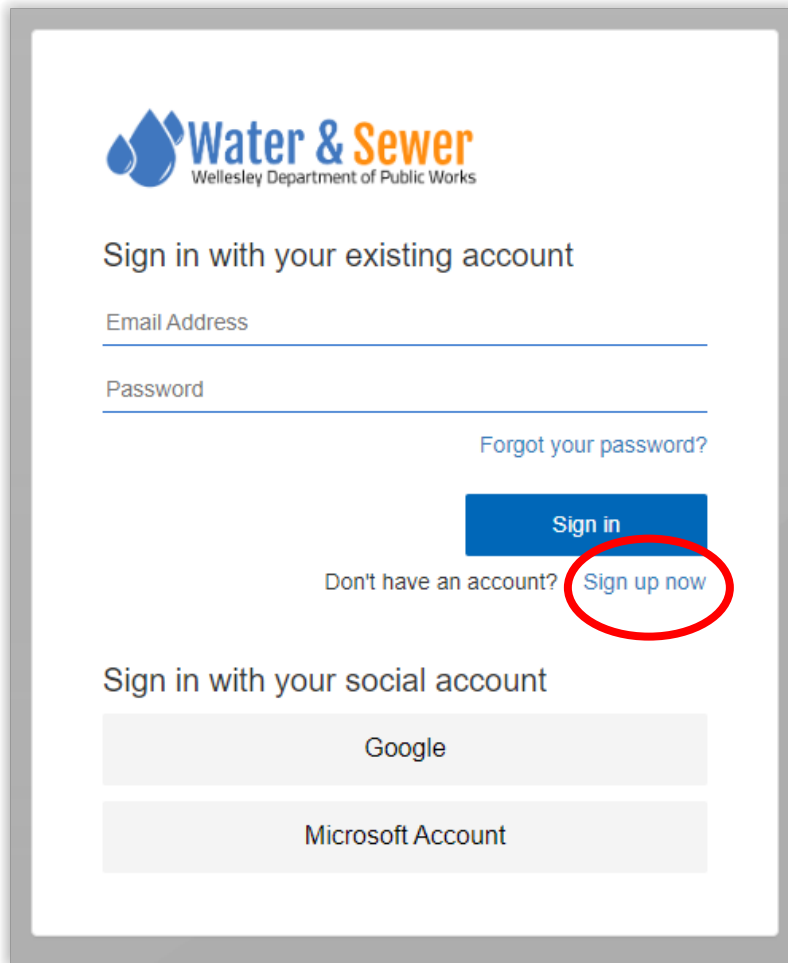


Customer Portal Quick Start Guide

Step 1:

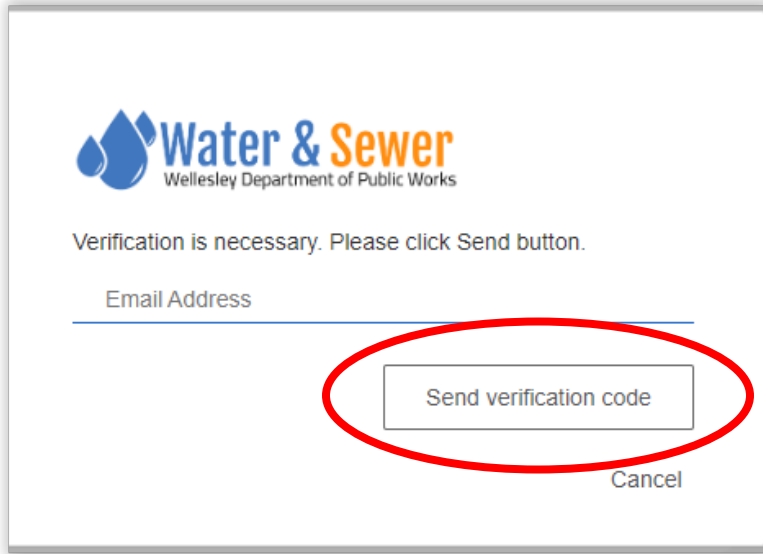
First log onto <https://acewebsite.silverblaze.com/TownOfWellesley> and select "Sign up now" to create an account on the ACE portal.



