

Smart Meter Portal

OVERVIEW

This document will review how to access the Tyler Smart Meter Portal and its functionality.

1. Creating a profile
2. Adding an account
3. Accessing the Smart Meter Portal
4. Smart Meter Portal Functionality
 - a. Daily Usage
 - b. Monthly Usage
 - c. Manage Alerts

CREATING A PROFILE

1. Go to <https://www.municipalonlinepayments.com>
2. Click **Login / Register** at the top right.
3. Click **Register** on the Login screen.



Municipal Online Services

Login

Login

[Forgot password?](#)

Don't have an account? [Register](#)

4. Enter **Email, Password, Name, and Phone number** in the appropriate fields.
5. Click **Register**. A New Account Registration email will be sent to the Email Address used to register. Click the link in the email and follow the steps to complete the registration.

ADDING AN ACCOUNT

1. Go to <https://www.municipalonlinepayments.com>
2. Click **Login / Register** at the top right.

3. On the Login screen, enter in the Email address and Password.
4. Once logged in, click the **Utility Billing** tab at the top of the homepage.
5. Click **Add an Account**.
6. Enter the **Account Number** and **Last Payment Amount** for the account to be added.
7. The Utility Billing Home page will now load and display the utility account that was added.

ACCESSING THE SMART METER PORTAL

1. Once logged in to <https://www.municipalonlinepayments.com>, click the **Utility Billing** tab at the top of the page.
2. Click the desired **Account Number** to load the Account Detail page.

Accounts Add Account

Account Number	Address	Last Payment	Balance	Pay
012-1000-00 Active	5116 NASH DR.	(\$204.47) 4/28/2003	\$344.70 Due 5/30/2003	Pay Account ▾

Online Services

- Utility Billing Home
- Manage Accounts
- Sign up for e-Billing

Need Help?

- Submit Service Request
- Contact Us
- 555-313-5555

Announcement

Office hours are Monday through Friday, 8am - 5pm.
Check out your Daily consumption history [here](#)

3. Click on the **Consumption History** tab to access the Smart Meter Portal.

Home Utility Billing

Tyler Smart Meters Demo Site / Utility Billing / Accounts / Consumption

Consumption

DAVID & SUSAN FACILE Balance: \$344.70
 012-1000-00
 5116 NASH DR.
 This account is active. [Payment -](#)

Account Detail Transaction History Address Info Account Info **Consumption History** Avg Monthly Payment

View Consumption For ELECTRIC

Daily Usage Manage Alerts

Monthly Usage

Billing

Day 24 of Current Billing Period 01/02/2020 - 11:00 AM
 Current Billing Period Meter Last Reported

You used 39.00 kWh this week, which cost \$5.18 (\$2.78 less than last week's total)

	This Week: 12/29 - 01/04	Last Week: 12/22 - 12/28
Cost	\$5.18	\$7.96
Usage	39.00 kWh	60.00 kWh

Daily Hourly

Dec 2019 Go *Unbilled Consumption*
Date Range: 12/10/19 to 01/01/20 Usage Cost

Download Usage History

SMART METER PORTAL FUNCTIONALITY

The Smart Meter Portal loads on the Daily Usage tab. At a glance, the user can view the status of the current billing cycle, the account’s estimated bill to date (if enabled by the site), the account’s projected final bill (if enabled by the site), and when the meter last reported.

If there are multiple Smart services linked to the utility account, the user can view consumption for each service by selecting the appropriate service in the drop-down.

Consumption

DAVID & SUSAN FACILE
 012-1000-00
 5116 NASH DR.
 This account is active.

Balance: \$344.70

Payment -

- Account Detail
- Transaction History
- Address Info
- Account Info
- Consumption History
- Avg Monthly Payment

View Consumption For ELECTRIC

- Daily Usage
- Monthly Usage

Daily Usage

Manage Alerts

Billing

Day 24 of Current Billing Period
 Current Billing Period

01/02/2020 - 11:00 AM
 Meter Last Reported

You used 39.00 kWh this week, which cost \$5.18 (\$2.78 less than last week's total)

