



My Meter Overview

***Council Presentation
June 2026***

My Meter Program

Municipal Services will be launching a new customer interface called My Meter on June 15th that will provide seamless electronic payment options and 24/7 customized water data for City residents

- Modern platform that offers City residents and businesses:
 - Secure 24/7 account access
 - Available the City website or App
- Key features to make life easier:
 - Pay bills online using credit/debit card or savings/checking account – eBills, Auto-Pay, and One-Time payments
 - Schedule payment dates
 - Track payments/view history
 - View daily usage to spot trends
 - Alerts and consumption graphs for high usage, bills, outages, water quality updates, and irrigation needs)



Intuitive Sign-Up Options

My Meter has a highly intuitive sign-up that only requires your customer name, account number, service address, and email

Apple App Store



City Website

A screenshot of the Huntington Beach City Website sign-up form. The header is dark blue with the "HB HUNTINGTON BEACH" logo on the left. On the right, there are input fields for "Email Address" and "Password", and a yellow "Login" button. Below these are links for "Remember Me" (with a toggle switch), "Forgot Password?", and "Create Account". The main section is titled "Create your account below" in bold. It contains four rows of input fields: "Name on Account" (with a placeholder "Exactly as it appears on your statement"), "Account Number" (with a placeholder "Customer Number - Account Number"), "Email" (with a placeholder "name@domain.com"), and "Choose Password" (with a placeholder "Password must be 6 or more characters"). There are also fields for "Re-enter Password", "Secret Question" (with a dropdown menu showing "What street did you grow up on?"), and "Secret Answer". A blue "CREATE ACCOUNT" button is at the bottom right.

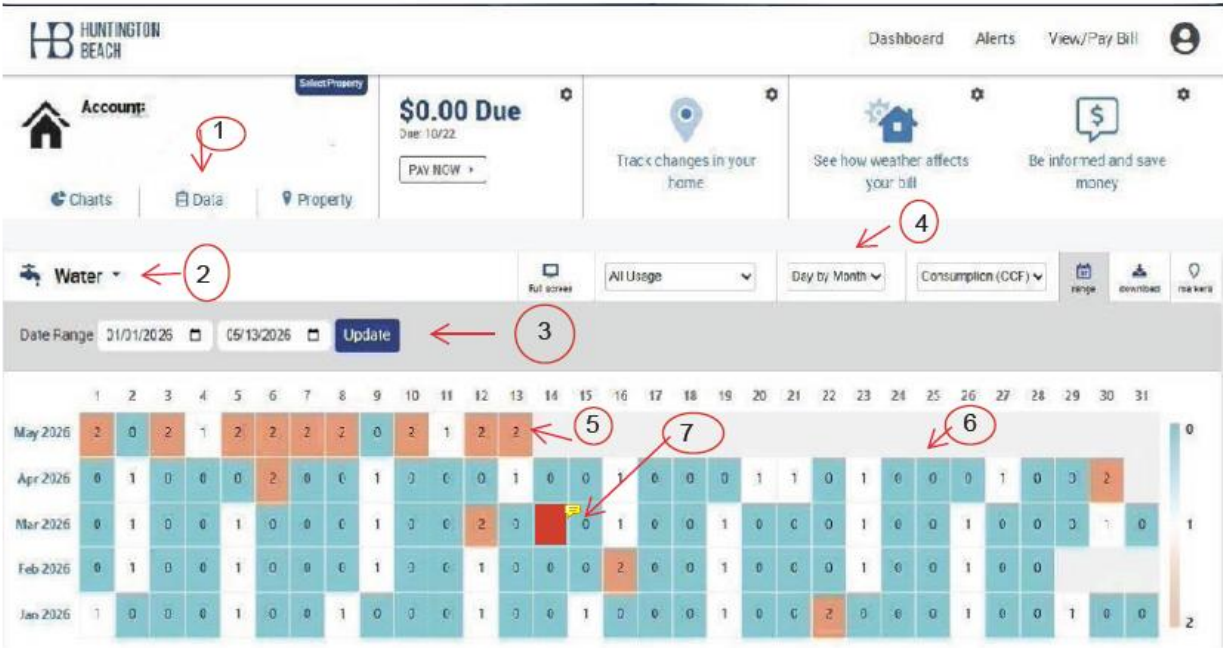
My Meter Charts and Data Views

My Meter has a dashboard that allows you to see your personal data on chart or data for hourly, daily, or weekly time periods compared to your local area

Chart View



Data View with Red/Blue Shading for Above/Below Average)



My Meter Markers and Alerts

My Meter also has customizable markers that allow you to track activities that impact usage (e.g., home project) and text or email alerts when you have exceeded a desired limit

Markers for Water Usage Activities



Set Custom Text/Email Alerts if Usage Limit Reached

The screenshot shows the Huntington Beach Alerts section. At the top, there's a navigation bar with 'Dashboard', 'Alerts', and 'View/Pay Bill'. Below this, a summary section shows '\$0.00 Due' and various utility icons. The main area is titled 'Alerts' and contains two sections: 'Service' and 'Usage'. The 'Service' section has a 'Water Leak Detection Alert' with an 'Add' button and a red arrow labeled '2'. The 'Usage' section has a 'Usage Threshold' with an 'Add' button. Both sections have a 'View History' link.