

MyUsage – Utility Customer Portal Frequently Asked Questions



I cannot create an account. Why?

First and foremost, you must have a digital meter to be able activate your account. When you are activating your account, you must enter your name as it appears on your bill. Your account number is only the numbers to the left of the dashes. If your meter was installed in the last 48 hours, it is not in the billing system yet so you cannot activate it.

I cannot see what I used today. Why?

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

What do I do if I do not see usage readings for several days?

- Check to see if there is something blocking the signal. 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.
- There may be damage to the meter lid or radio antenna. If you notice damage, please call the Service Center to replace the radio at 817-573-7030.

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

The lowest usage that can be seen is 100 gallons. The City of Granbury bills per 100 gallons. To be billed for 1 unit of water you have to use 100 gallons.

Can this system help me detect a leak?

Yes. The best way to detect a leak 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. This could potentially mean a leak.

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

One of the many benefits to the utility customer portal is the ability to set alerts to keep up with water usage based on the customer's settings. The two main alerts are vacation and usage alerts:

- **Vacation Alert:** 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.
- **Usage Alert:** By creating a usage alert, users can set customized text and email alerts to keep up with water usage for a specific time range and/or usage amount they set, such as daily, monthly, annual, or billing cycle usage alerts.

Can this help me conserve?

Yes! Conservation is the key to avoiding 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.