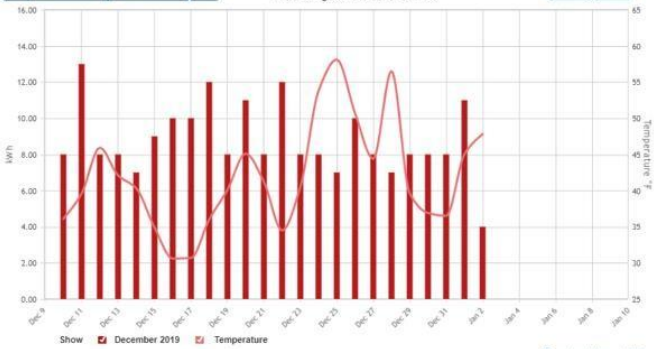
	This Week: 12/29 - 01/04	Last Week: 12/22 - 12/28
Cost	\$5.18	\$7.96
Usage	39.00 kWh	60.00 kWh

Daily Hourly

< Dec 2019 Go

Unbilled Consumption
 Date Range: 12/10/19 to 01/01/20

Usage Cost



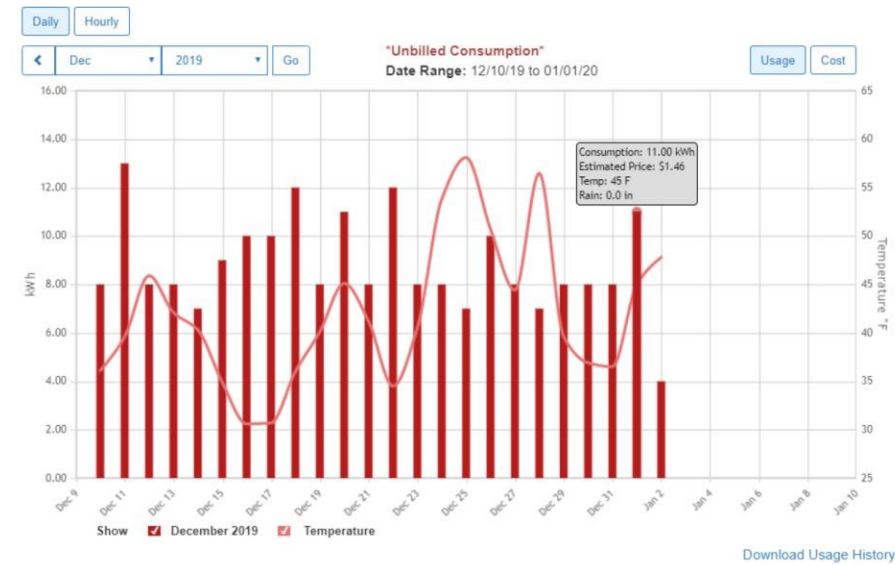
Download Usage History

DAILY USAGE

On the Daily Usage tab, the user can see a comparison of usage (and cost if enabled by the site) for this week versus last week.

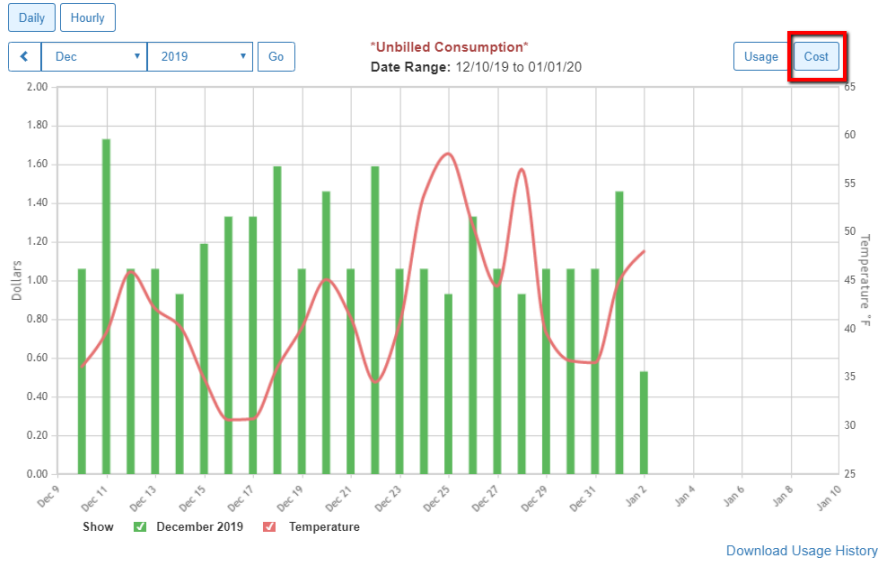


Hovering over a day/hour on the chart displays the Consumption, associated Estimated price (if enabled by the site), and temperature (if enabled by the site) for the given day/hour.