The screenshot shows the login page for the Water & Sewer department. At the top left is the logo for "Water & Sewer" with the text "Wellesley Department of Public Works" below it. The main heading is "Sign in with your existing account". Below this are two input fields: "Email Address" and "Password". To the right of the password field is a link that says "Forgot your password?". Below the password field is a blue button labeled "Sign in". To the left of the "Sign in" button is the text "Don't have an account?". To the right of this text is a link labeled "Sign up now", which is circled in red. Below the "Sign in with your existing account" section is the heading "Sign in with your social account". Under this heading are two buttons: "Google" and "Microsoft Account".

Step 2:

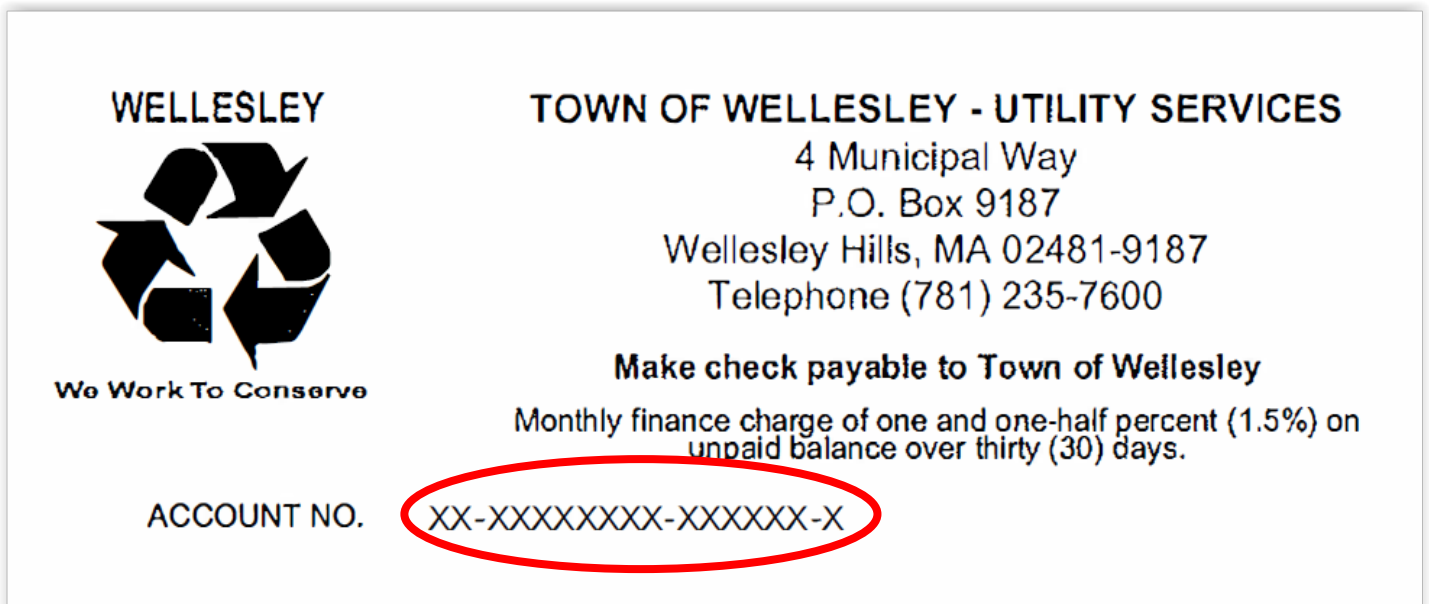
Enter your email address and select "Send verification code". This code will remain active for 5 minutes.



