

Customer Notifications

What prompts a customer to receive a Water Leak Alert?

Water Leak Alerts are optional unless the site is set up to enroll all customers in Water Leak Alerts. Water Leak Alerts are available to customers with AMI water meters. A Water Leak alert is generated when AMI data in the past 24 hours meets the following criteria: 1) All of the hourly intervals are populated with data; and 2) 21 of the 24 hours have water usage > 0. This is the same criteria used for the daily water leak report generated from Energy IP.

What prompts a customer to receive a Past Due Notification?

Past Due notifications are optional unless the site is set up to enroll all customers in Past Due Notifications. If Past Due notifications are enabled on an account with a balance four days after the due date with no pending payments in MyAccount, the Past Due notification will be sent the following day. The number of days past the due date to send these notifications is configurable. Note: if a customer is enrolled in ACH and Past Due notifications and the payment is not posted within the 4-day window, they will get a notification because pending ACH payments are not visible to MyAccount.

What prompts a customer to receive an Expired Credit Card Alert?

Customers that have stored a credit card in their MyAccount online wallet will receive an alert if the stored card has an expiration month in the current month. The notification will be sent on the first day of the month of expiration. Customers are encouraged to edit the expiration date on the card in their wallet to avoid future failed payments.