

# Willingboro Municipal Utilities Authority



Smart Water Meter Customer Portal  
Setup Guide

# One Time Smart Water Meter Setup

IMPORTANT:  
Prior to Starting



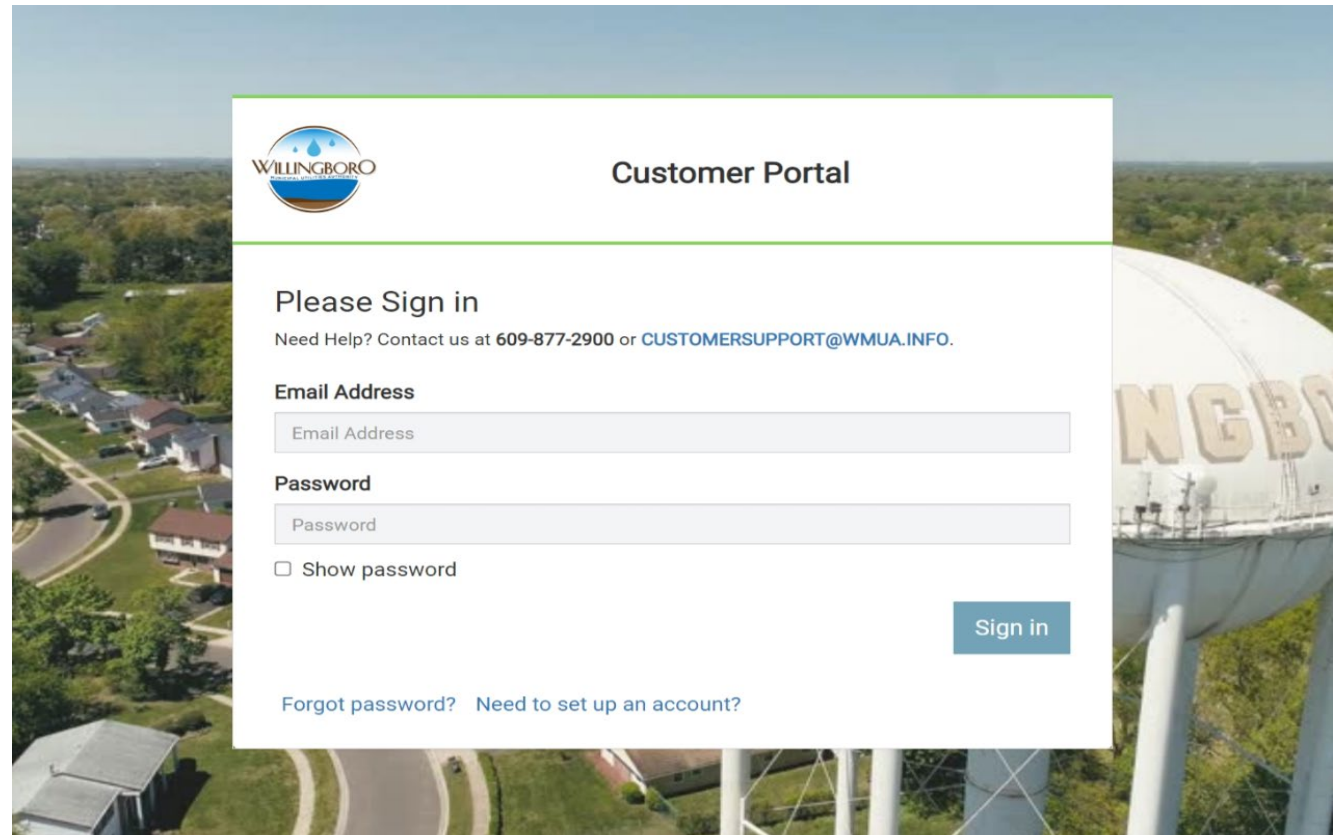
- Set up works best on a computer (not a mobile device)
- Please have a recent bill handy
- Be ready to enter your Account Number and Name (as it appears on the bill).
- Each account can only be registered once.
- Please have an email address that you can access to link to your account.

