

## Joliet Customer Water Portal FAQ's

1. What is the Customer Water Portal?
  - a. The Customer Water Portal is an online system where Joliet water customers can create an account that allows you to see your historic and real-time water usage. The portal also allows you to monitor your water use and set alerts that will notify you if your water usage exceeds user defined specified levels.
2. Why would I use this tool?
  - a. Customers often use the Customer Water Portal to check if they have unplanned usage, to set alerts to be notified if unplanned usage develops, and to better understand their water consumption habits.
3. How do I sign-up?
  - a. To setup an account a customer needs:
    - i. Your most recent water bill number (which is found on your water bill)
    - ii. Go to: [joliet.gov/customerwaterportal](http://joliet.gov/customerwaterportal)
4. How much does it cost to sign-up?
  - a. There is no cost
5. Why doesn't the usage on my bill match the amount on the portal?
  - a. There can be a small difference between the usage shown on your water bill compared to the usage shown on the Customer Water Portal because the time of day of reading on the bill can vary compared to the time of day of reading in the portal. These usage amounts should be with 10% of each other.
6. Can I pay my bill on the portal? Or is there a direct link to pay my bill?
  - a. You cannot pay your bill in the Customer Water Portal. Within the Customer Water Portal is a link to the City's bill payment system Paymentus that is linked in the top right of the portal under "Pay Bill."
7. Why is my water measured in cubic feet?
  - a. The City's water meters report water usage in cubic feet. Note: one cubic foot equals 7.48 gallons.
8. Can I see my usage in gallons on the portal?
  - a. Yes, you can see your usage in gallons in the portal by clicking on "Settings->Units" on and then in "Water Usage" click the "gallons" radio button.
9. Why would I set an alert?
  - a. Setting an alert allows you to be notified via email or text if your water usage exceeds an alert level that you set. Setting an alert would help identify unplanned water usage.
10. How do I set an alert?
  - a. There are 4 types of alerts you can set:
    - i. You set an alert by clicking "Settings->Usage Alerts" then you will see "Billing Cycle Usage Alert" which monitors an entire billing cycle of approximately 30 days.
    - ii. "Daily Usage Alert" will notify you if your usage in a 24 hour day exceeds a specified alert level.

- iii. "Multi-Day Alert" allows you to set an alert if your usage exceeds a specified rolling 7-day period.
  - iv. "Vacation Alerts" will notify you if your usage in a specific date range exceeds a user specified amount.
11. How do I set a vacation alert?
    - a. To set a vacation alert "Settings->Usage Alerts->Vacation Alerts"
  12. Can the portal notify me of high usage?
    - a. Yes – after setting an alert, enter your contact information (email address and/or cell phone number to receive a text message) by going to "Settings->User Settings" and enter your email address and/or cell phone number for text message notification, then go to "Settings->Alert Recipients" and you can select which alerts you would like to receive, and you can add additional alert recipients.
  13. Can anyone else see my water usage?
    - a. No – you have to have the account login credentials to login and see the account information.
  14. Does my password expire?
    - a. No
  15. Can I use a mobile device?
    - a. Yes, a mobile device can be used to access the Customer Portal, however utilizing a computer provides the best user experience.
  16. Can alerts go to more than one person?
    - a. Yes – additional contacts can be added in "Settings->Alert Recipients->Add Alert Recipient"
  17. Can I see usage by hour?
    - a. Yes, you can see usage by hour, however your consumption data registers in increments of 0.1 cubic foot (0.75 gallons) for 8-digit water meters, and increments of 100 cubic foot (748 gallons) for 4 digit water meters. If you do not see hourly readings, it is most likely because you have a 4-digit meter and will need to call the Public Utilities department at 815-724-4220 (8:00am - 4:30pm) to have your meter replaced with an 8-digit meter.
  18. What do I do if I detect water being used when we have been on vacation?
    - a. If you detect water being used while on vacation, first confirm that nothing in your home would be using water (such as: water softeners, ice makers, humidifiers, and irrigation systems), then ask someone to visit your home to identify where water usage is occurring in your home. A toilet running is most common culprit of unplanned usage.
  19. Is there support in the event I need assistance with the portal?
    - a. For support with the customer portal, contact the City of Joliet Customer Service Department by phone at 815-724-3820 (8:00am - 4:30pm), or by email at [customerservice@joliet.gov](mailto:customerservice@joliet.gov).
  20. Can I use the portal if Spanish speaking?
    - a. Yes. To change from English to Spanish, click "English->Spanish" in the top toolbar.