

How to Set Up a Water Leak Alert

Setting up this alert will ensure a notification in the event the system detects 24- hours of continuous water consumption. This could indicate a water leak. Finding a water leak early can save you money in water and sewer charges.

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

The screenshot displays the City of Rock Hill CustomerConnect Portal. The top navigation bar includes the City of Rock Hill logo, a 'Meters' notification, and a 'Logout' button. The main header area contains the text 'My Dashboard' and 'Welcome to the City of Rock Hill's CustomerConnect Portal'. A navigation menu on the left side is highlighted with a red box, showing 'My Dashboard', 'Reports', 'Settings', 'Meter Names', and 'User Profile'. Red arrows point from the 'Settings' and 'User Profile' options to the right. The dashboard features several widgets: 'Electric Usage' and 'Water Usage' charts showing usage and temperature over time; 'My Progress: Electric' and 'My Progress: Water' progress bars comparing current and previous month usage; and a 'My Widget' section for notifications. The footer contains the text 'City of Rock Hill - Utility Service and Payment'.

Electric Usage (Jan 16 - Jan 30, 2020)

Date	Usage (KWH)	Temperature (F)
Jan 15	20	40
Jan 16	25	35
Jan 17	45	25
Jan 18	30	20
Jan 19	35	25
Jan 20	30	15
Jan 21	30	10
Jan 22	35	15
Jan 23	35	20
Jan 24	30	25
Jan 25	35	30
Jan 26	35	35
Jan 27	25	40
Jan 28	25	45
Jan 29	40	50
Jan 30	40	55

Water Usage (Jan 16 - Jan 30, 2020)

Date	Usage (GAL)	Temperature (F)
Jan 15	100	30
Jan 16	100	25
Jan 17	200	20
Jan 18	200	15
Jan 19	150	10
Jan 20	100	15
Jan 21	100	20
Jan 22	150	25
Jan 23	300	30
Jan 24	150	35
Jan 25	150	40
Jan 26	150	45
Jan 27	150	50
Jan 28	150	55
Jan 29	150	60
Jan 30	150	65

My Progress: Electric

Month	Usage (KWH)
Current Month: Jan 2020	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

Month	Usage (GAL)
Current Month: Jan 2020	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

If you haven't already for other notifications, you must first add an email address or cell phone number.

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 account management, divided into two main sections: Accounts and Notifications.

Accounts Section:

- Account # [Redacted]
- Service Address [Redacted]
- Link Additional Accounts: A table with columns for Account and Last Bill Amount. A dollar sign (\$) is visible in the Last Bill Amount column.
- Buttons: + Add Row, Go, and Reset.

Notifications Section:

- My Web Portal Account
- Email:** A text input field contains "laura.cox@cityofrockhill.c". A red arrow points to the "+ Add Email" button (labeled "1."), and another red arrow points to the email address field (labeled "2.").
- SMS:** A text input field contains "(803) [Redacted]". A red arrow points to the "+ Add Mobile Phone Number" button (labeled "3."). To the right, a dropdown menu is set to "ATT" (labeled "4."), followed by "Time from" (08:00) and "Time to" (17:00) dropdowns.
- I want to receive general notifications about utility programs

Threshold Notifications:

- Buttons: CSV, PDF, 2 results
- Table header: + Add Notification, Meter, Period, Target
- Text: No results found

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 or email notification if you have water consumption for 24 consecutive hours.

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

Meter	Period	Target
+ - ✕ [Redacted] - Meter #: 77247485 (Electric)	Weekly	Above 175 KWH

Event Notifications:

Continuous Water Consumption 