# One Time Smart Water Meter Setup

## WMUA Customer Portal Connection



To begin the process, navigate to the website:  
<https://my-wmua.sensus-analytics.com>



Once you access the website by clicking the link on the guide sheet, you will see a sign in page. If you have not already setup your account, click the link at the bottom of the page that reads **“Need to setup an account?”**

## Terms and Conditions Page

**WILLINGBORO**  
MUNICIPAL UTILITIES AUTHORITY

**Customer Portal**

Terms & Conditions Agreement between User and [www.my-wmua.sensus-analytics.com](http://www.my-wmua.sensus-analytics.com)

Welcome to [www.my-wmua.sensus-analytics.com](http://www.my-wmua.sensus-analytics.com), a Customer Portal website (the "Site") operated by the Town of WILLINGBORO and provided as a courtesy to Town of WILLINGBORO water customers. The Site is offered to you conditioned on your acceptance without modification of the terms, conditions, and notices contained herein (the "Terms"). Your use of the Site constitutes your agreement to all such Terms. Please read these terms carefully and keep a copy of them for your reference.

**Intended Purpose of the Site**

- \* To facilitate water conservation and cost savings through consumption awareness
- \* To reduce the amount of water and money lost to undetected leaks through daily usage monitoring
- \* To provide customers the option to set up alerts for daily, billing cycle, and/or vacation usage to manage water consumption and identify the presence of leaks

**User Responsibilities**

Users of the Site are responsible for:

- \* maintaining the confidentiality of their account and password
- \* never transferring their account to any other person or entity, even when selling the property associated with the account
- \* never accepting account information from another person or entity, even when buying the property associated with the account
- \* restricting access to the computer where the Site is used
- \* accepting responsibility for all activities that occur under their account and password
- \* reporting inaccuracies to the Town of WILLINGBORO
- \* using the Site in accordance with the Terms

**Privacy**

Your use of the Site is subject to Willingboro's Privacy Policy. Please review our Privacy Policy, which also governs the Site and informs users of our data collection practices.

**No Unlawful or Prohibited Use/Intellectual Property**

You are granted a non-exclusive, non-transferable, revocable license to access and use the Site strictly in accordance with these terms of use. As a condition of your use of the Site, you warrant:

- \* that you will not use the Site in any manner which could damage, disable, overburden, or impair the Site or interfere with any other party's use and enjoyment of the Site
- \* that you will not obtain or attempt to obtain any materials or information through any means not intentionally made available or provided through the Site
- \* that you will observe and abide by all copyright and other proprietary notices, legends or other restrictions contained in the content of the Site, such as such as text, graphics, logos, images, as well as the compilation thereof, and any software used on the Site, and will not make any changes thereto
- \* that you will not modify, publish, transmit, reverse engineer, participate in the transfer or sale, create derivative works, or in any way exploit any of the content, in whole or in part, found on the Site
- \* that you will not delete or alter any proprietary rights or attribution notices in any content
- \* that you will use protected content solely for your personal use, and will make no other use of the content without the express written permission of DEMO and the copyright owner
- \* that you do not acquire any ownership rights in any protected content

**Liability Disclaimer**

THE INFORMATION, SOFTWARE, PRODUCTS, AND SERVICES INCLUDED IN OR AVAILABLE THROUGH THE SITE MAY INCLUDE INACCURACIES OR TYPOGRAPHICAL ERRORS. CHANGES ARE PERIODICALLY ADDED TO THE INFORMATION HEREIN. THE TOWN OF WILLINGBORO AND/OR ITS SUPPLIERS MAY MAKE IMPROVEMENTS AND/OR CHANGES IN THE SITE AT ANY TIME. THE TOWN OF WILLINGBORO AND/OR ITS SUPPLIERS MAKE NO REPRESENTATIONS ABOUT THE SUITABILITY, RELIABILITY, AVAILABILITY, TIMELINESS, AND ACCURACY OF THE INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS CONTAINED ON THE SITE FOR ANY PURPOSE.

[Return to Sign In](#)

This will bring you to a page of standard terms and conditions. Scroll down and click on "I Accept".

