Westfield, MA Water Resources Division

Customer Portal Signup Instructions:

Customer Portal access allows customers to access historical and real-time water usage data, configure and set text message and email alerts based on consumption, configure and set vacation usage alerts, access online bill pay, and sign up to receive Water Division specific alerts and notifications.

How to Sign Up:

Navigate to https://my-wwrd.sensus-analytics.com

Click the link that reads "Need to set up an account?"

You'll be prompted to enter the primary email address you'd like to associate with your account. Enter the desired email address and click Get Started.

Look for an email from noreply@sensus-analytics.com. It contains a unique login link that expires in 24 hours. Click the link, and you will be brought to the Account Setup page.
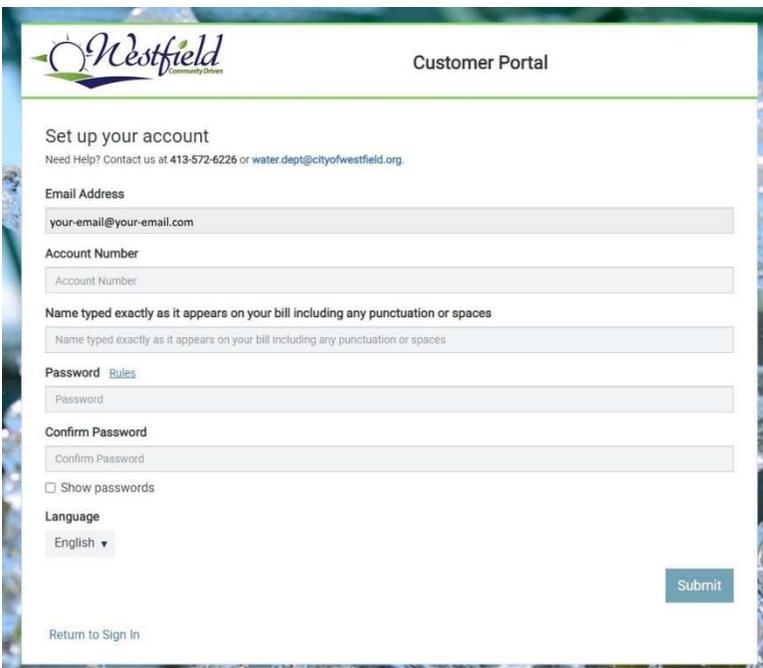
Enter your Account Number from your bill (8 digits, include any leading zeroes)

Type your name exactly how it appears on your bill, including any punctuation or spaces.
I.e. DOE, JANE L

Create then confirm your password

Click Submit

After clicking submit, you'll be brought to the login page. Enter your email address and password to login.

Once logged in, you'll see your Dashboard. This screen shows various usage data, plus any alerts you have set up, as well as current notifications from the Water Division.
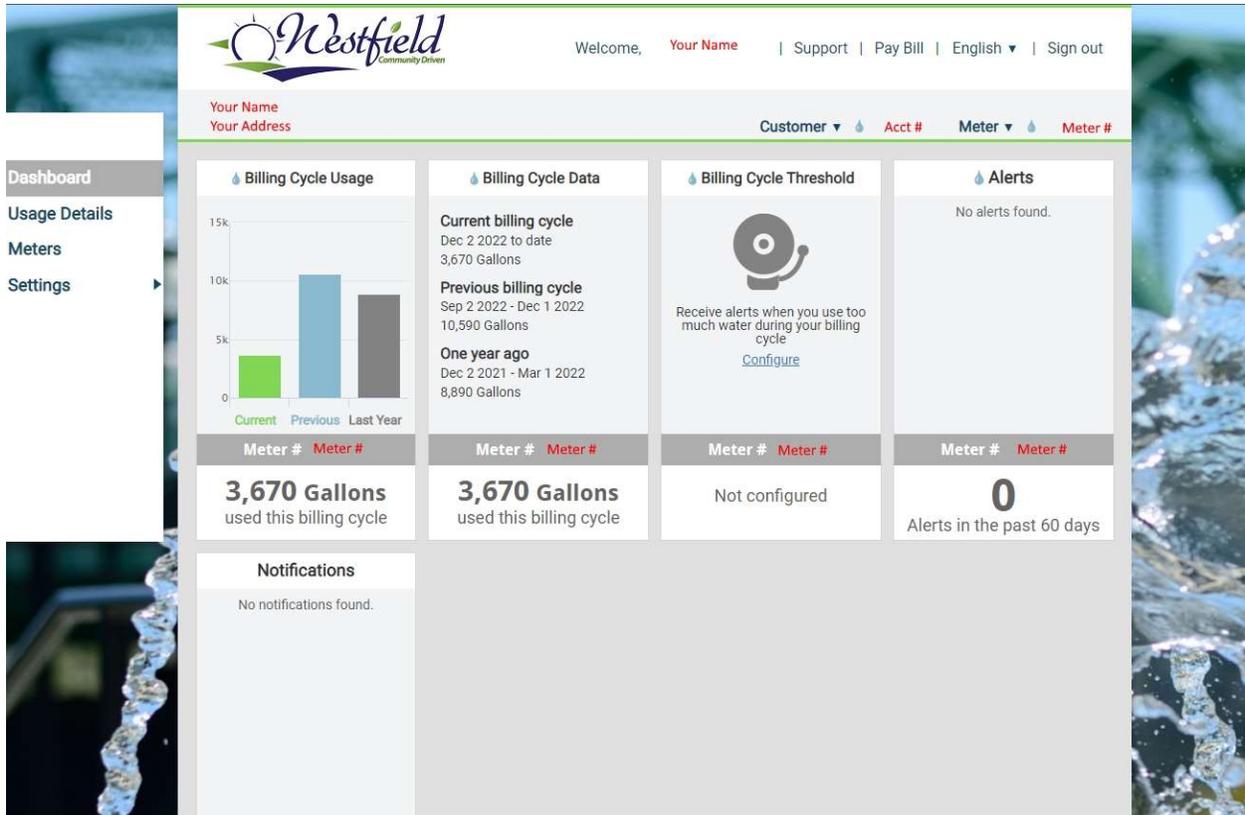
Most common uses for the Customer Portal are accessed from the Dashboard –

Along the top navigation bar, you will have links to

Support – This will take you to our website, with contact information for our staff.

Bill Pay – A link to an external site for paying your bill.

Language – Change your language preference.

Sign Out

Along the left navigation bar, you will have links to

Usage Details: This page allows you to set criteria to view your usage based on time frame, or a date range selected. You'll also see temperature and precipitation information based on your selection.

Meters: This page is a snapshot of information for your current meter(s).

Settings: Allows you to change various settings associated with your Customer Portal Account.

- **Set up an Alert** – From the left navigation bar, click Settings then Usage Alerts. From here you can set up alerts by Billing Cycle, Daily Usage, Muli-Day Usage and Vacation Alert.
- **Add or Change Alert Recipients** – Click Settings then Alert Recipients. From here you can Edit your current contact email, or add additional recipients.
- **User Settings** – Here you can change your primary email address, password, or customize which alerts and messages you receive.
  - **Manage Accounts** – Here you can add an additional meter to your Customer Portal account. This is useful if you own more than one property, or are responsible for monitoring someone else's water usage (a relative, for example). To add an additional account, you'll need the account number, and the name exactly how it appears on the bill.
- **Units** – Change rainfall data from metric to imperial, and temperature from Fahrenheit to Celsius.

If you have questions, or are unable to access your Customer Portal account:

Westfield Water Resources Division

water.dept@cityofwestfield.org

(413) 572-6226