



A NEW ONLINE SERVICE FOR RESIDENTS

# Introducing the City of Owosso Water Portal



The Water Portal is a **free** online service that puts your water account in your hands. Catch a costly leak early, watch your daily water use, understand your bill, and reach City staff without a phone call or a trip to City Hall. View it on a computer, tablet, or phone, anytime.

## 1 What you can do on the Portal



### Catch leaks before they become a big bill

The Portal watches your meter and sends a **High Water Usage** alert when it sees unusually high or continuous use. That is often the first sign of a running toilet or a hidden leak. A small drip can add up fast, so an early heads-up can save you real money.



### See your usage, day by day

View today's use and your daily average for the month, plus a clear chart of your daily water use over time so you can spot trends and changes.



### Review your bills & balance

Check your current balance and due date, and see your billing history with the water used in each period. Pay online through the City's BS&A payment site.



### Send requests to City staff

Submit a service request right from the Portal, such as a billing question, a meter concern, or general help. Then track staff replies and status updates in one place.



### Choose your email alerts

Turn on email notices for high-usage alerts, billing reminders, and replies to your requests. You can change these preferences anytime in Settings.

[EMAIL NOTIFICATIONS](#)



### Have one thing ready before you start

To connect your account you'll need your **water account number** and the **ZIP code** on your account. You'll find your account number on your water bill. It is the **10-digit** number. Then follow the simple steps on the back of this page. **It only takes a few minutes.**



## STEP-BY-STEP SIGN-UP GUIDE

# How to sign up for the Water Portal

## 2 Create your account in 6 easy steps

### 1 Open the City website

In your web browser, go to [www.ci.owosso.mi.us](http://www.ci.owosso.mi.us) and click the **Water Portal** button on the homepage. This opens the sign-in screen shown to the right.

### 2 Choose “Register”

On the sign-in screen, look below the blue **Sign in** button and click **Register** next to “Don’t have an account?”

### 3 Enter your details

Fill in your **full name** and **email address**, then create a **password** and type it again to confirm. Click **Continue**.

Your password needs at least 8 characters, with one uppercase letter, one lowercase letter, and one number.

### 4 Verify your email

We'll email you a **verification code**. Open your email, find the code, type it into the box, and click **Verify email**.

Don't see it? Check your spam/junk folder, or click “Resend verification code.”

### 5 Connect your water account

Enter your **10-digit water account number** and the **ZIP code** on your account (service or mailing ZIP both work), then click **Finish registration**.

### 6 You're in!

You'll land on your **Dashboard**. From the menu you can open **Usage**, **Bills**, **Alerts**, **Tickets**, and **Settings** to turn on email alerts.

#### Have more than one property?

You can add your other water accounts so they're all in one place. After you sign in, open **Settings**, then under **Linked Water Accounts** click **Link Account** and enter that account's **10-digit account number** and **ZIP code**. Repeat for each property. Switch between them anytime using the **account selector** at the top of the menu.

Steps 1 and 2: the sign-in screen. Click the circled **Register** link at the bottom.

Step 3: the “Create your resident account” form. The 3 dots at the top show your progress.