
Need Help? Email us at utilbill@sjcf.us.

Email Address

Account Number (Note that the dash (-) is required between the 12 digit account number. Example 555555-123456)

Name as it appears on bill

Cell Phone for Text Messages (optional)

Password [Rules](#)

Confirm Password

Show passwords

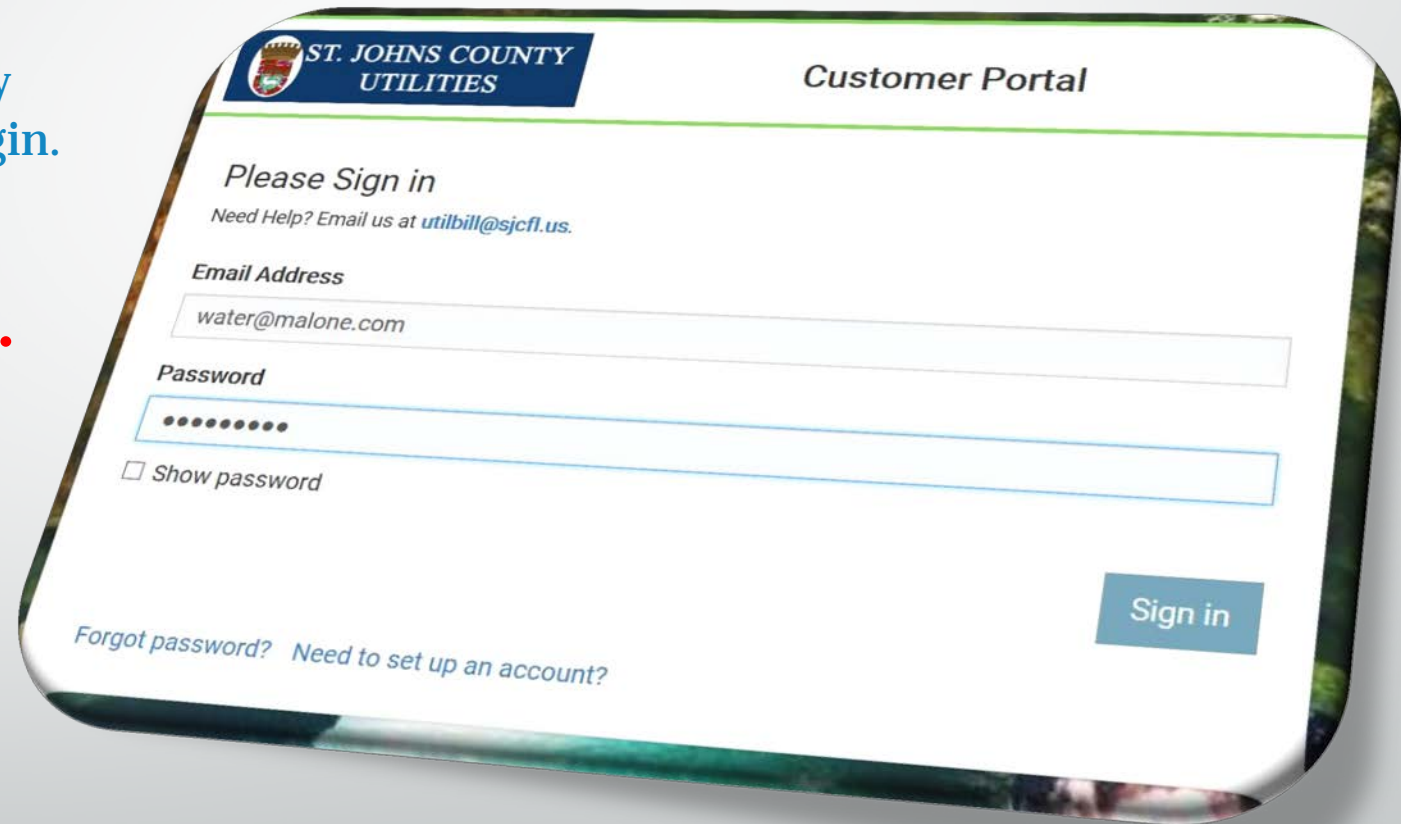
Language
English ▾

[Return to Sign In](#)

St. Johns County Utilities

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

Enter your email & password to sign in.