The screenshot shows a web form for the Water & Sewer Department of Public Works. At the top left is the logo with the text "Water & Sewer" and "Wellesley Department of Public Works" below it. Below the logo, the text reads "Verification is necessary. Please click Send button." There is a text input field labeled "Email Address" with a blue underline. To the right of the input field is a button labeled "Send verification code", which is circled in red. Below the button is a "Cancel" link.

Step 3:

You will then be asked to enter a password, account ID, zip code and display name. When entering this information the zip code and account ID must match what is on your utility bill. The full account number including the dashes must be entered.



The screenshot shows a utility bill for the Town of Wellesley. On the left is the Wellesley logo, a recycling symbol, with the text "WELLESLEY" above it and "We Work To Conserve" below it. On the right, the text reads "TOWN OF WELLESLEY - UTILITY SERVICES", "4 Municipal Way", "P.O. Box 9187", "Wellesley Hills, MA 02481-9187", and "Telephone (781) 235-7600". Below this, it says "Make check payable to Town of Wellesley" and "Monthly finance charge of one and one-half percent (1.5%) on unpaid balance over thirty (30) days." At the bottom left, it says "ACCOUNT NO." followed by "XX-XXXXXXXX-XXXXXX-X", which is circled in red.

Step 4:

After you have completed the initial setup your account will remain active and linked to your utility account. Now you are ready to navigate the dashboard. You can now sign up for notifications and alerts that will help you detect leaks and monitor your usage. Just click "Sign Up" in the notification section.

The screenshot displays the 'Water & Sewer' dashboard for the 'TOWN OF WELLESLEY'. The header includes the logo and navigation links for 'DPW Test', 'Edit Profile', and 'Sign out'. The main navigation bar contains 'Dashboard', 'Usage', 'Bills', 'Ways to Save', and 'My Profile'. Account details show 'Account # 6', 'TOWN OF WELLESLEY', and 'WELLESLEY, MA 02481'. The service type is 'Sewer • Water'.

Your Next Bill	Your Last Bill
As of 28 days into your billing cycle.	
06/08/22 - 07/08/22	31 Days
Current Water Use	CCF
Current Sewer Use	CCF
Your Bill To Date As of 07/05/22	\$
Average Daily Cost	\$
Projected Bill	\$

Cost values for "Your Next Bill" are only estimates of your water, sewer and outside water service charges based on your usage to date. These estimates do not include all charges that may apply to your monthly utility bill. [Compare bills >](#)

Top Actions

- [Pay My Bill](#)
- [View My Usage](#)

Insights for Your Last Bill

Your average Sewer use per day went up, with an impact of **\$9.85**. [My usage](#)

- ↑ Your Sewer charges were **\$9.40** higher than your previous bill.
- ↑ Your most recent day of Water usage was **55% more** than the previous week's average.

Notifications

You have not signed up for any notifications.

[Sign Up](#)

Step 5:

To receive email and text alerts by adding this information in those sections. Some of these notifications are customizable and can be set on/off based on personal preference. The goal is to help you save money, conserve water and better understand your water usage. This will then become your profile for the site.

Email Address Add	Mobile Number Add
-----------------------------	-----------------------------

Bill Notifications

Alerts based on your utility bill

Email	Text*
<input type="checkbox"/>	<input type="checkbox"/>
Notify me if my cost-to-date exceed this amount	
<input type="text" value="\$ 50"/>	
<input type="checkbox"/>	<input type="checkbox"/>
Weekly bill tracker	

Leak Notifications

Alerts for potential water leaks in your home or business

Email	Text*
<input type="checkbox"/>	<input type="checkbox"/>
Notify me if the water usage at my home or business indicates a serious water leak, such as a burst or leaking pipe.	
<input type="checkbox"/>	<input type="checkbox"/>
Notify me if the water usage at my home or business indicates a minor water leak, such as a leaking toilet.	

Usage Notifications

Alerts based on your metered quantities.

Water : Meter ██████████

Email	Text*
<input type="checkbox"/>	<input type="checkbox"/>
Notify me if my usage-to-date exceeds following quantity.	
<input type="text" value="0"/> CCF	

Save

*Message and data rates may apply. To discontinue receiving these notifications via text message, text **STOP** to 866-559-5311.

