

You must have at least 1 AMI meter affiliated with the active utility account to gain access to the Customer Portal

Customer Benefits

- Provides alarms and problem notifications to prevent or minimize a disaster.
- Decreases the need to call customer service.
- Allows for usage assessment and control.
- Helps customer manage their bill through usage alert settings and targets—preventing billing surprises.
- Provides peer comparisons to better gauge normal usage.

To get a basic overview of the customer portal, please visit the link below.

<https://www.sensus-training.com/SA/customerPortal/introCustomerOverview/index.html>

Instructions to Sign up for the Sensus Customer Portal

- <https://webstercity.com>
- click on the **UTILITY SERVICES** icon located on the homepage
- choose Sensus Customer Portal
- You will need to **set up an account** with your email address
- You should see a message saying “Check your email.”
- Go to your email and open the email sent by donotreply@sensus-analytics.com
- Click the link shown in the body of the email.
- Fill out the page with your information

Helpful tips when filling out your information

1. Be sure to enter your account number **without any decimals**, for example:
 - if your account number is 18.601100.11 you would enter 1860110011 (no decimals)
2. Your name **MUST** appear in this order:
last name, first name or **full business name** as it appears, for example:
 - if your bill shows Jane Smith, you must enter Smith, Jane
 - if your bill shows Smith, Jane & Joe you must enter Smith, Jane & Joe
3. Password Requirements:
 - **These rules must apply:**
 - Be at least 8 characters long
 - Use at least one lower-case character
 - Use at least one upper-case character
 - Use at least one number
 - Use at least one of the following special characters: - ! " \$ % & ' * , .
 - Must not contain regular words

If you need further assistance, please reach out to the Utility Office @ 515-832-9141.