



In cooperation with the City of Ovilla, TX

How to log on to your new customer portal.

1.) TO GET STARTED, GO TO THE INTERNET

Navigate to <https://cp.setflow.com/>

2.) SELECT "REGISTER NOW".



Here is the "register now" button. Click it!

3.) ENTER YOUR EMAIL & CONFIRM YOU ARE NOT A ROBOT.

Email Address

← Here

I'm not a robot

← Here

[LOOKUP ACCOUNT](#) [CANCEL](#)

You can also use your billing or personal info to set up if you do not remember the email address attached to your account.

4.) VERIFY BY FILLING IN THE REQUESTED INFO, THEN CLICK "CONTINUE"

5.) CREATE A USERNAME AND PASSWORD. THE SYSTEM WILL LOG YOU IN.

You did it! Don't forget to save your username and password and keep it in a safe place! On the other side of this card are useful tips on how to get the most out of your new portal.

QUESTIONS?

Please contact the City of Ovilla at (972) 617-7262 or go to www.cityofovilla.org

Here are some frequently asked questions and answers

Q: How much water am I using?

Water usage can be viewed in a variety of ways in the SETflow Customer Portal. Total usage for the prior 30 days can be found under Account Details on the Usage page. Look for 'Consumption Last 30 Days' for total usage in gallons. Water usage is also shown in the 'Recent Water Usage' chart. This dynamic chart allows selection of the time period over which you would like to view your consumption. Daily water consumption can be viewed over the past 30 days, the past 7 days, or hourly usage over the past 24 hours.

Q: How do I sign up for water Usage Alerts?

Choose to receive water Usage Alerts by either email or text message by clicking the 'Usage Alerts' tile on the home page or from the Alerts & Communications tile in the 'My Profile' page of the Customer Portal.

Q: What types of water usage alerts are available?

- o Flow Alert - If continuous flow is detected over a 24-hour period
- o Vacation Alert - If any flow is detected during pre-determined dates
- o Cold Weather Alert - If temperature drops below a selectable threshold
- o Water Usage Alert - If consumption exceeds a configurable percentage of your average water flow

Q: I received a leak notification. What do I do now?

Many common household leaks can be identified and easily repaired without hiring a plumber. Leaks inside of your home are your responsibility as your water utility does not provide plumbing services. Your utility may have tips on finding and fixing leaks, or there are useful articles on the internet such as: www.wikihow.com/Find-a-Water-Leak-in-Your-House

Q: How do I update my contact information to receive water usage alerts?

Click the 'My Profile' link at the top of the page and then select the 'Contact Information' tile. From there, email address can be update and multiple mobile phone numbers can be added to receive text notifications.

Q: How do I report a water service problem?

At the bottom of the 'Service Status' tile of the home page is a view of the status of your water service. Click the "Report a Water Service Issue" button, complete the request form, and hit "Submit". You will receive a confirmation from your utility once your request has been processed.

Q: Is my water information secure - will it remain confidential?

Ensuring the security of your personal data is our most important priority. All data is encrypted and secured using industry best practices. Data is only available to you, and authorized users at your utility and SET.

**Thanks for spending time with us today!
Your utility's customer service center will still be who
you call with questions and concerns you regarding
your account.**

Ready, SET, Go! – Smart Earth Technologies (SET).

**For more information please call (972) 617-7262
or go to: www.cityofvilla.org**