How to log in to my water meter portal

Please have the most current copy of your water bill available as you will need it to verify your account.

1. Click the Algonquin SENSUS Customer Portal link: https://my-algqn.sensus-analytics.com/

2. Click Need to set up an account?

   Need to set up an account?

3. Please read the TERMS OF USE and click I Accept.
4. Enter your email address

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**Set up your account**

Need Help? Call us at **847-854-3440** or email us at waterbilling@algonquin.org.

**Email Address**

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5. Click **Get Started**

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6. You will be prompted to check your email for further instructions on how to activate your portal account.

   Check your email.

   An invitation was sent to your email address.

7. Click the link located in the email (from: donotreply@sensus-analytics.com) you received to continue the account set up.

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**Please complete signup for Algonquin, IL Customer Portal**

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

https://my-algn.sensusanalytics.com/login.html

This link will expire in 24 hours.

Questions? Please email us at waterbilling@algonquin.org or call 847-854-3440.

This email was sent by Algonquin, IL Customer Portal.

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8. You will be directed to the ‘**Set up your account**’ page

9. Email address will be auto filled
10. On your water bill, please locate ACCOUNT NUMBER and SERVICE ADDRESS.

**PLEASE SEE OTHER SIDE FOR ADDITIONAL BILLING INFORMATION**

<table>
<thead>
<tr>
<th>BILL DATE: 01/23/2019</th>
<th>ACCOUNT NUMBER: 1234567</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAME: VILLAGE OF ALGONQUIN</td>
<td>CUSTOMER NUMBER: 00000</td>
</tr>
<tr>
<td>SERVICE ADDRESS: 123 EXAMPLE ST</td>
<td>BILL NUMBER: 00000</td>
</tr>
</tbody>
</table>

11. Enter your ACCOUNT NUMBER as it appears on your bill

Account Number

1234567

12. Enter your SERVICE ADDRESS exactly as it appears on your bill in the METER LOCATION ADDRESS box

Meter Location Address (must be in CAPS and no punctuation)

123 EXAMPLE ST

**ADDRESS MUST BE IN UPPER CASE AND NO PUNCTUATION**

13. Complete the remaining form:

**Cell Phone for Text Messages (optional)**

Cell Phone

**Password** [Rules]

Password

Confirm Password

14. Once completed, click Submit

Submit

15. You will automatically be redirected to the sign in page. You can now use your email address and password to sign into the Algonquin Customer Portal.

**Please Sign in**

Need Help? Call us at 847-854-3440 or email us at waterbilling@algonquin.org.

Email Address

Email Address

Password

Password

☐ Show password