One Time Smart  
Water Meter  
Setup

WMUA  
Customer Portal  
Connection



# One Time Smart Water Meter Setup

## WMUA Customer Portal Connection



### Setup Your Account

- You will be brought to this page asking you to enter your e-mail address.
- This should be a personal e-mail address that you regularly utilize.
- Once you enter your e-mail address click on **“Get Started”**

A screenshot of the Willingboro Customer Portal account setup page. The page is overlaid on a background image of a residential neighborhood with a large water tower. The portal header includes the Willingboro logo and the text "Customer Portal". Below the header, the main heading is "Set up your account", followed by contact information: "Need Help? Contact us at 609-877-2900 or CUSTOMERSUPPORT@WMUA.INFO.". There is a section for "Email Address" with a text input field containing the placeholder "Email Address". A blue "Get Started" button is positioned to the right of the input field. At the bottom left of the form, there is a link that says "Return to Sign In".

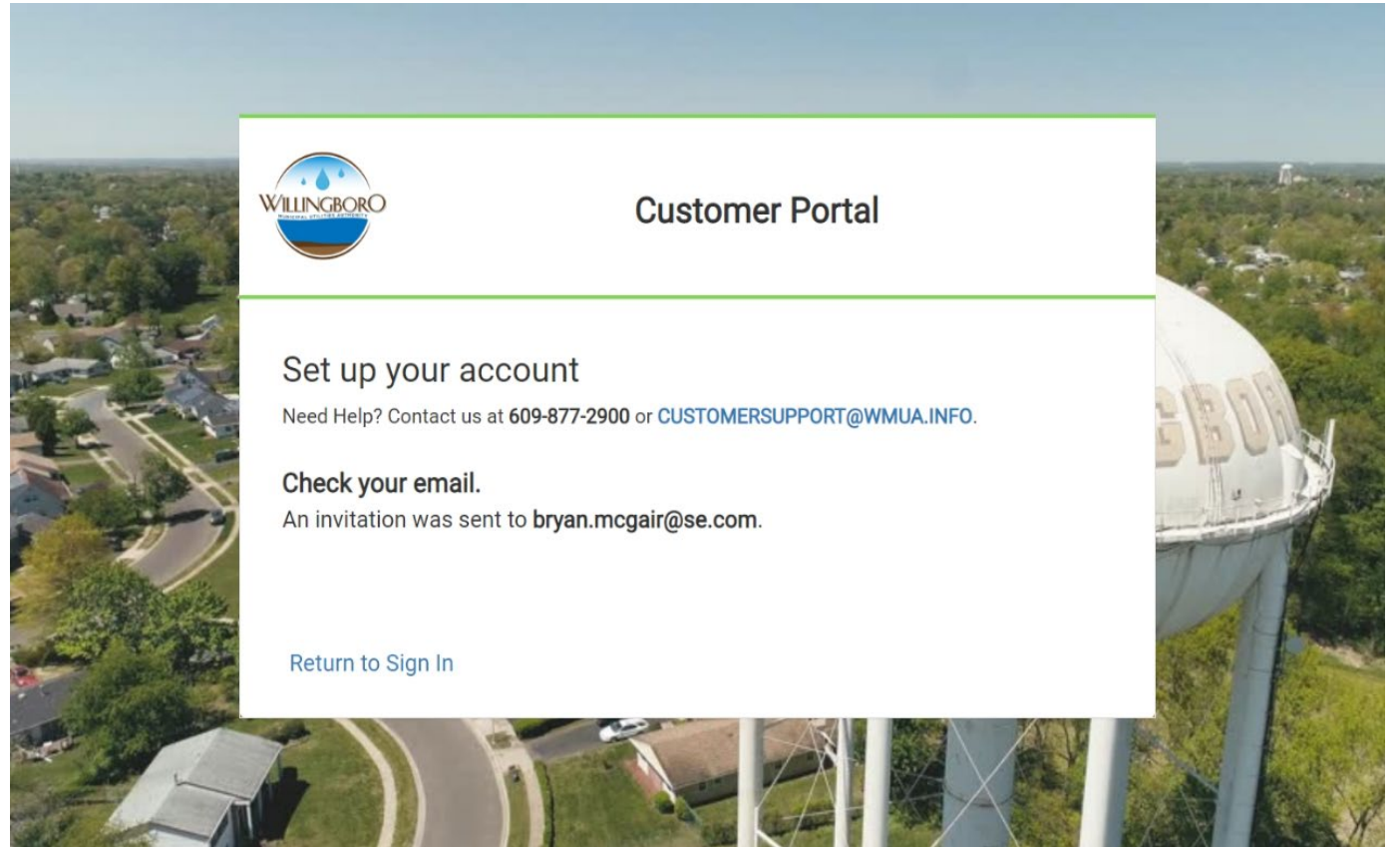
# One Time Smart Water Meter Setup

## WMUA Customer Portal Connection



### Setup Your Account

- You should see the screen updated stating:
- **Check Your Email**
- **An Invitation was sent to “your e-mail address”**



# One Time Smart Water Meter Setup

## WMUA Customer Portal Connection



### E-Mail Sent

- The system will generate and send an e-mail to the address you entered that looks like the one below:
- **DO NOT CLICK ON THE LINK BELOW** – This was a sample run that I created for this presentation.



---

#### Please complete signup for Willingboro, NJ Customer Portal

---

Welcome to the Willingboro, NJ Customer Portal. To complete the signup process, please click the link below or copy the URL into a web browser.

<https://my-wmua.sensus-analytics.com/login.html#/completeSignup/YnJ5YW4ubWNnYWlyQHNILmNvbXwxNigzMTQ1MzA3MDQwfEc0YkdqZig2L1pTVmNpSE50RmpkMHd2eDQyUE9PaUZqM3diYW9DVXQ2QXM9>

This link will expire in 24 hours.

Questions? Please contact us at 609-877-2900 or [CUSTOMERSUPPORT@WMUA.INFO](mailto:CUSTOMERSUPPORT@WMUA.INFO).