Are you re-subscribing to notifications? If you previously texted "STOP" to end these notifications, you will need to text "HELP" to 866-559-5311 to start them again.

Step 6:

You can always get back to the dashboard (homepage) by choosing the dashboard tab at the top. This is central location to view your current usage, bill to date as well as see your last bill for comparison. Please note that these bill charges only include water and sewer utilities, not electric or other services charges. Therefore, the “Total Cost” and “Projected Bill” will not be a true representation of your total utility bill.

The screenshot displays the 'Water & Sewer' dashboard for the Town of Wellesley. At the top left is the logo, and at the top right are links for 'DPW Test', 'Edit Profile', and 'Sign out'. A navigation bar includes 'Dashboard', 'Usage', 'Bills', 'Ways to Save', and 'My Profile'. The account information shows 'Account # 6' for 'TOWN OF WELLESLEY' in 'WELLESLEY, MA 02481', with 'Sewer • Water' services. The dashboard is divided into several sections: 'Your Next Bill' and 'Your Last Bill' comparison, 'Insights for Your Last Bill' with usage trends, and a 'Notifications' banner prompting the user to sign up. A 'Top Actions' section at the bottom left provides quick links to 'Pay My Bill' and 'View My Usage'.

Your Next Bill	Your Last Bill
As of 28 days into your billing cycle.	
06/08/22 - 07/08/22	31 Days
Current Water Use <input type="checkbox"/> CCF	
Current Sewer Use <input type="checkbox"/> CCF	
Your Bill To Date As of 07/05/22	\$ [REDACTED]
Average Daily Cost	\$ [REDACTED]
Projected Bill	\$ [REDACTED]

Cost values for "Your Next Bill" are only estimates of your water, sewer and outside water service charges based on your usage to date. These estimates do not include all charges that may apply to your monthly utility bill.

[Compare bills >](#)

Insights for Your Last Bill

Your average Sewer use per day went up, with an impact of **\$9.85** [My usage](#)

- ↑ Your Sewer charges were **\$9.40** higher than your previous bill.
- ↑ Your most recent day of Water usage was **55% more** than the previous week's average.

Notifications

You have not signed up for any notifications.

[Sign Up](#)

