

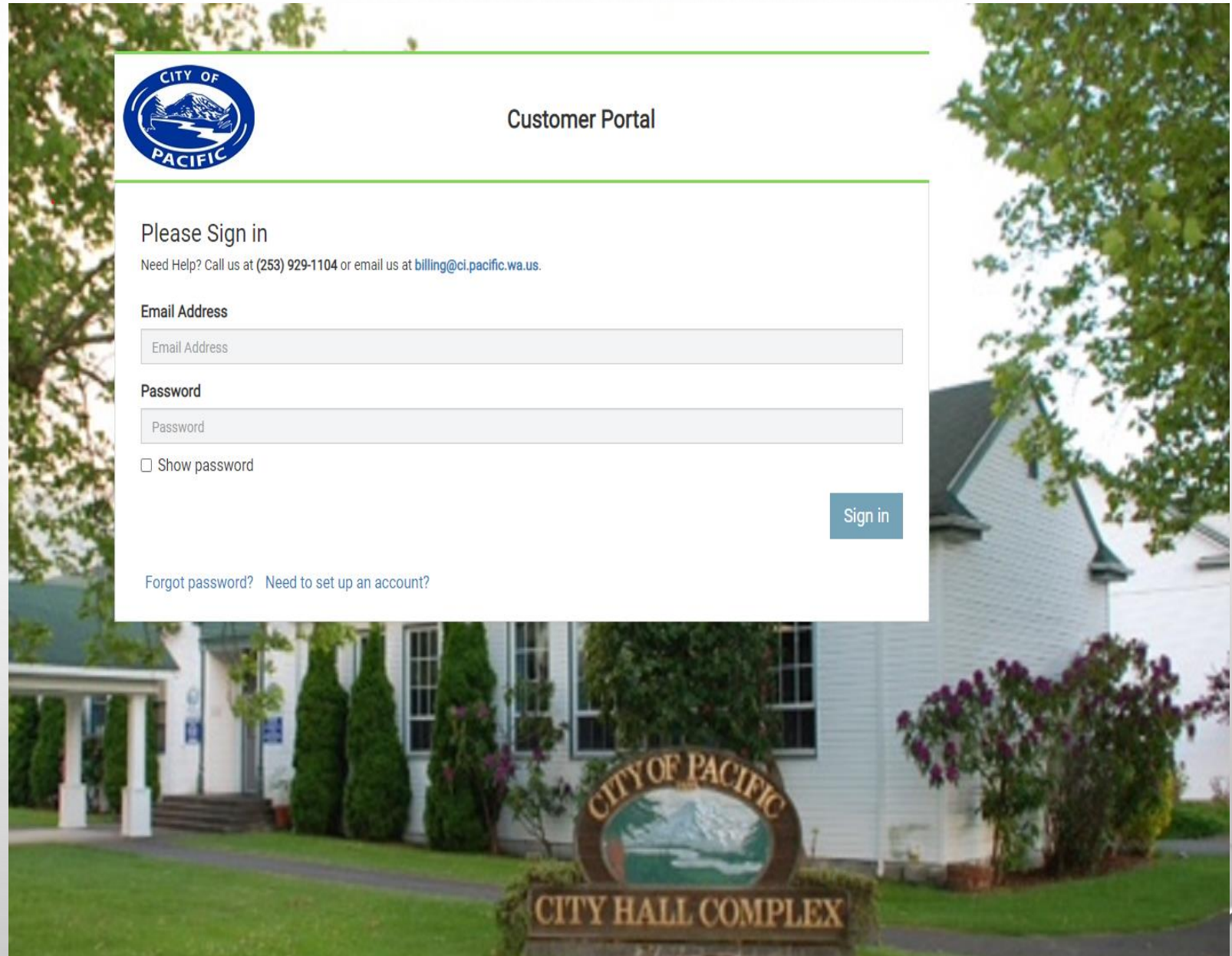


# CITY OF PACIFIC WATER USAGE CUSTOMER PORTAL IS NOW LIVE!


OUR CUSTOMER PORTAL IS A NEW RESOURCE THAT ALLOWS YOU TO  
BETTER MANAGE YOUR USAGE AND SAVE MONEY!

Enter the following link into your browser:  
<https://my-pacwa.sensus-analytics.com>

Click on [Need to set up an account?](#)



The background image shows the City of Pacific City Hall Complex, a white building with a green roof and a sign that reads "CITY OF PACIFIC CITY HALL COMPLEX". The sign features a logo with a mountain and water. The building is surrounded by greenery and a paved walkway.



