



Smart Water Meter Program

Track Your Water Usage



8 EASY STEPS TO SIGN UP

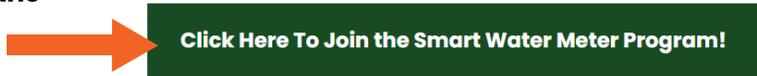
1 Visit: cityofglendora.gov/smartwatermeter



2 This will take you to the Smart Water Meter Program page. Scroll down to **Customer Portal** and click the link that says **“Click here to join the Smart Water Meter Program!”**.

CUSTOMER PORTAL

Start tracking your water consumption by logging in to the water meter customer portal.



- [Step-by-Step Directions: How to Set Up Your Account](#) (PDF, 4MB)

3 New users can register by clicking on the **“Need to set up an account”** button.

After reading the terms and conditions, scroll to the bottom of the page and click **“I Accept”**.

Please Sign in

Need Help? Contact us at 626-914-8239 or waterbilling@cityofglendora.org.

Email Address

Password

Show password

Sign in

Forgot password? **Need to set up an account?**

4 Enter your email address and click on the **“Get Started”** button. You will receive an email with an activation link. Click on the link to continue setting up the account.



Customer Portal

Set up your account

Need Help? Contact us at 626-914-8239 or waterbilling@cityofglendora.org.

Email Address

Get Started

[Return to Sign In](#)

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To register, you will need your 11-digit customer account number located on your water bill.

***DO NOT include the dash symbol "--" when entering the account number.**



City of Glendora
116 E. Foothill Blvd.
Glendora, CA 91741-3335
Phone Number: (626) 914-8239
Email: waterbilling@cityofglendora.org

YOUR WATER ACCOUNT INFORMATION					
CUSTOMER NAME	SERVICE ADDRESS	ACCOUNT NUMBER	BILL DATE	CURRENT BILL DUE DATE	
		000000000-00	10/14/2021	11/25/2021	
METER ID - DIAL #	PREVIOUS READ DATE	PREVIOUS READ	CURRENT READ DATE	CURRENT READ	USAGE/UNIT
	08/20	1649	10/04	1686	37

6

Fill out the registration form. Once the form is completed, click on the "submit" button. If you provide a cell phone number, you will receive a text message with an activation code. Enter the activation code on the pop-up screen when prompted. You are now ready to log-in to your account.

Note: Password must be 8 characters long and include at least one lower case letter, one upper case letter, and one number.



Customer Portal

Set up your account
Need Help? Contact us at 626-914-8239 or waterbilling@cityofglendora.org

Email Address

Account Number

Name as it appears on bill

Cell Phone for Text Messages (optional)

Password

Confirm Password

Show passwords

Language

[Return to Sign In](#)

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Enter the email address and password you used to create the account and click on the "sign in" button. You are now logged into your water meter account and can begin viewing your water usage.



Welcome, | Support | Pay Bill | English | Sign out

Customer Portal Dashboard

- Dashboard
- Usage Details
- Meters
- Settings

Billing Cycle Usage

Billing Cycle Data

Current billing cycle: Dec 6 2024 to date, 12,373 Gallons

Previous billing cycle: Oct 11 2024 - Dec 9 2024, 12,493 Gallons

One year ago: Jan 5 2024 - Feb 29 2024, 8,767 Gallons

Billing Cycle Threshold

Receive alerts when you use too much water during your billing cycle. [Configure](#)

Alerts

- Daily Usage Overflow (10/23/24 12:59 AM)
- Daily Usage Overflow (10/9/24 12:59 AM)
- Daily Usage Overflow (9/14/24 7:40 PM)

3 Alerts in the past 60 days

Notifications: No notifications found.

8

On the left-hand side menu, click "Settings". A dropdown menu will appear, click "Usage Alerts" to set your alerts.

Note: An average household uses approximately 374-748 gallons of water per day when the sprinklers run that day. Please adjust the "alert me when usage exceeds" setting as needed.



Welcome, | Support | Pay Bill | English | Sign out

Customer Portal Settings

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

Billing Cycle Usage Alert

Alert me when a meter is using more than a given amount in a billing cycle.

Meter # Alert me when usage exceeds Gal Enabled

Average Use 14880 Gal

Daily Usage Alert

Alert me when a meter is using more than a given amount in a day.

Meter # Alert me when usage exceeds Gal Enabled

Average Use 378 Gal

Multi-Day Alert

Monitor meter usage over 7 days.

Meter # Monitor usage over 7 days

Average Use 1873 Gal over 7 days

Alert me when usage exceeds Gal Enabled