This email was sent by [Willingboro, NJ Customer Portal](#).

# One Time Smart Water Meter Setup

## WMUA Customer Portal Connection



## Account Setup

The screenshot shows the "Customer Portal" page for account setup. At the top left is the Willingboro logo, and at the top right is the text "Customer Portal". The main heading is "Set up your account", followed by a help link: "Need Help? Call us at 609-877-2900 or email us at [CUSTOMERSUPPORT@WMUA.INFO](mailto:CUSTOMERSUPPORT@WMUA.INFO)".

The form contains the following fields:

- Email Address:** bill.fisher@xylem.com
- Account Number:** Account Number
- Name as it appears on bill:** Name as it appears on bill
- Cell Phone for Text Messages (optional):** Cell Phone
- Password:** Password (with a [Rules](#) link)
- Confirm Password:** Confirm Password

# One Time Smart Water Meter Setup

## WMUA Customer Portal Connection



Once completed you should connect to the website and automatically be linked to your water meter/account:

Use can set usage alerts (daily, weekly, or monthly), see historical usage data, link to bill pay website, and set up text or email alerts for your account

The screenshot shows the Willingboro Customer Portal dashboard. The URL in the browser is <https://my-wmua.sensus-analytics.com/main.html#/dashboard/1066692-0/water/91201602>. The page features the Willingboro logo and a welcome message. A navigation menu on the left includes Dashboard, Usage Details, Meters, and Settings. The main content area is divided into four columns: Billing Cycle Usage (a bar chart comparing current and previous cycles), Billing Cycle Data (current and previous cycle details), Billing Cycle Threshold (a notification icon and a 'Configure' link), and Alerts (a 'No alerts found' message). A 'Notifications' section at the bottom shows 'No notifications found.' The background of the dashboard is a photograph of a large white water storage tank with 'WILLI' visible on its side.

Metric	Value
Current billing cycle (Jun 8 2022 to date)	2,087 Gallons
Previous billing cycle (Mar 7 2022 - Jun 7 2022)	25,069 Gallons
Billing Cycle Threshold	Not configured
Alerts	0 Alerts in the past 60 days
Notifications	No notifications found.