CITY OF  
PACIFIC

### Customer Portal

Please Sign in

Need Help? Call us at (253) 929-1104 or email us at [billing@ci.pacific.wa.us](mailto:billing@ci.pacific.wa.us).

Email Address

Password

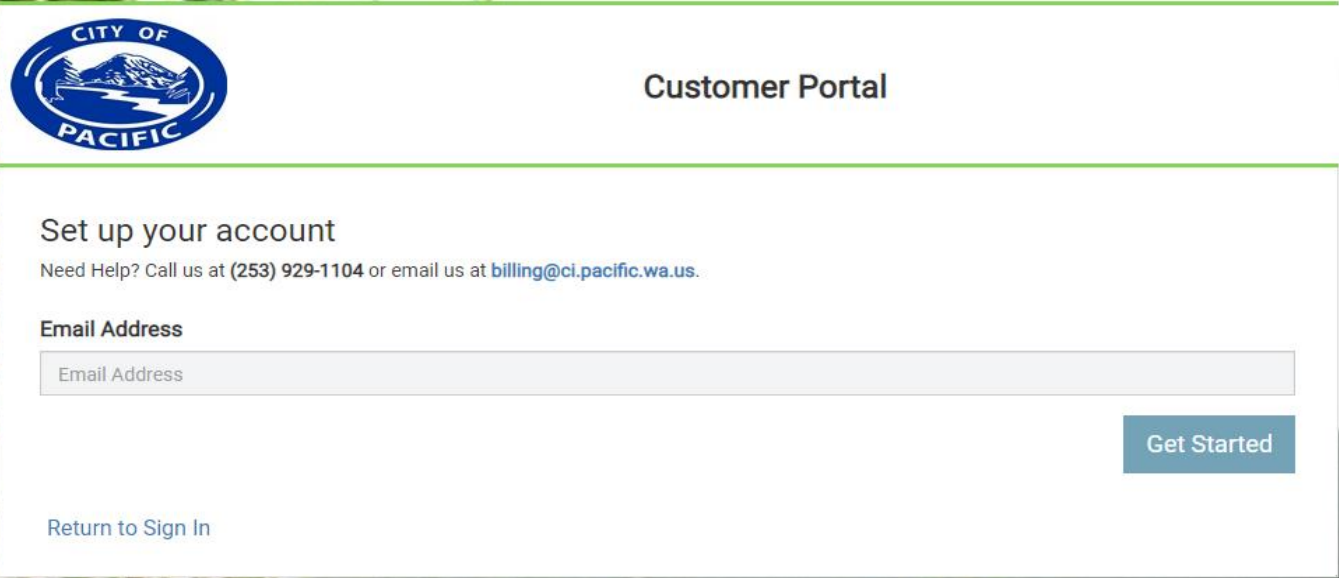
☐ Show password

[Sign in](#)

[Forgot password?](#) [Need to set up an account?](#)



Enter your email and  
click Get Started.  
Check your email  
inbox and click on the  
link to register!



The image shows a screenshot of the City of Pacific Customer Portal registration page. The page has a white background with a green border. At the top left is the City of Pacific logo, which is a blue circle containing a white mountain and water scene, with the words "CITY OF" above and "PACIFIC" below. To the right of the logo is the text "Customer Portal". Below the logo and header is a section titled "Set up your account". Under this title is a line of text: "Need Help? Call us at (253) 929-1104 or email us at [billing@ci.pacific.wa.us](mailto:billing@ci.pacific.wa.us)". Below this is a label "Email Address" followed by a text input field. The input field has a light gray border and the placeholder text "Email Address". To the right of the input field is a blue button with the text "Get Started". Below the input field and button is a link that says "Return to Sign In". The background of the page is a photograph of the City Hall Complex, a white building with a green roof, surrounded by greenery and a sign that reads "CITY OF PACIFIC" and "CITY HALL COMPLEX".

**CITY OF**  
**PACIFIC**

**Customer Portal**

**Set up your account**

Need Help? Call us at (253) 929-1104 or email us at [billing@ci.pacific.wa.us](mailto:billing@ci.pacific.wa.us).

**Email Address**

Email Address

**Get Started**

[Return to Sign In](#)

**CITY OF PACIFIC**  
**CITY HALL COMPLEX**

Please enter  
your address  
in **ALL CAPS**  
exactly as  
shown on your  
utility  
statement.



