

# Tyler Smart Meter Portal

JANUARY 25 2023



# Current Online Billing Experience

The screenshot displays a web application interface for account management. On the left is a sidebar with navigation options: 'Manage accounts', 'Account detail', 'Transactions' (highlighted), 'Consumption', 'Notification history', and 'Contact preferences'. The main content area features a date range filter from 01/25/2022 to 01/25/2023 with an 'Apply' button. Below the filter is a table with the following data:

Date	Description	Amount	Running balance
1/15/2023	Payment	(\$130.42)	\$0.00
12/22/2022	Bill	\$130.42	\$130.42
11/15/2022	Payment	(\$118.00)	\$0.00
10/20/2022	Bill	\$133.00	\$118.00
10/10/2022	Miscellaneous Adjustment	(\$15.00)	(\$15.00)
9/15/2022	Payment	(\$128.41)	\$0.00
8/19/2022	Bill	\$128.41	\$128.41
7/15/2022	Payment	(\$126.01)	\$0.00
6/30/2022	Bill	\$126.01	\$126.01
5/15/2022	Payment	(\$151.98)	\$0.00

Manage Accounts

Transaction History

Transactions

Consumption

Notification History

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Manage Accounts

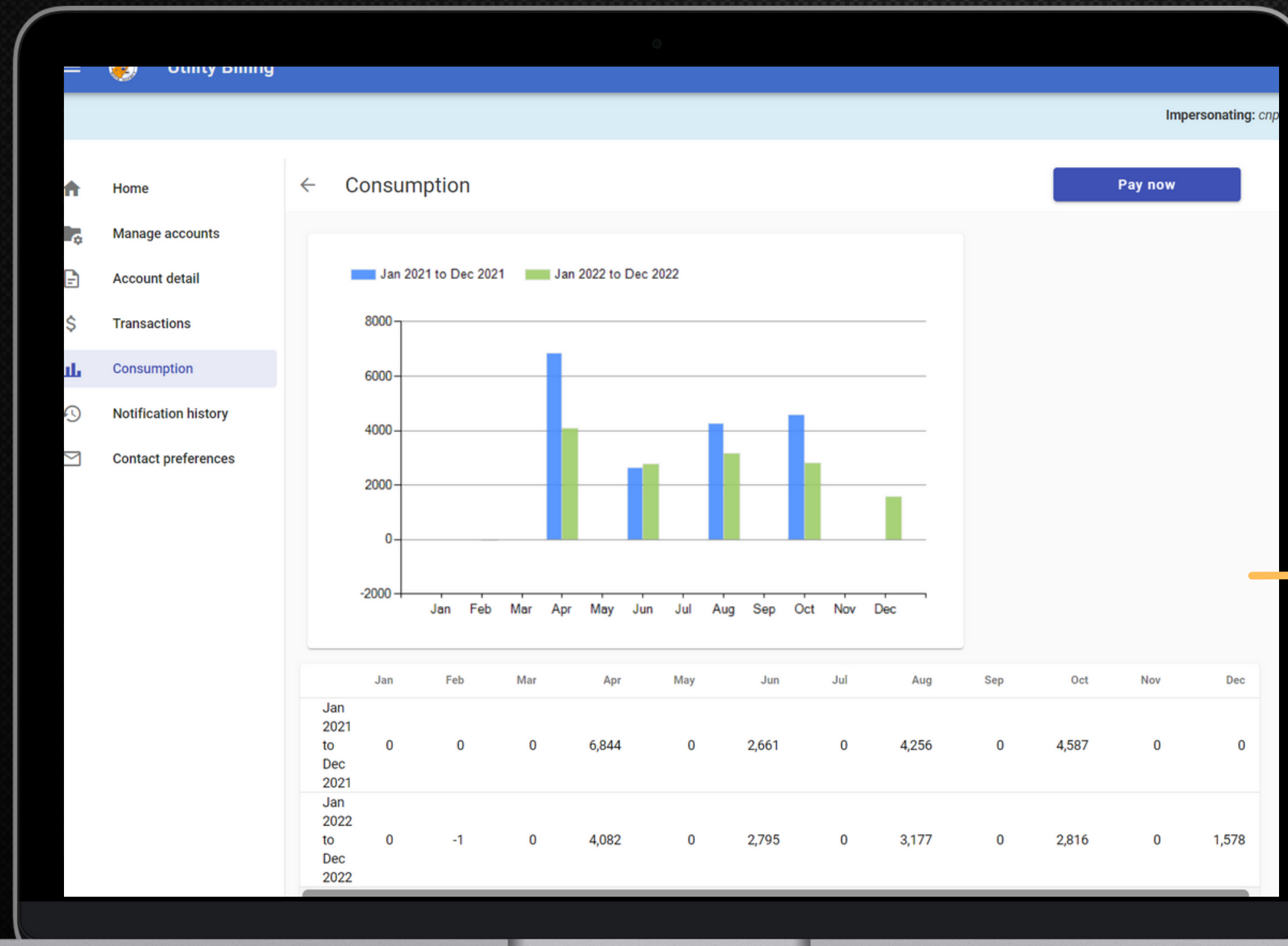
Transaction History

**Transactions**

Consumption

Notification History

# Current Online Billing Experience



Manage Accounts

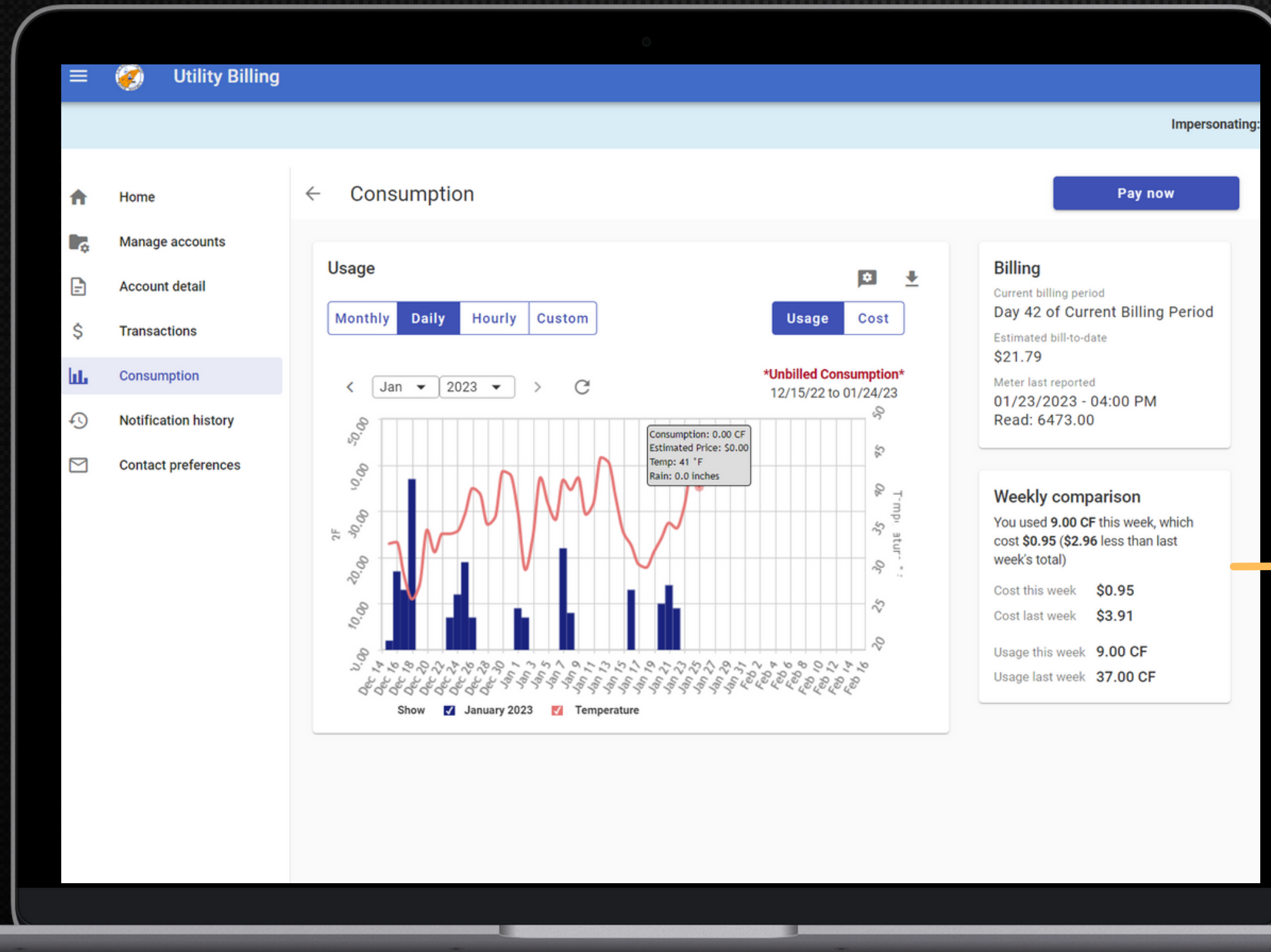
Transaction History

Transactions

**Consumption**

Notification History

# NEW Online Billing Experience



Manage Accounts

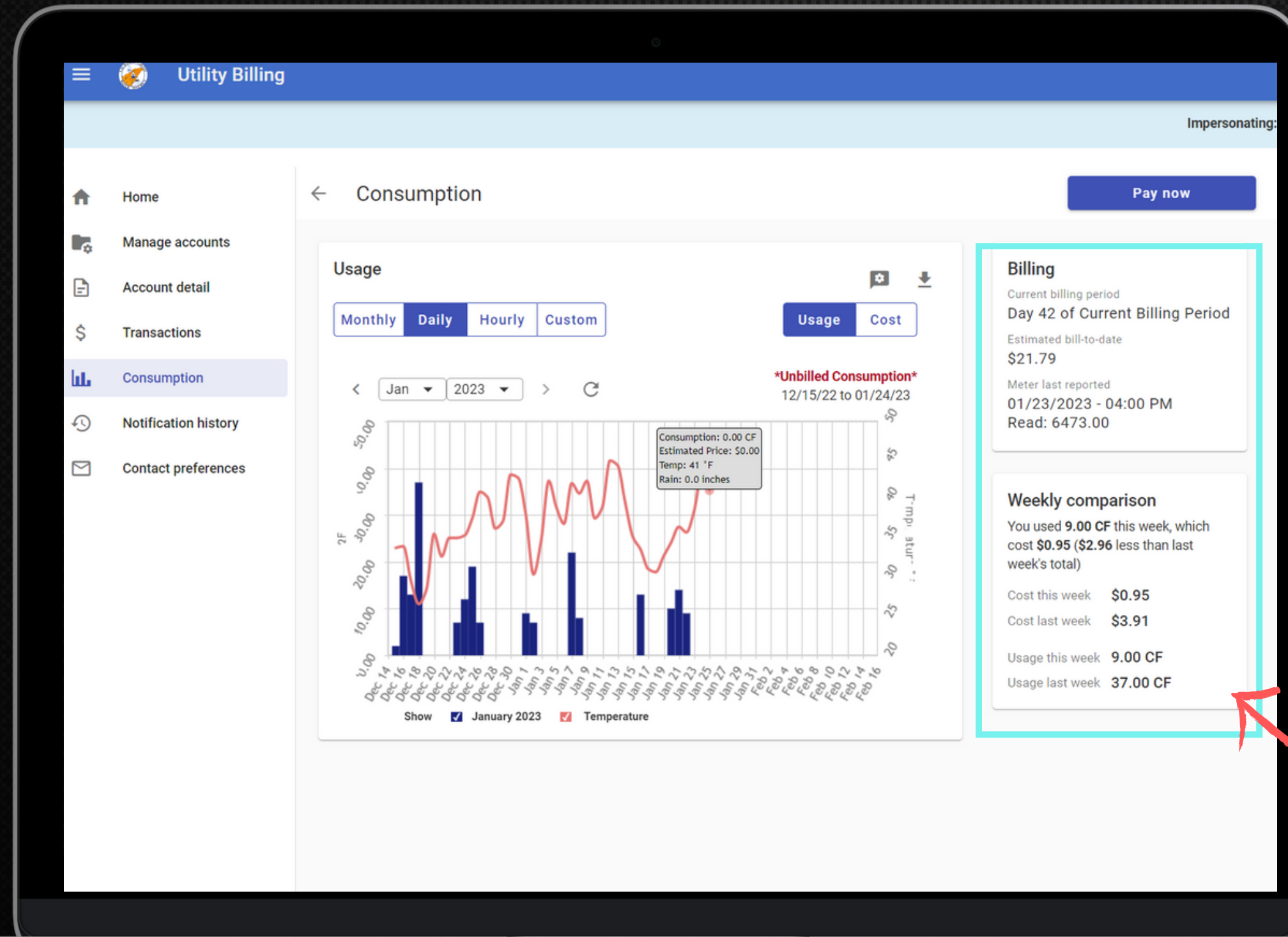
Transaction History

Transactions

**Consumption**

Notification History

# NEW Online Billing Experience



Manage Accounts

Transaction History

Transactions

**Consumption**

Notification History

Still undergoing testing

# Tyler Smart Meters

Client Configuration

Consumption Chart Configuration

Consumption File History

Alert Configuration

Alert Testing Tool

Notify Configuration

Test Notifications

Notify Campaigns

Notify Calls

## Consumption Chart Configuration

Show Cost

Show Weather Data

Show Estimated Bill

Show Projected Bill

Show Last Meter Read

### Increase Hourly Chart Accuracy

Service	Decimal Accuracy
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Water	<input type="text" value=".01"/>
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### Increase Daily Chart Accuracy

