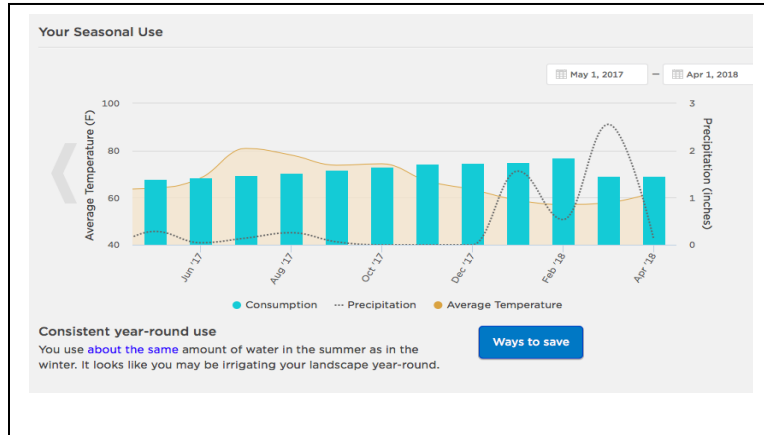


# Your Water Utility Customer Service Portal

Cedar Hill and our utility services business partner WaterSmart offer customers a no-cost Customer Portal which provides customers powerful account management tools, valuable features and easy navigation that can reduce monthly bills.



Customers can track and monitor their water consumption in near real time, set consumption and bill amount alert thresholds and alert methods (text, email or voice), and manually (see illustration below) or automatically pay their utility bill online.

Consumption data is downloadable and can be monitored across variable date ranges, with comparisons to previous periods or similar users.

## SIGNIFICANT PORTAL FEATURES:

- **One click conversion to Spanish language presentment:** Clicking on the desired language in either the customer portal converts all verbiage to Spanish.
- **Multi-account capabilities** allow the customer to add many accounts to a single user login.
- **Multi-user capabilities** allow the customer to add other users to the account.

## IMPORTANT TO KNOW:

1. Registration on the no-cost portal is required and simple.

a. Click this link:

<https://cedarhilltx.watersmart.com/index.php/logout>

b. Click "Sign Up"

c. Enter account number & zip code; click "Find My Account"

d. Follow remaining instructions

2. **If you set up an automatic, recurring payment yourself on the old Customer Portal, you will need to re-enroll** due to industry financial security standards and compliance rules. (If you called or visited Utility Services Customer Service and a representative set up your recurring payment, you will not need to set up the auto pay again.)

The screenshot shows the 'Communication Preferences' form with the following settings: Bill Delivery Method is Paper; Bill Reminder is checked for Email; Daily Use Notifications is checked for 3X; Bill Forecast Notifications is checked for \$50; Utility Connect is checked for Email; and Unsubscribe from All Communications is unchecked.

Questions or difficulty registering? Call Utility Services Customer Service at 469.272.2931