The screenshot shows the login interface for the St. Johns County Utilities Customer Portal. At the top left is the St. Johns County Utilities logo, and at the top right is the text "Customer Portal". The main heading is "Please Sign in", followed by a link for help: "Need Help? Email us at utilbill@sjcfl.us". There are two input fields: "Email Address" with the value "water@malone.com" and "Password" with masked characters. Below the password field is a checkbox labeled "Show password". A blue "Sign in" button is located at the bottom right. At the bottom left, there are links for "Forgot password?" and "Need to set up an account?".



St. Johns County Utilities

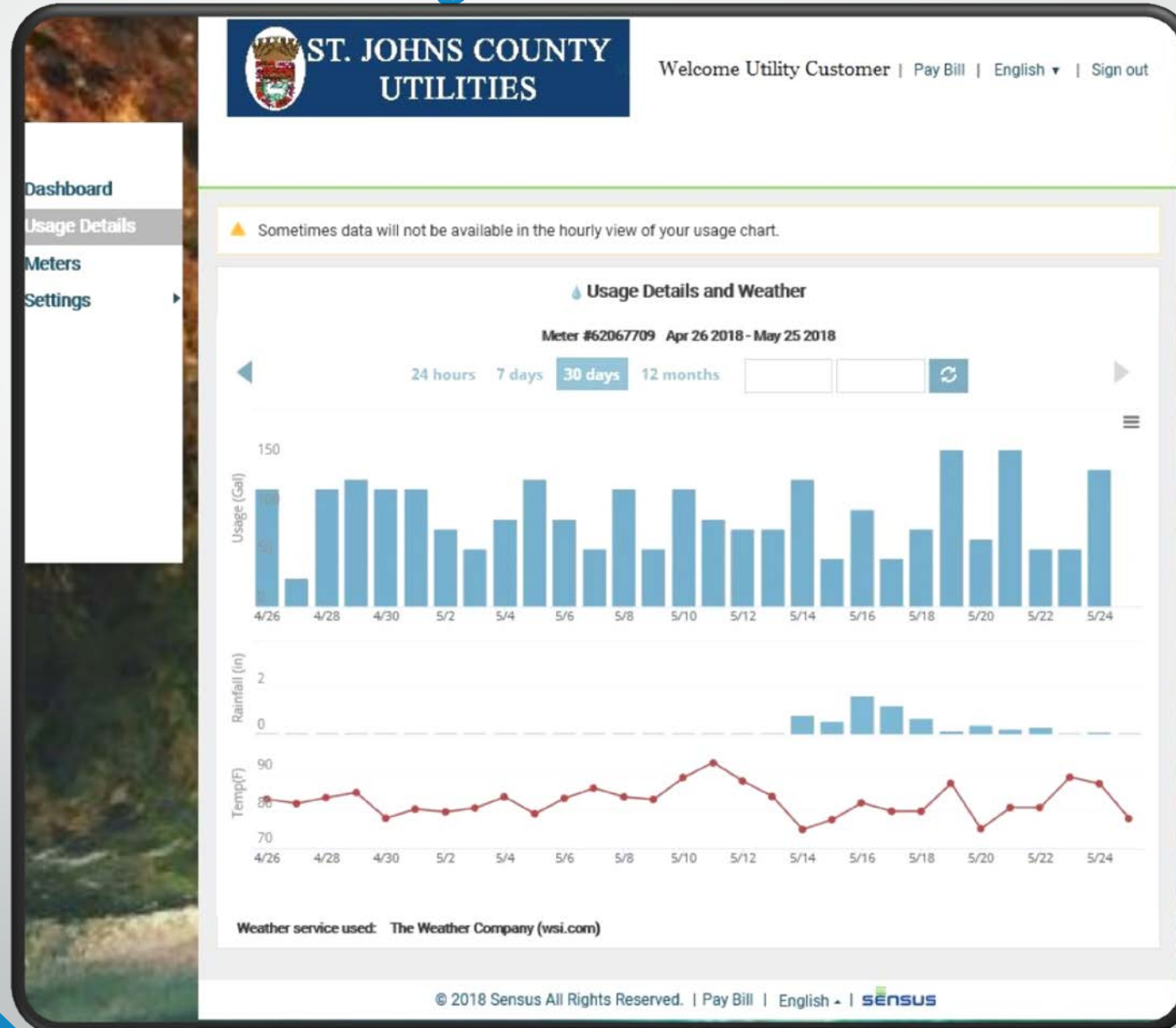
The main dashboard tab will give an overview of your water consumption and show notifications and alerts.