Top Actions

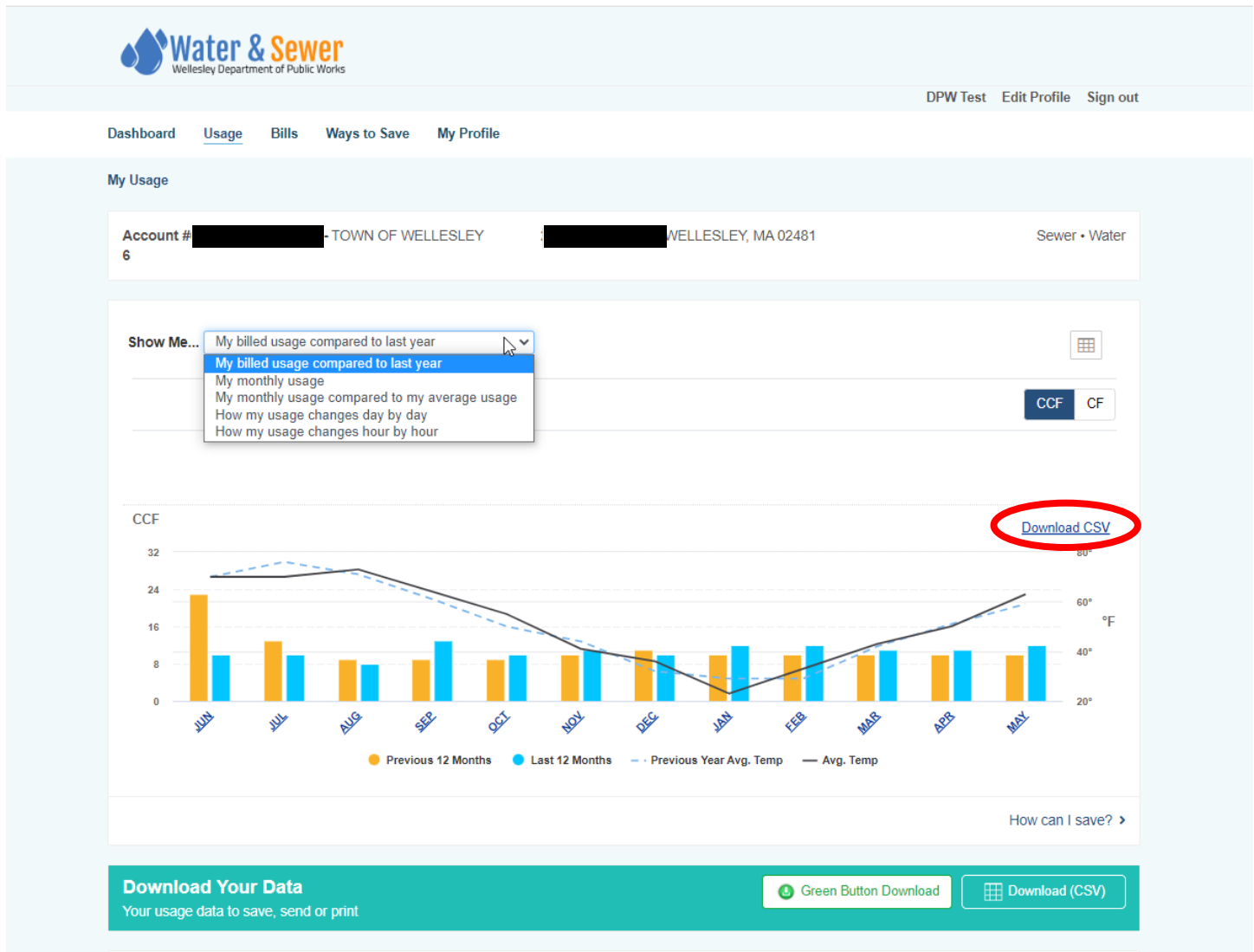
- [Pay My Bill](#)
- [View My Usage](#)

Step 7:

The tabs at the top of any page can get you to these various areas of the site. Choosing the “Usage” tab will bring you to the page where you can begin to compare your usage data.



On this page you have various options on how you can view your data. Just simply click on the “Show me” drop down menu to see your options. The information from these graphs can all be downloaded to a CSV file and used in excel by selecting the “Download CSV” button on the graph.



The screenshot shows the 'My Usage' page. At the top, there is a navigation bar with 'Usage' selected. Below it, account information is displayed: Account # 6, TOWN OF WELLESLEY, WELLESLEY, MA 02481, Sewer - Water. A 'Show Me...' dropdown menu is open, showing options: 'My billed usage compared to last year' (selected), 'My billed usage compared to last year', 'My monthly usage', 'My monthly usage compared to my average usage', 'How my usage changes day by day', and 'How my usage changes hour by hour'. Below the menu is a graph showing usage in CCF and temperature in °F from June to May. The graph includes bars for 'Previous 12 Months' (orange) and 'Last 12 Months' (blue), and lines for 'Previous Year Avg. Temp' (dashed blue) and 'Avg. Temp' (solid black). A 'Download CSV' button is circled in red. At the bottom, there is a 'Download Your Data' section with a 'Green Button Download' and a 'Download (CSV)' button.

Month	Previous 12 Months (CCF)	Last 12 Months (CCF)	Previous Year Avg. Temp (°F)	Avg. Temp (°F)
JUN	24	10	75	75
JUL	12	10	70	70
AUG	10	10	65	65
SEP	10	12	60	60
OCT	10	10	55	55
NOV	10	10	50	50
DEC	10	10	45	45
JAN	10	10	40	40
FEB	10	10	35	35
MAR	10	10	40	40
APR	10	10	50	50
MAY	10	10	60	60

By selecting the button in the right top corner of the graph you can change this information into table form.

