

How to Set Email and Text Notifications

While on the Dashboard, click **Settings** on the menu located on the top, left-hand side. Then click **User Profile**.

ROCK HILL SOUTH CAROLINA
Always on

Meters 2

Logout

My Dashboard

Welcome to the City of Rock Hill's CustomerConnect Portal

Please note: Reads may be blocked for short periods of time due to technical or environmental issues. Once the reading process is reestablished, reads will continue to report at various intervals. "Missing" reads are flagged as seen on the graph. Billing remains accurate as subsequent reads reconcile the account.

- My Dashboard
- Reports
- Settings**
- Meter Names
- User Profile

Electric Usage

Jan 16 - Jan 30, 2020

Date	Usage (KWH)	Rock Hill (KWH)	Temperature (F)
Jan 15	20	40	40
Jan 16	25	25	45
Jan 17	45	20	50
Jan 18	30	25	55
Jan 19	35	15	60
Jan 20	30	10	65
Jan 21	35	15	70
Jan 22	38	20	75
Jan 23	32	25	80
Jan 24	35	30	85
Jan 25	40	25	90
Jan 26	38	20	95
Jan 27	25	25	100
Jan 28	28	20	105
Jan 29	40	25	110
Jan 30	40	25	115

Water Usage

Jan 16 - Jan 30, 2020

Date	Usage (GAL)	Rock Hill (GAL)	Temperature (F)
Jan 15	80	300	40
Jan 16	80	200	45
Jan 17	180	150	50
Jan 18	200	220	55
Jan 19	120	100	60
Jan 20	50	80	65
Jan 21	100	100	70
Jan 22	100	200	75
Jan 23	120	150	80
Jan 24	320	180	85
Jan 25	120	150	90
Jan 26	120	150	95
Jan 27	120	150	100
Jan 28	120	150	105
Jan 29	120	150	110
Jan 30	120	150	115

My Progress: Electric

Current Month: Jan 2020

Category	Usage
Current Usage	1117.94 KWH
Previous Month: Dec 2019	1579.12 KWH

Progress Percentage: **71%**

Congratulations!
You are on track to use 461 KWH less than last Month

My Progress: Water

Current Month: Jan 2020

Category	Usage
Current Usage	4977.97 GAL
Previous Month: Dec 2019	4962.31 GAL

Progress Percentage: **100%**

You are on track to use 16 GAL more than last Month

City of Rock Hill - Utility Service and Payment

Take a look about halfway down the screen. You must first add an email address or cell phone number before you set up notifications.

To add an email address: 1. click the **+Add Email** button. 2. Enter your email address in the box that appears.

To add a cell phone number: 3. click the **+Add Mobile Phone Number** button. 4. Then enter your cell phone number in the box that appears and select your cell phone service provider from the drop down list. Next choose the time frame you want to receive text messages.

The screenshot displays a web interface for managing utility accounts and notifications. It is divided into several sections:

- Accounts:** Shows account details like "Account #", "Service Address", and a table for "Link Additional Accounts" with columns for "Account" and "Last Bill Amount".
- Notifications:** Contains checkboxes for "My Web Portal Account" and "I want to receive general notifications about utility programs". It has sub-sections for "Email" and "SMS".
 - Email:** Includes a "+ Add Email" button (labeled 1) and an input field containing "laura.cox@cityofrockhill.c" (labeled 2).
 - SMS:** Includes a "+ Add Mobile Phone Number" button (labeled 3), an input field with "(803) [redacted]", a "Cellular Service Provider" dropdown menu set to "ATT" (labeled 4), and "Time from" (08:00) and "Time to" (17:00) dropdown menus.
- Threshold Notifications:** Features a table with columns for "Add Notification", "Meter", "Period", and "Target". A "No results found" message is displayed below the table.
- Event Notifications:** Includes a checkbox for "Continuous Water Consumption".

At the bottom right of the interface, there are links for "CSV" and "PDF" and a "2 results" indicator.

