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City Launches Free Tool for Water Utility Customers: ‘MyUsage’ Portal

Granbury, Texas – The City is proud to launch a new tool, MyUsage, an online utility customer portal that will give Granbury water utility customers more information about their individual water usage. To access the portal, customers simply need to activate their free account at www.granbury.org/myusage.

The City’s utility customer portal is the result of the newly-upgraded digital water meters, which offer the ability to track each residence’s water consumption. Hourly data is already being logged by the new water meters and being sent directly to the online portal.

By accessing this new technology, customers can gain deeper insight and understanding on how much and when they use water. Customers can monitor water usage and investigate possible leaks or continuous water flow, such as a running garden hose or leaky water pipe. With more frequent meter readings updated every 24 hours, customers can make necessary adjustments sooner to manage costs.

The MyUsage portal is easy to use, and can be customized to meet each customer’s unique needs. For example, users can set customized email and/or text alerts to keep up with water usage for a specific time range and/or usage amount they set.

- **Daily, Monthly, Annual, or Billing Cycle Usage Alerts** - Set alerts for when using more than a given amount of water in a specific time range.
- **Vacation Alerts** - Set alerts for when usage has occurred at the residence while away.

The mobile-friendly interface is designed to work on all computers and mobile devices.

Learn more about the utility customer portal at www.granbury.org/utilities.

Customers who need assistance activating their accounts can contact City of Granbury staff by phone at (817)573-1114, or visit the friendly staff in-person at Granbury City Hall: 116 W. Bridge St.



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