Show Me... My billed usage compared to last year

CCF CF

	Last 12 Months	Previous 12 Months
May	12 CCF \$42.85 63° 06/13/2022	10 CCF \$35.83 59° 06/10/2021
Apr	11 CCF \$39.34 50° 05/11/2022	10 CCF \$35.83 51° 05/12/2021
Mar	11 CCF \$39.34 43° 04/08/2022	10 CCF \$35.83 42° 04/12/2021
Feb	12 CCF \$42.85 33° 03/11/2022	10 CCF \$35.83 29° 03/11/2021
Jan	12 CCF \$42.85 23° 02/11/2022	10 CCF \$35.83 29° 02/11/2021
Dec	10 CCF \$35.83 36° 01/11/2022	11 CCF \$39.34 32° 01/12/2021
Nov	11 CCF \$39.34 41° 12/09/2021	10 CCF \$35.83 44° 12/08/2020
Oct	10 CCF \$35.83 55° 11/09/2021	9 CCF \$32.32 50° 11/12/2020
Sep	13 CCF \$48.42 64° 10/08/2021	9 CCF \$32.32 61° 10/07/2020
Aug	8 CCF \$28.81 73° 09/10/2021	9 CCF \$32.32 71° 09/10/2020
Jul	10 CCF \$35.83 70° 08/09/2021	13 CCF \$48.42 76° 08/11/2020
Jun	10 CCF \$35.83 70° 07/08/2021	23 CCF \$104.12 70° 07/10/2020

How can I save? >

The bottom of the usage page allows you to download your data based on a date range. You can also find some insights about your usage such as your highest usage day and is your usage is up or down from the previous week.

Download Your Data
Your usage data to save, send or print

Green Button Download Download (CSV)

Green Button Download

The green button download generates a zip file containing your billing or AMI data XML files. The zip file will also contain a .xslt stylesheet file that will format the XML file when you view it on a browser. After you click the green button, save the zip file to a location on your computer that you will remember. Then go to the location where you saved the file and extract the files from the zip file. Next, open the extracted billing or AMI xml file in your browser. Note that the Google Chrome browser has a security policy that prevents the browser from using the stylesheet when it displaying the XML file, so we recommend using another browser when opening the XML file.

Choose data type: Usage Data Select start date: 6/5/2022 Select end date: 7/5/2022 Download

Your Usage Insights

Recent (2)

- Based on your meter readings for the last week, your Water usage was highest on **Tuesday, Jul. 5 at 8:00 AM**
- Your most recent day of Water usage was **55% more** than the previous week's average.

Step 8:

Lastly the “Ways to Save” button at the top of the page will take you to a landing page that allows you to take a deeper look at habits and equipment for homeowners. It can help you think of ways to save both money and think of ways to be more sustainable.

The screenshot shows a web interface for energy-saving tips. At the top, there are five tabs: Air, Lighting, Water, Equipment, and Cooking. Below the tabs is a 'Sort' dropdown menu. A paragraph of text reads: 'Create a personal savings plan! Click the titles below to see details. Create a to-do list of savings actions you plan to do, mark off which ones you've already completed, and see estimates of how much your efforts can save.' Below this are five rows of tips, each with a small image, a title, two buttons ('Add to your to-do list' and 'Mark as completed'), and a table of estimated costs and savings.

Category	Tip Title	EST COST	EST SAVINGS
COOLING	Raise Temperature Setting	\$0	\$22/yr
COOLING	Reduce Cooling Load When Unoccupied	\$0	\$20/yr
HEATING	Close Fresh-air Intake for Unoccupied Facility	\$0	\$12/yr
COOLING	Install Exterior Shading Devices	\$250	\$20/yr
HEATING	Perform Routine Maintenance	\$120	\$36/yr