Service	Decimal Accuracy
---------	------------------

Water	<input type="text" value=".01"/>
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# Administrative Options

## Consumption Configuration

CCWD staff have the capability and control customer viewing capabilities for:

- Cost
- Weather Data
- Estimated Bill
- Projected Bill
- Last Meter Read
- Consumption accuracy

Calaveras County Water, CA Home Users Tyler Smart Meters Online Payments My Dashboard

### Tyler Smart Meters

- Client Configuration
- Consumption Chart Configuration
- Consumption File History
- Alert Configuration**
- Alert Testing Tool
- Notify Configuration
  - Test Notifications
- Notify Campaigns
- Notify Calls

### Alert Configuration

#### Alerts

- Enable Leak Alerts
- Enable Billing Threshold Alerts
- Enable Daily Consumption Threshold Alerts
- Enable Vacation Threshold Alerts
- Enable Monthly Consumption Threshold Alerts
- Enable Usage Spike Alerts
- Enable Reverse Flow Alerts

#### Citizen Notification Options

- Text
- Phone
- Email
- Allow citizen to select multiple notification options
- Allow citizen to select only one notification option

#### Automated Leak Alert Notifications

- Moderate
- Severe
- Critical
- Throttle Leak Alerts

1 notification sent per  days in a  day period.

# Administrative Options

## Alert Configuration

CCWD staff have the capability and control:

- Alert types
- Notification Options
- Leak Alert Thresholds



# Customer Options



## Notifications

Toggle and add contact information.



## Leak Alerts

Abnormal usage alerts.



## Billing & Consumption

Billing & consumption thresholds based on historical usage.

Email   
 Voice   
 Text   
Standard message and data rates may apply

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Leak Alerts

Receive alert if consumption indicates abnormal usage or potential leak.

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Billing Threshold Alerts

Receive alert if estimated billing amount exceeds

Billing threshold

Your average bill for the last 12 months was \$133.96. Your highest bill in the last 12 months was \$151.98.

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Consumption Threshold Alerts

Notify me if my <b>daily</b> usage exceeds	Notify me if my <b>monthly</b> usage exceeds
<input type="checkbox"/> Water (CF) <input type="text" value="20.76"/>	<input type="checkbox"/> Water (CF) <input type="text" value="1266.20"/>

# Customer Options

## Alert Configuration

Billing Threshold Alerts

Receive alert if estimated billing amount exceeds

Billing threshold

Your average bill for the last 12 months was \$133.96. Your highest bill in the last 12 months was \$151.98.

The Portal provides guidance for customers to set thresholds appropriate for their personal usage based on historical consumption

Consumption Threshold Alerts

Notify me if my **daily** usage exceeds

Water (CF)

Average daily use = 20.76 CF

Notify me if my **monthly** usage exceeds

Water (CF)

Average monthly use = 1266.20 CF

# Before Customer Rollout

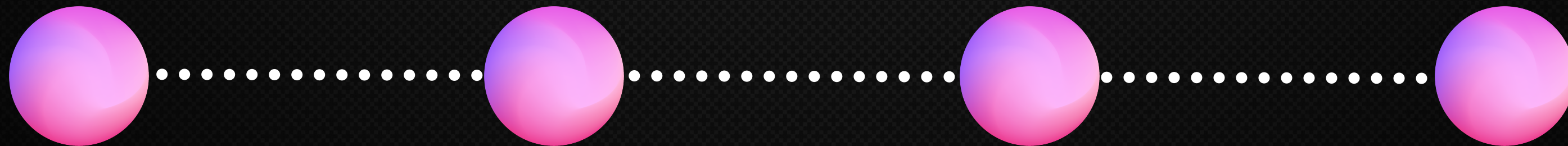
There are a few steps prior to rolling the Smart Meter Portal to Customers

**Billing  
Estimator**

**Repeater  
Installs**

**Meter  
Lids**

**Final QC &  
Outreach**



# Thank You