Account Number

### Property Address

Property Address

### Cell Phone for Text Messages (optional)

Cell Phone

### Password [Rules](#)

Password

### Confirm Password

Confirm Password

☐ Show passwords

### Language

English ▼

Submit

[Return to Sign In](#)





WELCOME TO THE  
CUSTOMER PORTAL! YOU  
CAN VIEW YOUR USAGE  
ON A DAILY, WEEKLY AND  
YEARLY BASIS; SET  
CUSTOM ALERTS AND  
AVOID BILLING SURPRISES!



Dashboard

Usage Details

Meters

Settings

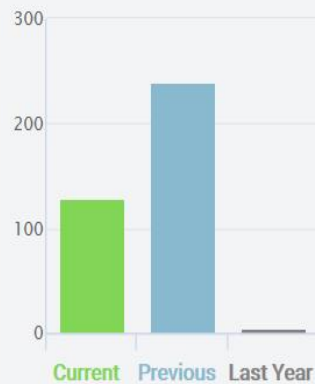


CITY OF PACIFIC  
224 COUNTY LINE RD  
PACIFIC, WA 98047

Welcome, CITY OF PACIFIC | [Support](#) | [Pay Bill](#) | [English ▼](#) | [Sign out](#)

Customer ▼ 000004697 Meter ▼ 90184804

#### Billing Cycle Usage



Meter #90184804

**129 Cubic Feet**  
used this billing cycle

#### Billing Cycle Data

**Current billing cycle**  
Jun 16 2019 to date  
129 Cubic Feet

**Previous billing cycle**  
May 16 2019 - Jun 15 2019  
240 Cubic Feet

**One year ago**  
Jun 16 2018 - Jul 15 2018  
0 Cubic Feet

Meter #90184804

**129 Cubic Feet**  
used this billing cycle

#### Billing Cycle Threshold



**On Target**

As of 11:59 pm

Change or disable this threshold in  
[Usage Alerts](#)

Meter #90184804

**57%** consumed

#### Alerts

**Billing Cycle Usage Wa...**

6/14/19 3:07 AM  
Meter #90184804

Meter #90184804

**1**  
Alert in the past 60 days

#### Notifications

No notifications found.



The Customer Portal is also available to view in Spanish!

Tablero

Detalles de Uso

Medidores

Ajustes



Bienvenido, CITY OF PACIFIC | Soporte | Pagar Factura | Español ▼ | Salir

CITY OF PACIFIC

224 COUNTY LINE RD  
PACIFIC, WA 98047

Ciente ▼ 4697

Medidor ▼ SHOP

Uso en Ciclo de Facturación



Categoría	Uso (Galones)
Actual	352
Ultimo	1,077
Año Pasado	1,369

SHOP

352 Galones  
utilizado este ciclo de facturación

Datos de Ciclo de Facturación

Actual ciclo de facturación  
Aug 16 2020 al día de hoy  
352 Galones

Ultimo ciclo de facturación  
Jul 16 2020 - Aug 15 2020  
1,077 Galones

Año Pasado  
Aug 16 2019 - Sep 15 2019  
1,369 Galones

SHOP

352 Galones  
utilizado este ciclo de facturación

Umbral de Ciclo de Facturación



En Objetivo

A partir de 11:59 pm  
Se establece este umbral  
[Alertas de Uso](#)

