



Customer Portal

Please Sign in

Need Help? Contact us at **858-756-2424** or customerservice@sfidwater.org.

Email Address

Password

Show password

Sign in

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

*Detailed Instructions on setting up your
smart meter dashboard*

Access My Account

Contact Customer Service

E-Notification Sign Up

Find Other Resources

Find Regional Rainfall Data

Apply For A Job

Agricultural Water Rate Programs

Follow Twitter Updates

Install a Backflow Device

Learn About Water Hardness

Obtain a Temporary Hydrant Meter

Open or Close an Account

Pay a Bill

View All

Log-In to Customer Portal

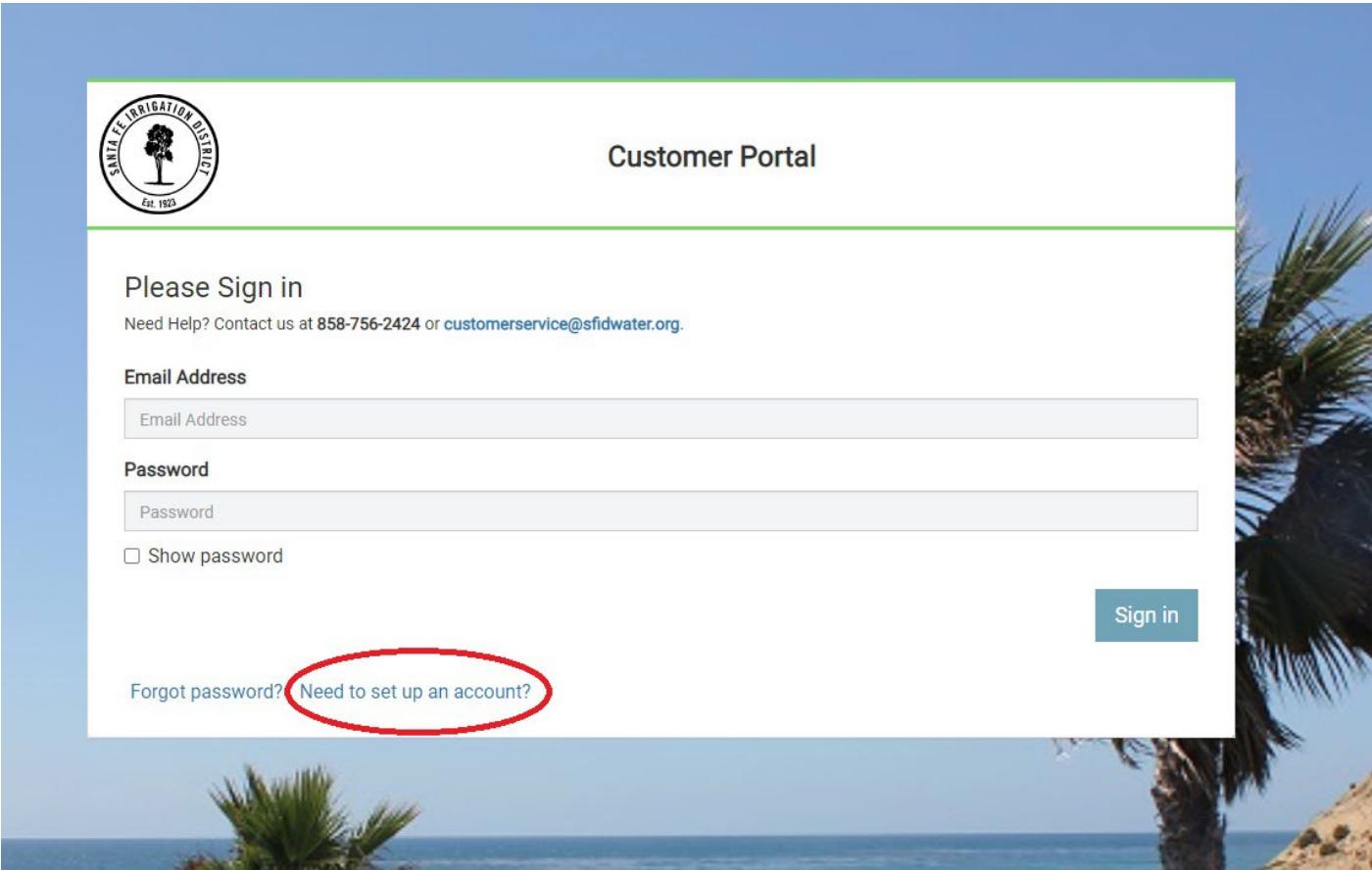
My Water Use - Customer Online Portal Log-In