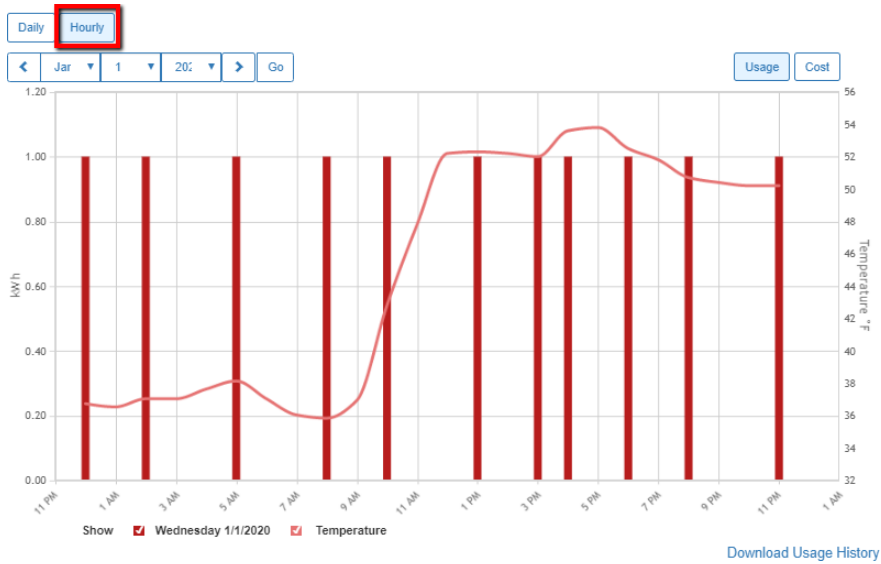


If the date range shown on the chart has not yet been billed, the “*Unbilled Consumption*” note will display.

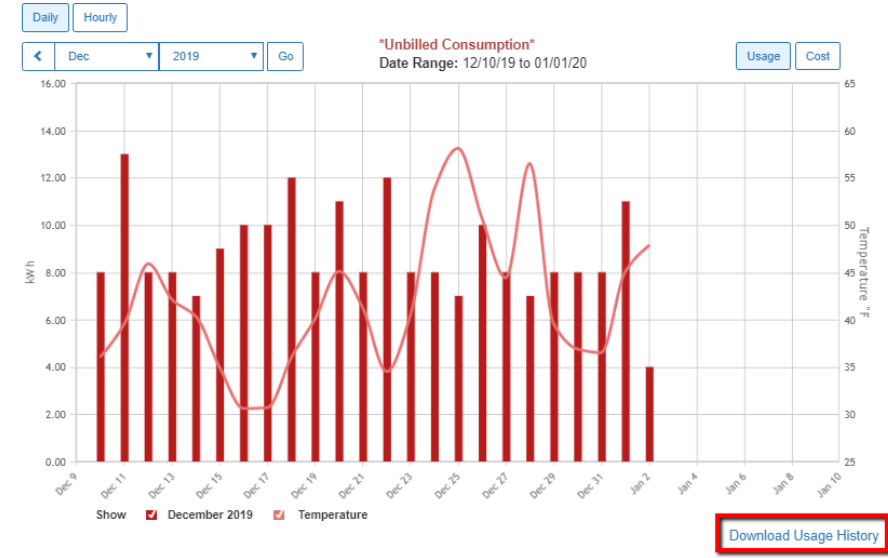
To view cost information instead of usage information (if enabled by the site), click Cost button.



To view the hourly consumption for a given day, drill down on the day on the chart OR click the Hourly button.



Clicking the Download Usage History link will create a .csv file for the information displayed on the chart.