Next, look further down this screen at the Threshold Notifications Section.

1. Click the **+Add Notification** button. At that time, an Add Notification box will pop up.
2. You can toggle between meters. Click the small down arrow on the right side to bring up all meters on the account. In this case, we've selected the electric meter. Next, select the Weekly button for Period. The Threshold Type of Usage is already selected. In Target, you can enter any number you wish. In this example, we've opted to get a notification for any Weekly period when we use more than 175 kilowatt hours. Finally, you must click the **Save** button.

The screenshot displays a utility account management interface. At the top, there is a 'Meters' section with a dropdown menu showing '2' meters. Below this is the 'Accounts' section, which includes fields for 'Account #', 'Service Address', and 'Link Additional Accounts'. A table with columns 'Account' and 'Last Bill Amount' is visible, with a '+ Add Row' button and 'Go' and 'Reset' buttons.

The 'Notifications' section is expanded, showing options for 'My Web Portal Account', 'Email', and 'SMS'. The 'Email' section has a field for 'a.cox@cityofrockhill.com' and a '+ Add Email' button. The 'SMS' section has a field for '(803) [redacted]' and a '+ Add Mobile Phone Number' button. There is also a checkbox for 'I want to receive general notifications about utility programs'.

The 'Threshold Notifications' section is highlighted with a red arrow pointing to a '+ Add Notification' button, which is labeled '1.'. A red arrow points from a red box containing '2.' to the 'Add Notification' dialog box. The dialog box is titled 'Add Notification' and contains the following fields:

- Meter: [redacted] Meter #: 77247465 (Electric) -
- Period: Monthly Weekly Daily
- Threshold Type: Usage
- Target: 175 x Unit of Measure: KWH -

At the bottom of the dialog box are 'Save' and 'Cancel' buttons.

Once saved, you'll see the notification listed as indicated next to the red arrow below.

You can set up additional notifications by clicking the **+ Add Notification** button again and selecting a different meter or a different time period.

The small pencil icon to the left of the notification will allow you to edit the notification to change the time period or usage amount. The small trashcan icon allows you to delete the notification completely.

Accounts

Account #
Service Address

Link Additional Accounts:

Account	Last Bill Amount
	\$

+ Add Row

Go Reset

Notifications

My Web Portal Account

Email

a.cox@cityofrockhill.com

+ Add Email

SMS

(803) Cellular Service Provider: ATT Time From: 08:00 Time To: 17:00

+ Add Mobile Phone Number

I want to receive general notifications about utility programs

Threshold Notifications:

CSV PDF			
+ Add Notification	Meter	Period	Target
	Meter #: 77247465 (Electric)	Weekly	Above 175 KWH

Event Notifications:

Continuous Water Consumption

To receive notification of a potential water leak on your property, click the small box to the left of Continuous Water Consumption underneath Event Notifications near the bottom of your screen. Once clicked, you will receive a text notification only if you have used at least 3.75 gallons of water every hour in a consecutive 24-hour period. 24-hours of water consumption often indicates a water leak.

User Profile

Accounts

Account # [Redacted]
Service Address [Redacted]

Link Additional Accounts:

Account	Last Bill Amount
[Redacted]	\$ [Redacted]

[+ Add Row](#)

[Go](#) [Reset](#)

Notifications

My Web Portal Account

Email

* laura.cox@cityofrockhill.c

[+ Add Email](#)

SMS

* (803) [Redacted] * Cellular Service Provider: ATT Time From: 08:00 Time To: 17:00

[+ Add Mobile Phone Number](#)

I want to receive general notifications about utility programs

Threshold Notifications:

CSV PDF			
+ Add Notification	Meter	Period	Target
<input type="checkbox"/> [Redacted]	[Redacted] - Meter #: 77247485 (Electric)	Weekly	Above 175 KWH

Event Notifications:

Continuous Water Consumption 