SHOP

35% consumidos

Alertas

Se rebasó el umbral d...  
8/15/20 8:04 PM  
a SHOP

Se rebasó el umbral d...  
8/13/20 11:04 PM  
a SHOP

Se rebasó el umbral d...  
7/15/20 11:04 PM  
a SHOP

SHOP

4  
Alertas en los últimos 60 días

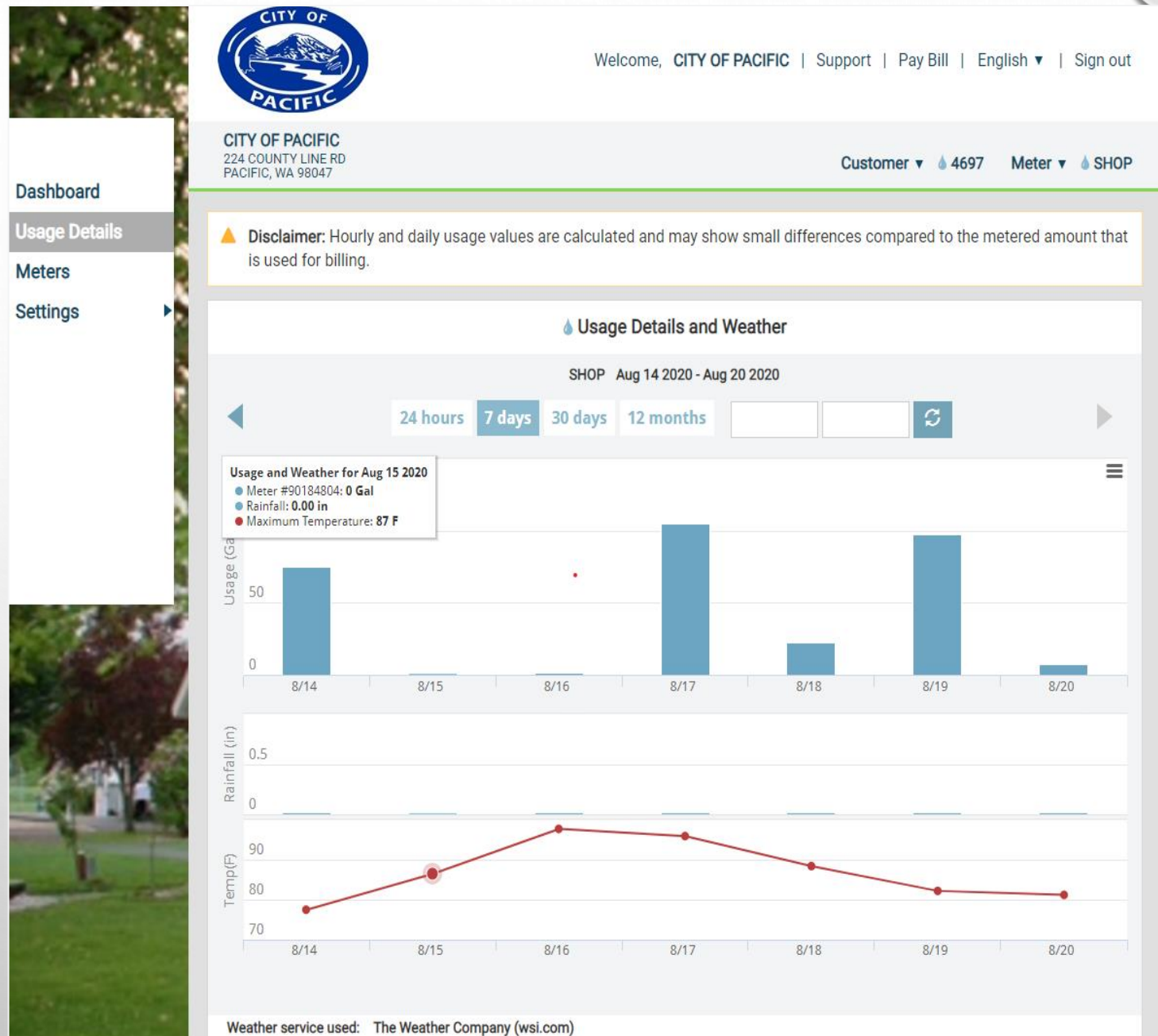
Notificaciones

No se encontraron notificaciones.




The Usage Details tab allows you to view your water usage in historical or current time lines.

Recent rainfall and temperature readings are shown to allow you to better understand your water use.



The Meters tab shows detailed usage data. You can add alerts and alert recipients as well.



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CITY OF PACIFIC

224 COUNTY LINE RD

PACIFIC, WA 98047

Customer ▼ 4697

Meter ▼ SHOP

Water Meter Details

Monitor meter activity and manage meter settings in one place.

Meter #90184804

SHOP

224 COUNTY LINE RD

Last read at 8/24/20 10:00 am: 3572.00

[Usage Details](#) [Dashboard](#)

4 Alerts

[Add Recipients](#)

Today

As of 10:00 am 7 Gal

Average 43 Gal

[Add Alert](#)

Billing Cycle

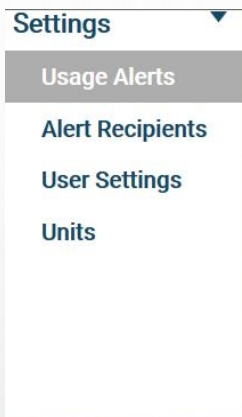
To Date 352 Gal

Average 1,333 Gal

Alert 1,000 Gal [Edit](#)



Usage Alerts under the Settings tab allows you to set up various alerts such as billing cycle, daily usage and vacation alerts. If your water is being used while on vacation you will be notified as well as any recipient you set up!



## Billing Cycle Usage Alert

Alert me when a meter is using more than a given amount in a billing cycle.