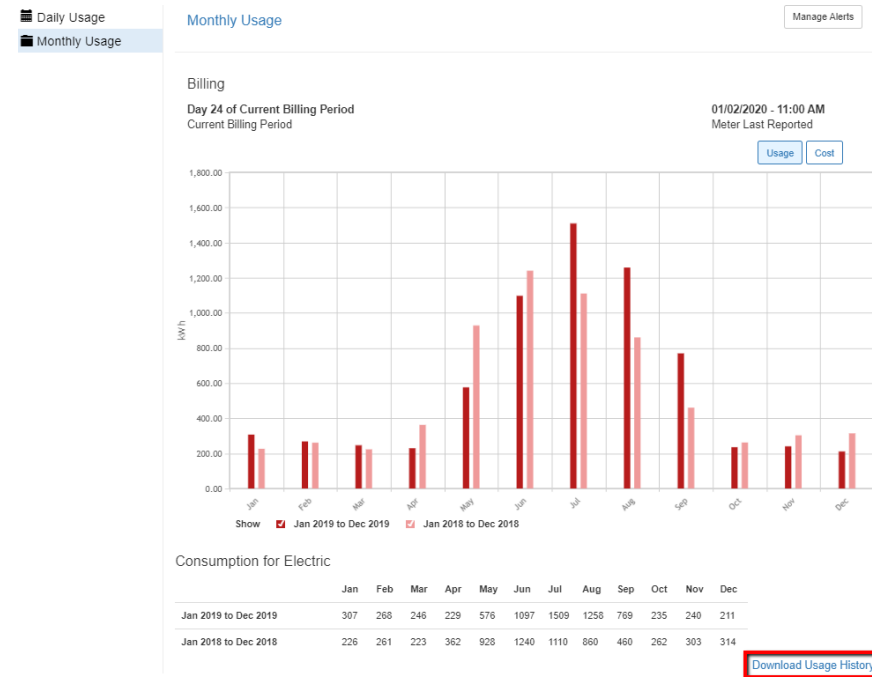


MONTHLY USAGE

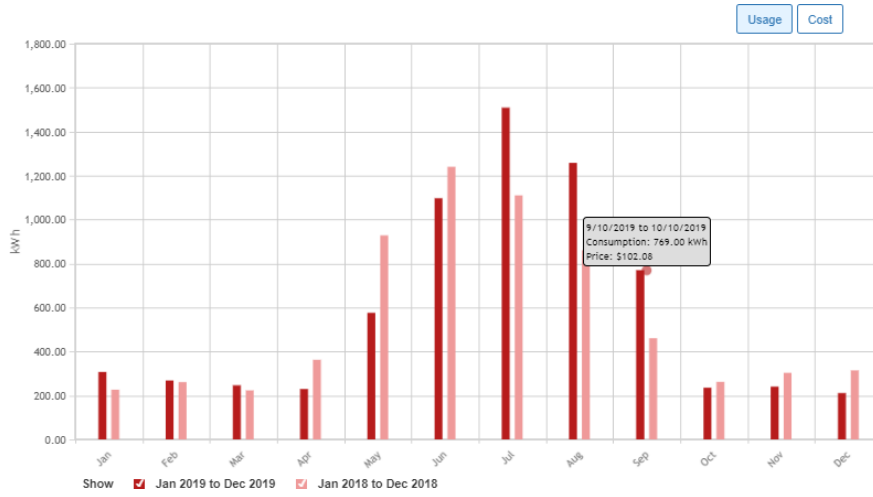
On the Monthly Usage tab, the user can see a comparison of monthly usage for this year vs. last year, both in a chart and table format.



Clicking the Download Usage History link will create a .csv file for the information displayed on the chart.

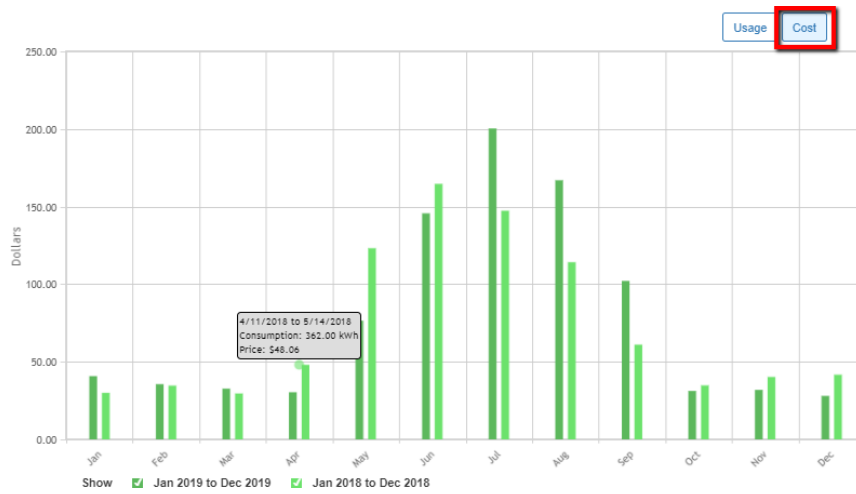


Hovering over a month on the chart displays the billing period dates, billed consumption, and billed price (if enabled by the site) for the given month.