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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 .

The screenshot shows the 'Water Meter Details' page for meter #62067709. The page includes a navigation menu on the left with options for Dashboard, Usage Details, Meters, and Settings. The main content area displays the meter number, a nickname input field, and usage statistics for 'Today' (As of 5:00 am, Average 80 Gal) and the 'Billing Cycle' (To Date 1,140 Gal, Average 1,853 Gal, Alert 2,000 Gal). It also shows the last read date and amount (5/25/18 5:00 am, 281160.00) and provides links for Usage Details and Dashboard. At the bottom, there are buttons for Alerts and Add Recipients.

ST. JOHNS COUNTY UTILITIES

Welcome Utility Customer | Pay Bill | English ▼ | Sign out

Water Meter Details
Monitor meter activity and manage meter settings in one place.

Meter #62067709
Add a Nickname

Today
As of 5:00 am —
Average **80 Gal**
[Add Alert](#)

Billing Cycle
To Date **1,140 Gal**
Average **1,853 Gal**
Alert **2,000 Gal** [Edit](#)

Last read at 5/25/18 5:00 am: **281160.00**
[Usage Details](#) [Dashboard](#)

0 Alerts [Add 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.



The screenshot displays the 'Usage Alerts' settings page for meter #62067709. The page is divided into several sections, each with a 'Save' button. A warning message at the top states: '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.'

- Billing Cycle Usage Alert:** Alert me when a meter is using more than a given amount in a billing cycle. Meter #62067709, Average Use 1853 Gal. Alert me when usage exceeds 2000 Gal. Enabled.
- Daily Usage Alert:** Alert me when a meter is using more than a given amount in a day. Meter #62067709, Average Use 80 Gal. Alert me when usage exceeds Usage Gal. Enabled.
- Multi-Day Alert:** Monitor meter usage over 7 days. Meter #62067709, Average Use 558 Gal over 7 days. Monitor usage over 7 days. Alert me when usage exceeds Usage Gal. Enabled.
- Vacation Alerts:** Temporarily override your normal daily alert usage. Meter #62067709. Starting on Starting on, Ending on Ending on, Alert me when usage exceeds Usage Gal. Enabled.

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

The screenshot shows a web interface for managing alert recipients. On the left is a navigation menu with the following items: Dashboard, Usage Details, Meters, Settings (with a dropdown arrow), Usage Alerts, Alert Recipients (highlighted), 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 form for a "Utility Customer" with the email "water@malone.com" and an "Edit" button. A section titled "Send email, text when Water Meters report:" lists four alert types: Vacation Usage Warning, Daily Usage Warning, Billing Cycle Usage Warning, and Multi-Day Usage Warning. At the bottom of the form is an "Add alert recipient" button. The footer of the page contains the text: "© 2018 Sensus All Rights Reserved. | Pay Bill | English - | SENSUS".



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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.

ST. JOHNS COUNTY UTILITIES

Welcome Utility Customer | Pay Bill | English ▾ | Sign out

Dashboard
Usage Details
Meters
Settings ▾
Usage Alerts
Alert Recipients
User Settings
Units

User Settings

Manage your contact information, change your password and add new accounts.

Utility Customer

Email address ⓘ
water@malone.com

Cell Phone for Text Messages (optional) ⓘ
Standard text message fees may apply.
904-123-4567 [Remove phone number](#)

[Done](#) [Customize which alerts and messages to receive](#)

[Change password](#)

[Manage accounts](#)

Manage Accounts

567504-116763
Water
[Remove](#)

