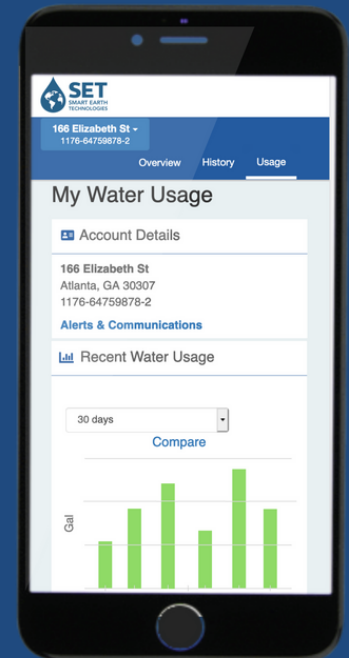## SET CUSTOMER PORTAL

The SET Customer Portal is an easy to use water consumption and notification system to help end use customers better understand their water use, improve their water use efficiency, and self-serve around common questions related to their water utility. The system is cloud-based and built using a responsive design to enable it to be used on computers, tablets, and mobile devices.

Consumption Analytics

Customers can compare consumption against average household usage within their zip code or across the entire service area. The Customer Portal can also be integrated to reflect data from the CIS to provide data such as an "estimated bill" and "period to date" totals.*

(*Additional charges may be applicable for extended integration work.)

Alerts & Notifications

Customers can configure alerts to be delivered over email or text message. Alert types include:

- **Flow Alert** – If continuous flow is detected over a 24 hour period
- **Vacation Alert** – If any flow is detected during pre-determined dates
- **Cold Weather Alert** – If temperature drops below a selectable threshold
- **Water Usage Alert** – Determine a % of average flow for notification

Utilities are able to provide information to their customers via the "Frequently Asked Questions" section or send critical information via email or text.

MDMS Integration

Another benefit of the SET Customer Portal is that it shares a database with the SET MDMS. All water consumption data collected by AMI Endpoints or Remote Smart Valves is delivered wirelessly to the MDMS and then immediately displayed in the Customer Portal. This offers near real-time display of consumption data without the need to interface with third party meter data management systems.

Utility Benefits

- Reduce customer support calls through self-service
- Automate leak and high-use notifications
- Reach customers through low-cost digital channels
- Increase transparency and trust
- Improve customer engagement and satisfaction

Customer Benefits

- Easy access to consumption detail
- Better understand opportunities for improved water efficiency and reduced utility bill
- Receive instant digital messages from water provider
- Automated leak alerts to protect property from water damage

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