View All

MY WATER USE

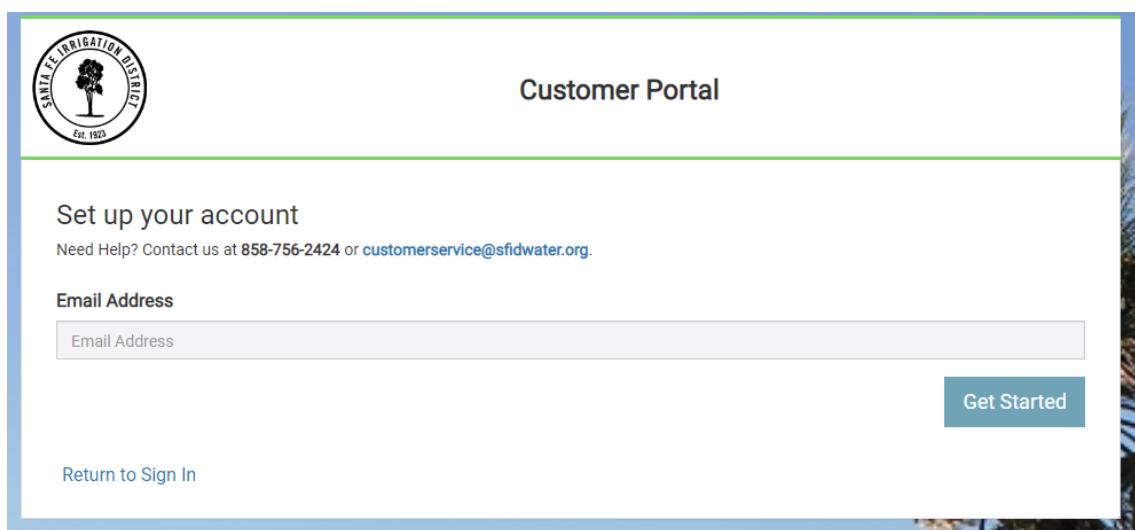
Get Started

1. You will need a copy of your most recent bill then;
2. Navigate to:
www.sfidwater.org/Mywater
3. Click on the “My Water Use” icon



Customer Portal Sign up

4. On the sign-in page click on:
“Need to set up an account?”
5. Read and accept the Terms of Use
6. Input your email, click get “Get Started”





Please complete signup for Santa Fe Irrigation District Customer Portal

Welcome to the Santa Fe Irrigation District Customer Portal. To complete the signup process, please click the link below or copy the URL into a web browser.

<https://my-sfid.sensus-analytics.com/login.html#/completeSignup/amhhcnJvZEBzZmlkd2F0ZXIub3JnfDE2NzlzMzk0MDE1MzF8eTFxVGlmcmxKYTQwUFdqSytjYXh4UDFKZzNpbDJreVpxNFZUNWkzQ0lwZz0=>

This link will expire in 24 hours.

Questions? Please contact us at 858-756-2424 or customerservice@sfidwater.org.

This email was sent by [Santa Fe Irrigation District Customer Portal](#).

7. You will receive an email with a link unique to you – Click on this link to complete the sign-up process.

Email should look like example above
(link will expire in 24 hours if not clicked.)



Customer Portal

Set up your account

Need Help? Contact us at 858-756-2424 or customerservice@sfidwater.org.