SHOP

224 COUNTY LINE RD PACIFIC WA 98047

Average Use 1333 Gal

Alert me when usage exceeds

1000

Gal

☒ Enabled

Save

## Daily Usage Alert

Alert me when a meter is using more than a given amount in a day.

SHOP

224 COUNTY LINE RD PACIFIC WA 98047

Average Use 43 Gal

Alert me when usage exceeds

Usage

Gal

☐ Enabled

Save

## Multi-Day Alert

Monitor meter usage over 7 days.

SHOP

224 COUNTY LINE RD PACIFIC WA 98047

Average Use 303 Gal over 7 days

Monitor usage over 7 days

Alert me when usage exceeds

Usage

Gal

☐ Enabled

Save

## Vacation Alerts

Temporarily override your normal daily alert usage.





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CITY OF PACIFIC  
224 COUNTY LINE RD  
PACIFIC, WA 98047

Customer ▼ ⓘ 4697   Meter ▼ ⓘ SHOP

[Dashboard](#)

[Usage Details](#)

[Meters](#)

[Settings ▼](#)

[Usage Alerts](#)

[Alert Recipients](#)

[User Settings](#)

[Units](#)

## Alert Recipients

ⓘ Configure which alerts you want to receive and add additional alert recipients.

(Customer Owner) Email [anoble@ci.pacific.wa.us](mailto:anoble@ci.pacific.wa.us)

Edit

ⓘ Send email when **Water Meters** report:

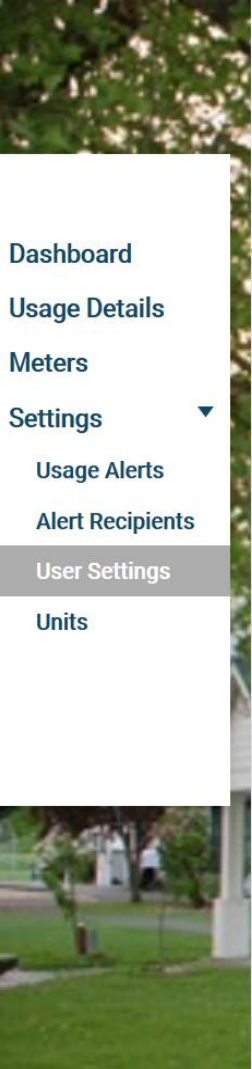
- Vacation Usage Warning
- Daily Usage Warning
- Billing Cycle Usage Warning
- Multi-Day Usage Warning

Add alert recipient

You may add multiple alert recipients and receive alerts via email and text!



The User Settings tab allows you to change your password, add additional accounts and edit your email and change your password.



CITY OF PACIFIC  
224 COUNTY LINE RD  
PACIFIC, WA 98047

Welcome, CITY OF PACIFIC | Support | Pay Bill | English ▼ | Sign out

Customer ▼ r 4697 Meter ▼ r SHOP

## User Settings

b Manage your contact information, change your password and add new accounts.

Email address m

anoble@ci.pacific.wa.us

Cell Phone for Text Messages (optional) m

Standard text message fees may apply.

Cell Phone

[Done](#)


[Customize which alerts and messages to receive](#)

[Change password](#)

[Manage accounts](#)



You may view  
your water usage  
data in various  
measurements.



CITY OF PACIFIC  
224 COUNTY LINE RD  
PACIFIC, WA 98047

Welcome, **CITY OF PACIFIC** | [Support](#) | [Pay Bill](#) | [English ▼](#) | [Sign out](#)

**Customer ▼** **r4697** **Meter ▼** **rSHOP**

Dashboard

Usage Details

Meters

Settings ▼

Usage Alerts

Alert Recipients

User Settings

**Units**

### Units

Choose what units to use for usage and weather data.

#### Water Usage

☐ Cubic Feet ☐ CCF ☐ Liters ☐ Cubic Meters ☒ Gallons

#### Rainfall

☐ Millimeters ☐ Centimeters ☒ Inches

#### Temperature

☒ Fahrenheit ☐ Celsius

[Restore defaults](#)





# CITY OF PACIFIC WATER USAGE CUSTOMER PORTAL

PLEASE CALL US AT (253) 929-1100 WITH ANY QUESTIONS REGARDING THE CUSTOMER PORTAL. YOU MAY ALSO EMAIL US AT [BILLING@CI.PACIFIC.WA.US](mailto:BILLING@CI.PACIFIC.WA.US)

<https://my-pacwa.sensus-analytics.com>