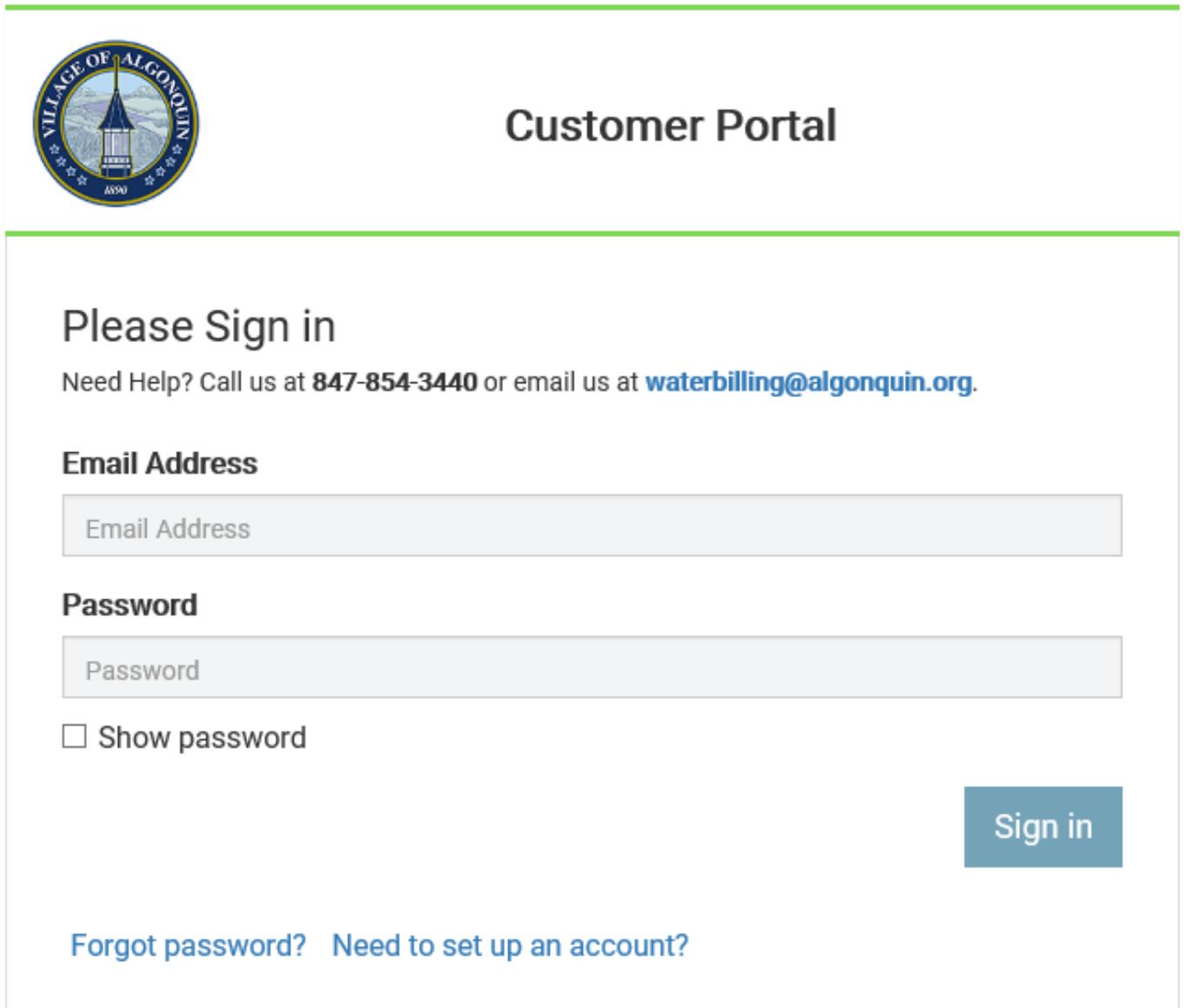


How to log in to my water meter portal

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/>



The screenshot shows the 'Customer Portal' sign-in page for the Village of Algonquin. On the left is the village seal, which features a lighthouse and the text 'VILLAGE OF ALGONQUIN' and '1850'. The main heading is 'Customer Portal'. Below this is a 'Please Sign in' section with contact information: 'Need Help? Call us at 847-854-3440 or email us at waterbilling@algonquin.org'. There are two input fields: 'Email Address' and 'Password'. Below the password field is a checkbox labeled 'Show password'. A blue 'Sign in' button is positioned to the right. At the bottom, there are two links: 'Forgot password?' and 'Need to set up an account?'.

