

How to Set a Continuous Water Consumption Notification

You can set up a notification in the event there is a water leak and you're consuming water 24 hours a day.

If you haven't already done so, you must set up contact information so it will be in place when we set up Thresholds and Notifications. While on the Dashboard, go to the menu and click **Settings** and then click **Contact Methods**.

The screenshot displays the Rock Hill South Carolina CustomerConnect dashboard. The top navigation bar includes the Rock Hill logo, a 'Meters' counter showing 3, and a 'Locations' counter showing 1. The main content area features a 'Welcome to CustomerConnect' banner with a testing notice: 'We are currently TESTING this application. If you have any questions, please note: Meter reads may be blocked for short periods of time due to technical issues. Please note: Meter reads may be blocked for short periods of time due to technical issues. Meter reads will continue to report at various intervals using estimates based on historical data.' Below the banner is a 'Combined Usage Report - Electric - Past 30 Days' chart for April 2020. The chart shows a bar graph of KWH usage and a line graph of Rock Hill Temperature (F). The KWH usage fluctuates between approximately 1000 and 4500, while the temperature ranges from about 50°F to 75°F. The chart includes navigation controls for time periods and zooming. A legend at the bottom identifies the data series: 'BLVD - Meter: 76981847 (Electric) Location: 3019054 - KWH' and 'RockHill Temperature (F)'. The left sidebar menu is expanded to show 'Settings', with 'Contact Methods' highlighted by a red arrow. Another red arrow points to the testing notice in the banner.

ROCK HILL SOUTH CAROLINA *Always on*

Meters 3 Locations 1

My Dashboard

Library

Reports

Settings

Thresholds

Contact Methods

Notifications

Markers

Virtual Meters

Meter Groups

Meter Indexes

Meter Names

Accounts

My Dashboard

Welcome to CustomerConnect

We are currently TESTING this application. If you have any questions, please note: Meter reads may be blocked for short periods of time due to technical issues. Meter reads will continue to report at various intervals using estimates based on historical data.

Combined Usage Report - Electric - Past 30 Days

Apr, 2020

KWH

RockHill Temperature (F)

BLVD - Meter: 76981847
(Electric) Location: 3019054 -
KWH

The email used to set up your account will prepopulate as your first Contact Method. If you wish to add an additional email address or a cell phone number for text notifications, click the **+Add** button.

ROCK HILL SOUTH CAROLINA Always on

Meters 3 Locations 1

LCox [redacted] Logout

Contact Methods

Delete Selected Contact Methods

CSV PDF 1 result

	Name	Details
+ Add	Registration Email	laura.cox@cityofrockhill.com

- My Dashboard
- Library
- Reports
- Settings
 - Thresholds
 - Contact Methods**
 - Notifications
 - Markers
 - Virtual Meters
 - Meter Groups
 - Meter Indexes
 - Meter Names
 - Accounts

A window will appear to add another contact method. Type in the name of the contact in the space provided and then select the method type. Since there's already an email contact, we'll select the SMS type for a text contact. Once you select SMS, options will appear to enter your cell phone number and to select your cell phone carrier. When you've entered all selections, click the green **Save** button.

Add Contact Method

* Name

Type

* Phone Number

* Cellular Service Provider

Now, both contact methods appear. You can continue to add contact methods so multiple people will receive any notifications you set.

Contact Methods			
Delete Selected Contact Methods			
CSV PDF			1 result
	+ Add	Name	Details
	 	Registration Email	laura.cox@cityofrockhill.com
	 	Laura Cox	(803) [REDACTED]

Now let's set up a notification for 24 hours of water consumption. 

When water costs increase, sewer costs increase as well. Setting a notification for 24 hours of water consumption can quickly alert you to a potential water leak, ultimately saving you money.

On the **Settings**, menu, click **Notifications**.

The screenshot displays the Rock Hill South Carolina water utility dashboard. The top left features the logo and the slogan "Always on". Navigation buttons for "Meters" (4) and "Locations" (1) are visible. The main content area is titled "Contact Methods" and includes a "Delete Selected Contact Methods" button, "CSV" and "PDF" export options, and an "Add" button. A table lists contact methods:

		Name	Details
		Registration Email	laura.cox@cityofrockhill.com
		Laura Cox	(803) [REDACTED]

The left-hand navigation menu is expanded to the "Settings" section, with "Contact Methods" highlighted. A red arrow points to the "Notifications" option within this menu.

The **Notifications** screen appears.

Make sure you have the proper **Time Zone** selected. It prepopulates for Eastern Standard Time and is set to recognize Daylight Savings Time.

Your primary **Contact Method** is listed, but you can add a separate **Contact Method** by clicking the green **+Add Contact Method** button. You may only be able to add an additional Contact Method if it was set up in the first example of this tutorial.

There are no **Notifications** set yet. To set up a **Notification**, click the green **+Add** button.