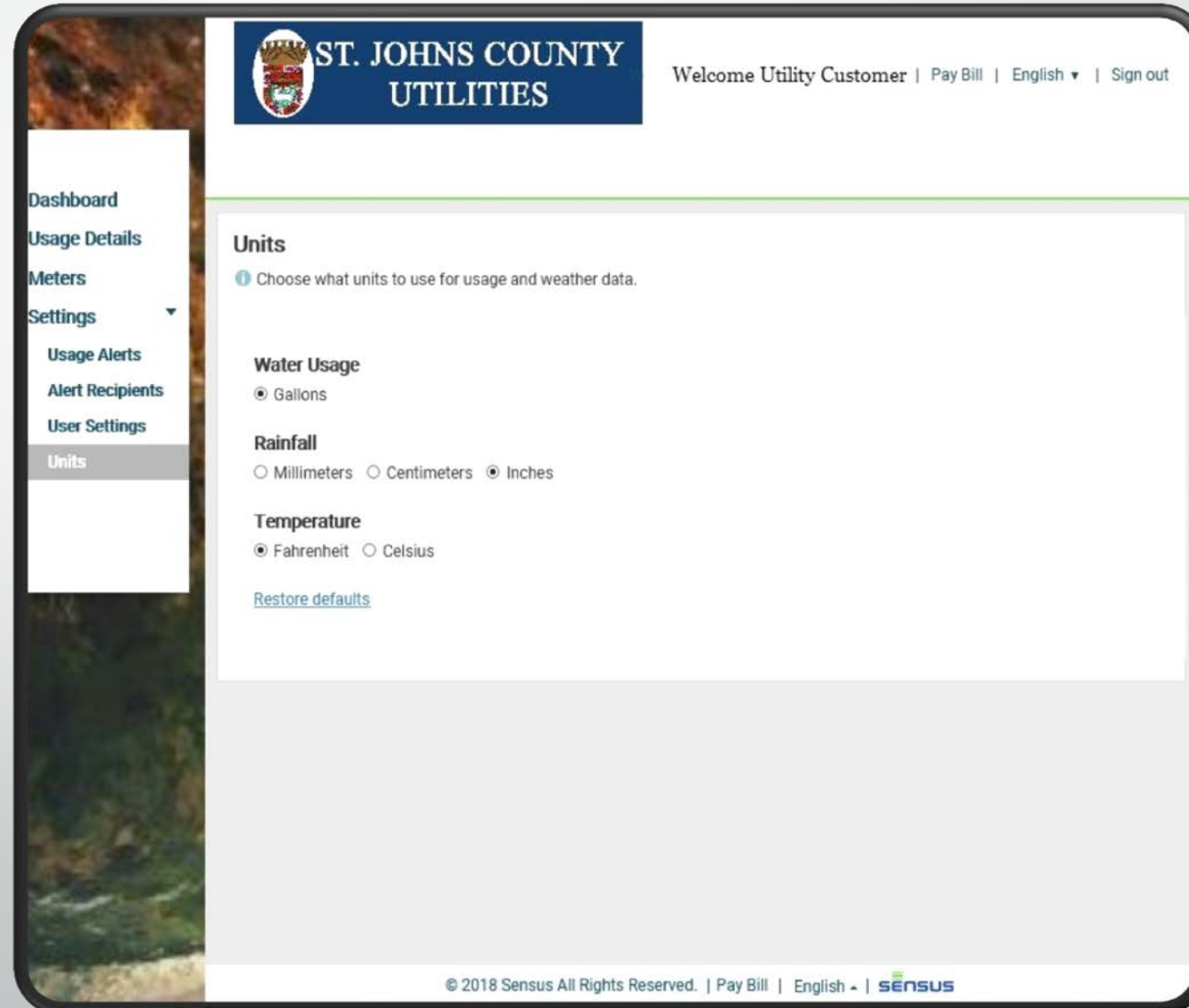
[Add account](#) [Done](#)

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



The screenshot displays the St. Johns County Utilities website interface. At the top, the logo and name "ST. JOHNS COUNTY UTILITIES" are visible, along with a navigation bar containing "Welcome Utility Customer", "Pay Bill", "English", and "Sign out". A left-hand navigation menu lists "Dashboard", "Usage Details", "Meters", "Settings", "Usage Alerts", "Alert Recipients", "User Settings", and "Units", with "Units" currently selected. The main content area is titled "Units" and includes a sub-header "Choose what units to use for usage and weather data." Below this, there are three sections: "Water Usage" with a radio button selected for "Gallons"; "Rainfall" with radio buttons for "Millimeters", "Centimeters", and "Inches" (selected); and "Temperature" with radio buttons for "Fahrenheit" (selected) and "Celsius". A "Restore defaults" link is located at the bottom of the settings area. The footer of the page contains the copyright notice "© 2018 Sensus All Rights Reserved." and the Sensus logo.



St. Johns County Utilities

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

904-209-2700

***Customer Water
Consumption Web Portal***

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