Email Address

johndoe@sfidwater.org

Account Number

Account Number

Name as it appears on bill

Doe John

Cell Phone for Text Messages (optional)

Cell Phone

Password [Rules](#)

Password

Confirm Password

Confirm Password

Show passwords

Language

English ▾

Submit

Click "Rules" for password requirements • Keep your password safe for future use

Finish Account Set-up

8. Complete each field:

- Account number as it appears on your bill
- Name as it appears on bill **last name first for example: Doe John**

9. Create a Password:

- At least 6 characters
- One lower-case character
- One upper-case character
- One number

10. Click submit and you're ready to go!



Welcome, SANTA FE IRRIGATION DISTRICT | [Support](#) | [English](#) ▾ | [Sign out](#)

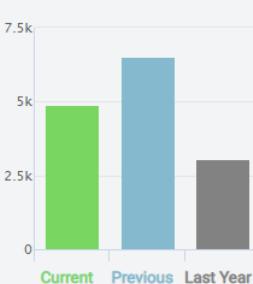


SANTA FE IRRIGATION DISTRICT

Customer ▾

Meter ▾

Billing Cycle Usage



Meter #81678

4,880 Gallons
used this billing cycle

Billing Cycle Data

Current billing cycle
Nov 16 2022 to date
4,880 Gallons

Previous billing cycle
Sep 16 2022 - Nov 15 2022
6,530 Gallons

One year ago
Nov 16 2021 - Jan 15 2022
3,043 Gallons

Meter #81678

4,880 Gallons
used this billing cycle

Alerts

No alerts found.

Notifications

No notifications found.

Billing Cycle Threshold



On Target

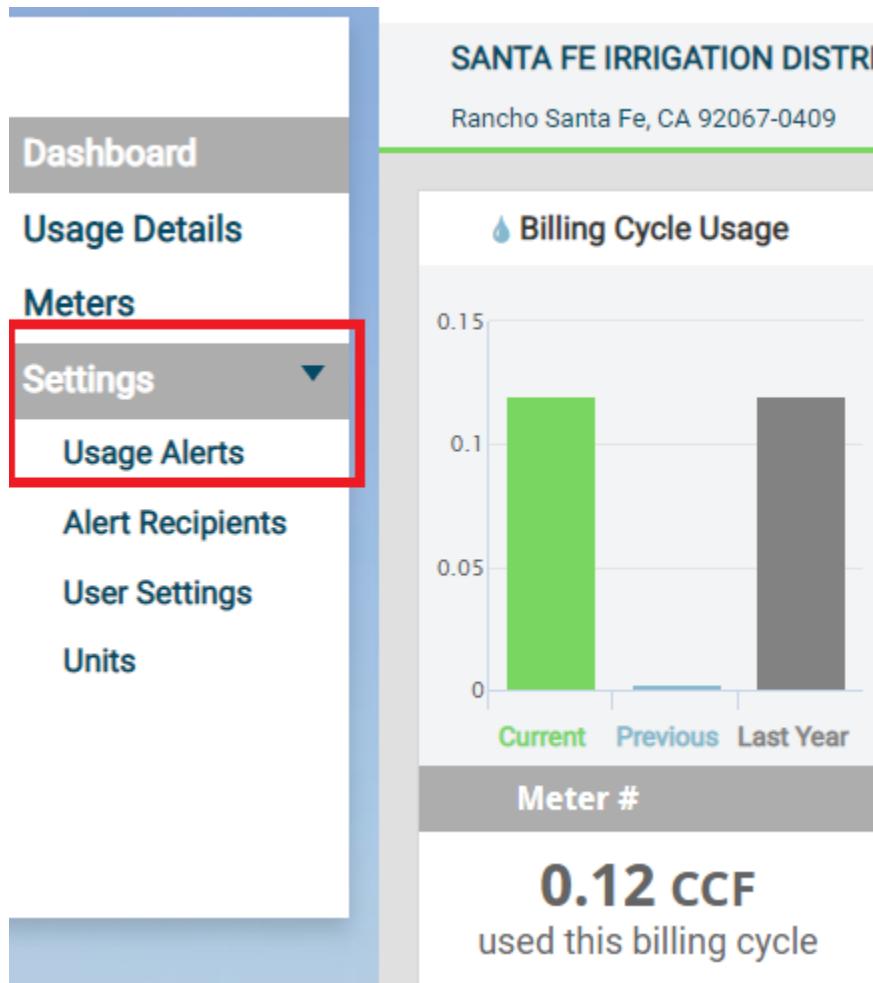
As of 11:59 pm

Change or disable this threshold in
[Usage Alerts](#)

Success!
The next screen you see should be your smart meter customer portal.

Now we can explore some helpful features!

