

Water Meter Customer Portal FAQ's

Q. How can I set up my account so I can use the Water Meter Customer Portal?

A. From www.cityhs.net, click on the UBS (Utility Billing Services) web page under the **Departments** tab; then choose **Water Meter Customer Portal** on the left-hand blue menu. Click on **Need to set up an account?** This will prompt you to answer some questions. You will need the following information to set up your portal account: Exact name in which your water account is set up, your email address, your water account number and the five-digit zip code for your physical service address.

Q. What can I view on the new Customer Water Meter Portal?

A. You can view your current water usage, historical water usage, and usage trends.

Q. How can the portal assist me when I am on vacation or away from my home?

A. If you are away from home, there should not be any water usage. If there is usage during this time, that would indicate a possible problem.

Q. Why is it important to know my history of water usage?

A. If you view your water usage history and notice that there is more water being used than what you normally use, it may be a cause for investigation to determine if there is a problem.

Q. Will the portal inform me if I want to know when I'm approaching a specific water usage threshold?

A. Yes, with the portal the customer can set up usage thresholds that would notify the customer if the usage exceeds the threshold for a day, or for a billing cycle.

Questions? Call 501-321-6880.



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