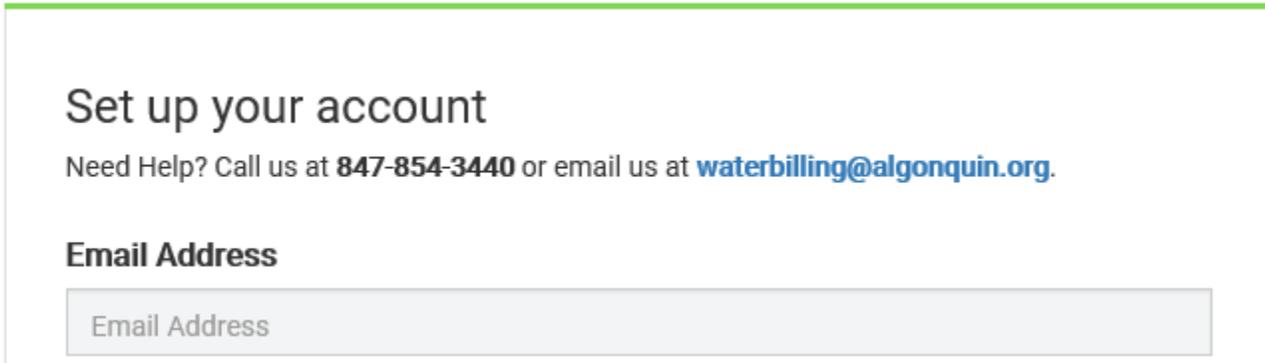
2. Click **Need to set up an account?**

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

3. Please read the **TERMS OF USE** and click **I Accept**.

[I Accept](#)

4. Enter your email address



5. Click **Get Started**



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 waterbilling@algonquin.org.

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

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.

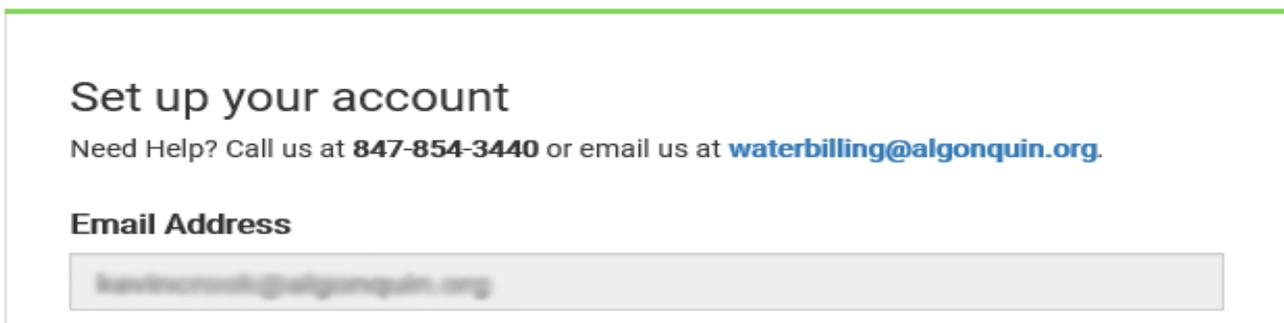
<https://my-algqn.sensusanalytics.com/login.html>

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](#).

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

BILL DATE: 01/23/2019
NAME: VILLAGE OF ALGONQUIN

ACCOUNT NUMBER: 1234567
CUSTOMER NUMBER: 000000
BILL NUMBER: 000000

SERVICE ADDRESS: 123 EXAMPLE ST

METER INFORMATION

BILLING PERIOD

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

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