

CITY OF ALAMOGORDO CUSTOMER SERVICE PORTAL

REGISTER:

In order to monitor your City of Alamogordo water account through AquaHawk you must first register as a user:

1. Using a computer, tablet or phone, open a web browser and load <https://alamnm.aquahawk.us/> (Bookmark this page for easy future access). The link can also be found on our webpage.

Note: The Microsoft Internet Explorer 8 browser will not work. If you have IE8, download Mozilla Firefox, Google Chrome, Safari, or Internet Explorer 9 or IE 10.

2. Click the “Register” button

The screenshot shows the AquaHawk website interface. At the top, it says 'City of Alamogordo' and '(575) 439-4260'. The main header features the 'Alamogordo New Mexico' logo and the 'AquaHawk' logo with a hawk icon. Below the header, there are three main sections:

- It's Free:** A green starburst graphic with the text 'It's Free'. Below it, a text box explains that customers must REGISTER to create an account to monitor water usage and receive notifications.
- Leak Detection & Notification:** A section explaining that after registration, AquaHawk will analyze water consumption and send notifications if a leak is detected. It includes a 'SAMPLE' image of a notification and a link to 'Click here to view a sample online account'.
- Navigation and Registration:** Three green play buttons with the following text: 'Monitor Your Water Usage', 'Set Monthly Water Budget', and 'Detect Potential Water Leaks'. Below these are two columns: 'RETURNING' with a 'Sign In' button and 'NEW' with a 'Register' button. A red arrow points from the 'Register' button to the 'Click here to view a sample online account' link.

Questions about AquaHawk? Contact us today.

3. Enter your email address – and then confirm

4. Enter your password (**passwords are case sensitive**) – and then confirm

5. Enter your first name
6. Enter your last name
7. Enter your phone number(s) – cell, home, and/or work number(s)
8. Enter your mailing address
9. Enter your contact preference. We recommend **e-mail** or **text** for the most immediate alerts.
10. Click the “Register” button

You are now registered!

FIRST TIME SIGN IN:

1. Enter either your name or email address
2. Enter your password (remember: case sensitive)
3. The system knows if it is your first time logging in, and will pop up the “Add Account” box.
4. Enter your account number
5. Enter your name
6. Enter your address
7. Press “Add”

Next Steps - If you wish to set alert parameters, click the "My Thresholds" button. Under the "alert settings" you may set maximum dollar and/or usage notifications!

SETTING THRESHOLDS FOR ALERTS:

1. Click the “My Thresholds” button
2. This screen should appear:

My Thresholds

Billing Period Thresholds (Account)

Estimated Bill Alert Threshold Water Use Alert Threshold

Current Projected Current Projected

Bill Amount (dollars) Reading ● Water Use (Gallons)

To set advanced water use thresholds, [click here](#).
If multiple water meters are available, click each desired meter number.

Apply **Cancel**

3. Click on the “click here” prompt to show advanced settings:

Account # Meter # (Water-Resider

Billing Period Thresholds (Account)

Estimated Bill Alert Threshold Water Use Alert Threshold

Current Projected Current Projected

Bill Amount (dollars) Water Use (Gallons)

● Water Use — Water Reading ● Temp Range ● Rainfall

Water Use Thresholds (Meter)

1 Hour Water Use (gallons) 1 Week Water Use (gallons)

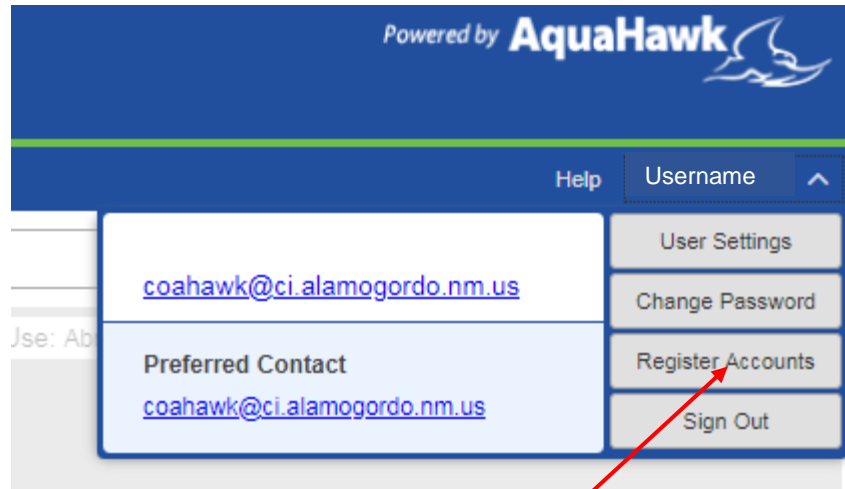
1 Day Water Use (gallons) 1 Month Water Use (gallons)

Water Use (gallons) gallons per hour for 24 Hours ▼

Apply **Cancel**

4. On this screen enter your thresholds for alerts.

- a. We recommend that under “**Billing Period Thresholds (Account)**” the “Current” and “Projected” boxes be checked for both Estimated Bill and Water Use alerts.
 - i. For “Estimated Bill Alert Threshold” we recommend a value close to your monthly average bill – keeping in mind that during our summer months nearly every bill increases with increased water use.
 - ii. For “Water Use Alert Threshold” we recommend a value close to you monthly average water use – keeping in mind that nearly every customer experiences increased water use during our summer months.
 - b. Under “**Water Use Threshold (Meter)**” you may enter any or all water use thresholds – an alert will be sent for any of the thresholds that are exceeded.
 - c. We recommend that, at a minimum, you enter a threshold for the “gallons per hour”
 - i. For most customers, unless you are a 24 hour operation, there should be some number of hours per day when there is zero water use. For these customers we recommend you enter a small value (1-2) for the “Water Use” – you will then receive an alert should your water use meet or exceed the value for 24 continuous hours or more – which might indicate, for example, a leaky faucet, sprinkler left on, or a plumbing leak.
5. Adding accounts to your registered user name.
- a. If you have multiple utility accounts in your name you can view them all under one AquaHawk username.
 - i. Click on your username in the upper right hand corner of the screen.



- ii. Select "Register Accounts"
- iii. Follow prompts to add account(s)
- b. To view the accounts you have added click on the "X" in the search box to show a list of the accounts.



Click on an account to view.

NOTE: Alert thresholds must be set for each account in your list.

For more **HELP** on using AquaHawk click the "Help" link in the upper right hand corner left of your user name.