Notifications

▼ General Settings

Time Zone: UTC-05:00 Eastern Time ▼
 Observes Daylight Savings Time

Receive General Notifications at: Registration Email: laura.cox@cityofrockhill.com ▼ ...
+Add Contact Method

Delete Selected Notification

CSV PDF **0 results**

	Name ↕	Contact Methods ↕	Notification Type ↕
+ Add			
No results found			

The **Add Notifications** window appears with all the options needed to set up a notification.

Select **Notification Type** from the drop down menu. Select **Events**.

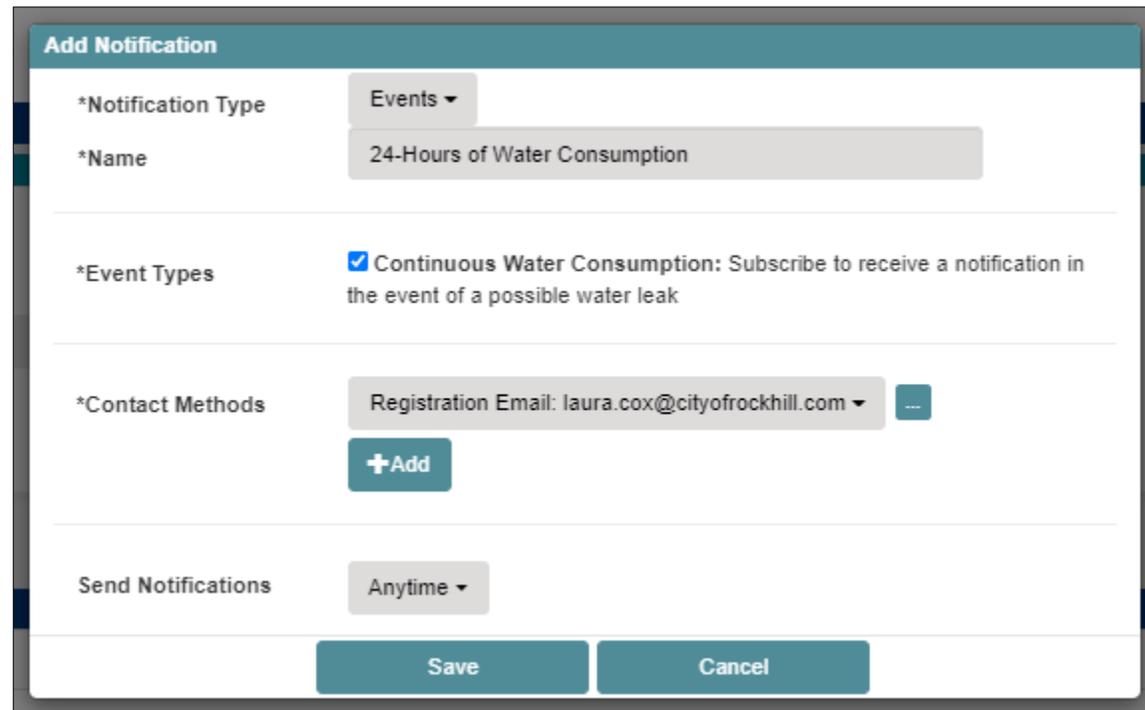
You must **Name** the notification, as you may set up others.

The only Event Types set in the system at this time is Continuous Water Consumption. Go ahead and click the box next to it.

The registration email is prepopulated in **Contact Methods**. If you want to add a different email address or cell phone number you can click the green **+Add** button.

Next, for **Send Notifications**, you can opt to have your notification sent Anytime or During Specific Times. For this example, we selected Anytime. But if you choose, you can get very specific with one or more days of the week and a specific time during those days.

Once you've made all selections and set up the notification you want, click the green **Save** button.



The screenshot shows a form titled "Add Notification" with the following fields and options:

- *Notification Type:** A dropdown menu set to "Events".
- *Name:** A text input field containing "24-Hours of Water Consumption".
- *Event Types:** A section with a checked checkbox and the text "Continuous Water Consumption: Subscribe to receive a notification in the event of a possible water leak".
- *Contact Methods:** A section with a dropdown menu showing "Registration Email: laura.cox@cityofrockhill.com" and a green "+Add" button.
- Send Notifications:** A dropdown menu set to "Anytime".

At the bottom of the form are two buttons: "Save" and "Cancel".

Your notification is now listed.

The small icons next to the notification help to manage it.

Clicking the green pencil icon allows you to edit the notification in any way.

Clicking the blue icon with two arrows will allow you to clone this notification so you can tweak it and save it as an additional notification.

Clicking the red icon of a trash can will delete the Threshold entirely.

ROCK HILL SOUTH CAROLINA

Meters 4 Locations 1

Notifications

General Settings

Time Zone: UTC-05:00 Eastern Time
 Observes Daylight Savings Time

Registration Email: laura.cox@cityofrockhill.com
Receive General Notifications at: Laura Cox: (803) [REDACTED]

+ Add Contact Method

Delete Selected Notification

CSV PDF

	Name	Contact Methods	Notification Type
	24-Hours of Water Consumption	Registration Email	Events