

# CUSTOMER PORTAL FREQUENTLY ASKED QUESTIONS

Information for Town of Fishkill Blodgett, Beacon Hills, Glenham, Brinckerhoff, Merritt and Rombout Water District customers who would like to access the Sensus Analytics Customer Portal.

**Q: When I try to sign up and enter my name, I get an error message?**

**A:** Please make sure that you are entering your name exactly as printed on your water bill including middle initial if applicable. If you still have problems with registering, please send an email to [mboyle@fishkill-ny.gov](mailto:mboyle@fishkill-ny.gov)

**Q: What are the password requirements for the AMI Customer Portal?**

**A:** The customer must select a password that has a minimum of 8 characters with at least one upper case letter, one number and one of the following special characters:- ! " \$ % & ' \* , .

**Q: How do I create a new account?**

**A:** Go to <https://my-fshkl.sensus-analytics.com> and click the link that says, "Need to set up an account?" Enter the email address that you wish to register and select the "Get Started" button. Follow the link that was sent to your email to register. In order to sign up, you will need to enter your name as it appears on the bill and your customer account number (enter with no spaces or dashes).

**Q: How do I add new alerts?**

**A:** In the customer portal, click the button that says, "add alert recipient". Enter the alert recipient's name, email, and cell phone number. Select which type of alerts you would like this recipient to receive by checking the corresponding boxes for each type of alert, such as daily usage alert. Click on "add alert recipient" to save the alert notification.

**Q: How do I edit my alerts?**

**A:** Click the "edit" button next to the alert that you would like to change. Change the desired information by clicking into the field. To change the type of alerts, select or deselect the check boxes that correspond to the desired alert notifications. Click "save" to save any changes.

**Q: How does this enhance customer service?**

**A:** The AMI water meters provide daily and hourly water use information, along with your current monthly information. Each household can monitor their usage by logging on to the District's water-use portal. By signing up for free access to the Customer Portal, you can elect to receive text message, email, or phone call alerts, if your water usage indicates a potential leak or abnormal usage.

**Q: How can I use the Customer Portal to check for a water leak?**

**A:** If you suspect there is a possible leak, you can [login](#) to the Customer Portal and view your hourly water usage history. Spikes in water usage, especially in the middle of the night, that indicate unusual water usage and/or continuous hourly water usage could indicate a possible leak. Use the customer portal to compare your usage trends. You can also create alerts to email, text, and call you if your water usage exceeds a water usage limit set by you, the customer.

**Q: How often does AMI transmit my meter reading?**

**A:** Data from your AMI meter is transmitted every hour.

**Q: Is the Town of Fishkill able to shut off my water meter remotely for any reason, including a water leak or for non-payment?**

**A:** No. The new AMI technology does not have remote shut-off capabilities. However, by having more frequent and detailed access to your own water usage information, you can identify sudden usage spikes or continuous water flow that could indicate a leak.

**Q: Why is my water bill higher than normal?**

**A:** An unusually high-water bill is most often caused by a leak or change in water use.

Other common causes of high-water bills include:

- A leaking toilet
- A dripping faucet or shower
- Filling a swimming pool or spa
- Irrigation system issues
- Guests or kids' home for vacations
- Water-cooled air conditioners

Broken water pipe or appliance/fixture leak

**Q: Will the timing of my water bills change?**

**A:** The timing of your quarterly water bill will NOT change. However, hourly water use data will be available online by logging into the [Customer Portal](#).

**Q: How does the Town ensure the new meters are accurate?**

**A:** The meters use electronic registers that are guaranteed by the manufacturer to be accurate. The meter technology has been tested by manufacturers and implemented in many large water utilities through the country. All meters are tested by the manufacturer prior to leaving the factory.

**Q: What unit of measure does the customer portal use to show my usage?**

**A:** The customer portal uses CF (Cubic Feet) which is the same unit of measurement that the District uses to bill you.

For example, 1 CF = 7.48 Gallons

**Q: Is AMI secure?**

**A:** AMI utilizes the FlexNet® communication network which operates on a dedicated radio spectrum and is protected by law from interference. The FlexNet® communication network is based on licensed spectrum providing its own built-in, multi-layered security shield—in which all layers are active all the time to protect data at rest and in transmission.

**Q: How do I know that my water usage data displayed on the customer portal is my data and does not belong to someone else?**

**A:** Every customer account is connected to its own specific water meter, which has its own unique meter identification number. The Town's Water/Sewer Operator, Camo Pollution Control, program each meter to send information over the AMI system. The meter number appears on every account and can be field verified.