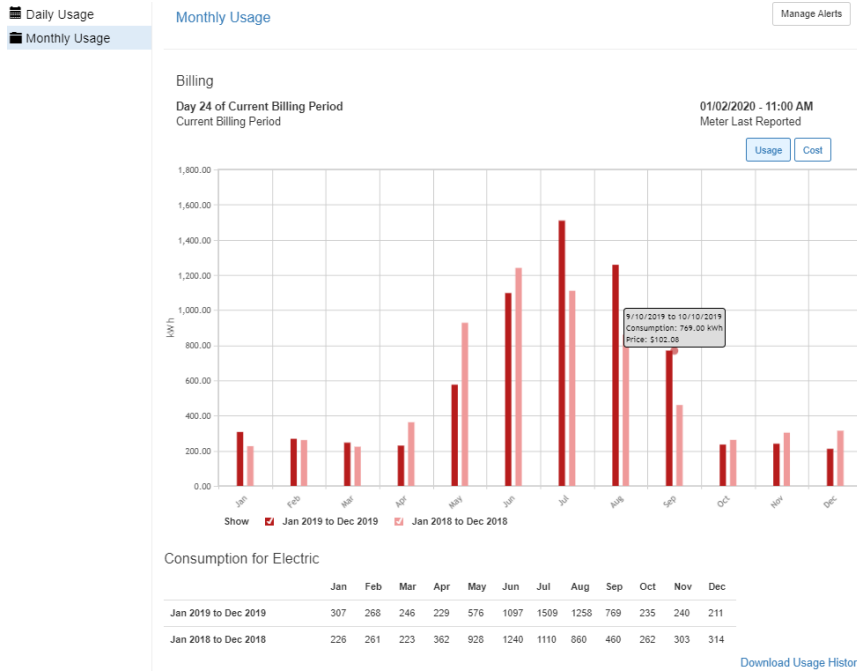


NOTE: For unbilled months, only the consumption and estimated price associated with the consumption (if enabled by the site) will display.

To instead view cost information instead of usage information (if enabled by the site), click Cost button.



Drilling down into a given month will load the Daily Usage page for the given month.



MANAGE ALERTS

From either the Daily Usage or Monthly Usage tabs, clicking the Manage Alerts button allows the user to manage consumption related alerts.

Home Utility Billing

Tyler Smart Meters Demo Site / Utility Billing / Accounts / Consumption

Consumption

DAVID & SUSAN FACILE
012-1000-00
5116 NASH DR.
This account is active.

Balance: \$344.70
[Payment -](#)

[Account Detail](#) [Transaction History](#) [Address Info](#) [Account Info](#) [Consumption History](#) [Avg Monthly Payment](#)

View Consumption For: ELECTRIC

Daily Usage [Manage Alerts](#)

Monthly Usage

Billing
Day 24 of Current Billing Period
Current Billing Period
01/02/2020 - 11:00 AM
Meter Last Reported

You used 39.00 kWh this week, which cost \$5.18 (\$2.78 less than last week's total)

	This Week: 12/29 - 01/04	Last Week: 12/22 - 12/28
Cost	\$5.18	\$7.96
Usage	39.00 kWh	60.00 kWh

Daily Hourly

< Dec 2019 Go "Unbilled Consumption" Date Range: 12/10/19 to 01/01/20 Usage Cost

Download Usage History

The Manage Alerts page allows the user to choose the communication method (email only)

Email Reminder Settings

Consumption Alert Settings

Account: 57-560319-00

Email reminders

Bill Reminders

New balance

Past due

Auto Pay Reminders

Successful payment

Declined payment

Drafted payment

Credit card expiring

Payment method updated

Update

Cancel

Manage Alerts



example@domain.com

On

Email

On

Leak Alerts

Receive alert if consumption indicates abnormal usage or potential leak.

On

Billing Threshold Alerts

Receive alert if estimated billing amount exceeds

\$

2.00

Your average bill for the last 12 months was \$120.86. Your highest bill in the last 12 months was \$128.73.

On

Consumption Threshold Alerts

Please notify me if my daily usage exceeds

On

Water (Gals.)



1

Average daily use = 197.32 Gals.

Update

Unsubscribe

- Leak Alerts – Toggle the switch to On to receive an alert if water consumption indicates abnormal usage or a potential leak.
- Billing Threshold Alerts – Toggle the switch to on to receive an alert if the estimated bill exceeds a user-defined amount.
- Consumption Threshold Alerts – Toggle the switch to On to receive an alert if consumption exceeds a user-defined amount.

After communication preferences and alerts are set, click the Sign Up button at the bottom of the page.

NOTE: The communication methods and types of alerts presented are configurable by the site.
