


FAQ

I cannot create an account. Why?

First and foremost, you must have an AMI meter to be able to set-up an account. When you are registering your account you must enter your name as it appears on your bill. Also, your account number is only the numbers to the left of the dash. If your meter was installed in the last 48 hours, it is not in the billing system yet so you cannot register.

		City of Wichita Falls P.O. Box 1440 Wichita Falls, TX 76307-7532 (940) 761-7414 M-F 8am - 5pm		UTILITY BILL Customer Copy Keep this portion for your records	
Customer Name			Service Address		
MCBRIDE'S STEAKHOUSE LLC			4537 MAPLEWOOD AVE		
Bill Number	Bill Date	Account Number - Customer Number		Due Date	
174895	06/29/2017	4022 - 127569		07/18/2017	

I cannot see what I used today. Why?

Usage is uploaded to the system nightly and is delayed by 24 hours.

How often will I see readings and what should I do if there are missing readings?

You will see readings on an hourly basis. Each hour will be a total of all the water used within a given hour. It is not uncommon for you to see gaps in your daily usage graphs. The data is transmitted every 6 hours to the system but can go several days without communicating. Once communication is re-established a reading will be passed to the system.

Things to check if I do not see usage for several days.

- Is something on top of your meter lid, possibly a car or trash can that could be blocking the radio signal?
- After a rain, the meter pit could be full of water which will make it difficult for the radio to transmit.
- Possible damage to the meter lid or radio antenna. If you notice damage, please call (940-761-4333)

I just filled a 5-gallon bucket and cannot see the usage. Why?

The lowest usage that can be seen is 7.48 gallons which equals 1 cubic foot of water. This means in order to register usage you have to use at least 7.48 gallons of water.

I don't see the gallons I used on my bill. Why?

The City of Wichita Falls bills in 100 cubic feet. To be billed for 1 unit of water you have to use 748 gallons.

Can this system help me detect a leak?

The best way would be to watch your graph. If you see continuous usage with no break in your graph, it would indicate a continuous flow of water which could potentially mean a leak.

Can the system tell me if I am excessively using water?

One of the many benefits to the Customer Portal is the ability to set alerts. The two main alerts are vacation and usage alerts. If you know you are going to be gone during a period of time and no water will be used you have the ability to set a vacation alert. If water is used during the time you have set, you will be notified of usage 24 hours after it happens via text or email depending on your setting preferences. By creating a usage alert you can pick a daily average amount and if you exceed your daily average in a 24-hour period, you will receive a notification via text or email 24 hours after it happens.

Can this help me conserve?

ABSOLUTELY! Even though we are no longer in the drought, conservation is the key to avoid early drought conditions. This system will allow you to monitor the amount of water you are using during the day. For example, your sprinklers may currently be set to water 20 minutes per station. By lowering your time to 12 minutes per station you will see a drastic decrease in water usage.