Setting up Alerts



The screenshot shows the Santa Fe Irrigation District dashboard. On the left, a sidebar menu lists several options: Dashboard, Usage Details, Meters, Settings (with a dropdown arrow), Usage Alerts (which is highlighted with a red box), Alert Recipients, User Settings, and Units. The main content area displays the following information:

- SANTA FE IRRIGATION DISTRICT**
- Rancho Santa Fe, CA 92067-0409
- Billing Cycle Usage** chart (Bar chart comparing Current, Previous, and Last Year usage):

Category	Usage (CCF)
Current	0.12
Previous	0.01
Last Year	0.11
- Meter #**
- 0.12 CCF** used this billing cycle

Daily Usage Alert – As you evaluate your usage patterns, you will develop a understanding of your typical daily usage at different times of the year. For example, during the summer months your typical daily usage may be influenced by your irrigation demands. Once you develop a better understanding of what your typical daily usage is, you will be able to set a daily usage alert that will tell you when your actual daily usage is higher than expected. Higher than expected daily usage could be a sign of a leak, over irrigation, or some other factor you can then correct.

Billing Cycle Usage Alert – You can set an alert for the amount of water used in a defined billing cycle. This setting is helpful for conservation and/or managing water use and associated cost reduction. Keep in mind usage is typically seasonal with above average usage in summer months.

Vacation Alerts – A vacation alert is provided so you can determine if a higher-than-expected volume of water is being used while you are on vacation. This alert overrides the daily usage alert for a given time period.

Multi-Day Alert - If you have an irrigation system, the Multi-Day alert is helpful due to the difference in usage for days that irrigation is enabled. This Alert allows you to select an amount of water to use over a 7 day period.

Enable alerts you find useful based on definitions above.

Enter in a value appropriate for each alert. In this example we used the lowest value of 1 as typical usage for this meter is .16 HCF on average

SANTA FE IRRIGATION DISTRICT
Rancho Santa Fe, CA 92067-0409
Customer ▾  Meter ▾ 

⚠ Please Note: Meters transmit reading data multiple times each day, but some individual transmissions may be missed which can cause a delay in receiving alerts.

Billing Cycle Usage Alert
Alert me when a meter is using more than a given amount in a billing cycle.

Meter #	Rancho Santa Fe CA 92067-0409	Alert me when usage exceeds	<input type="text" value="1"/> CCF	<input checked="" type="checkbox"/> Enabled	Save
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Daily Usage Alert
Alert me when a meter is using more than a given amount in a day.

Meter #	Rancho Santa Fe CA 92067-0409	Alert me when usage exceeds	<input type="text" value="1"/> CCF	<input checked="" type="checkbox"/> Enabled	Save
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Multi-Day Alert
Monitor meter usage over 7 days.

Meter #	Rancho Santa Fe CA 92067-0409	Monitor usage over 7 days	Alert me when usage exceeds	<input type="text" value="1"/> CCF	<input checked="" type="checkbox"/> Enabled	Save
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Vacation Alerts
Temporarily override your normal daily alert usage.

Meter #	Rancho Santa Fe CA 92067-0409	Starting on	Ending on	Alert me when usage exceeds	Starting on	Ending on	Usage	CCF	Save
<input type="checkbox"/> Enabled									

Dashboard

Usage Details

Meters

Settings

Usage Alerts

Alert Recipients

User Settings

Units

Rancho Santa Fe, CA 92007-0409

Alert Recipients

Configure which alerts you want to receive and add additional alert recipients.

Santa fe irrigation district (Customer Owner) Email

Send email when Water Meters report:

- Daily Usage Warning
- Multi-Day Usage Warning
- Vacation Usage Warning
- Billing Cycle Usage Warning

Add alert recipient

Dashboard

Usage Details

Meters

Settings

Usage Alerts

Alert Recipients

User Settings

Units

SANTA FE IRRIGATION DISTRICT

Rancho Santa Fe, CA 92067-0409

User Settings

Manage your contact information, change your password and

Email address *?*

Cell Phone for Text Messages (optional) *?*

Standard text message fees may apply.

[Done](#) [Customize which alerts and messages to receive](#)

Alert Recipients

Allow you to
configure who
receives alerts

User Settings

Here is where you
can change contact
information and
passwords