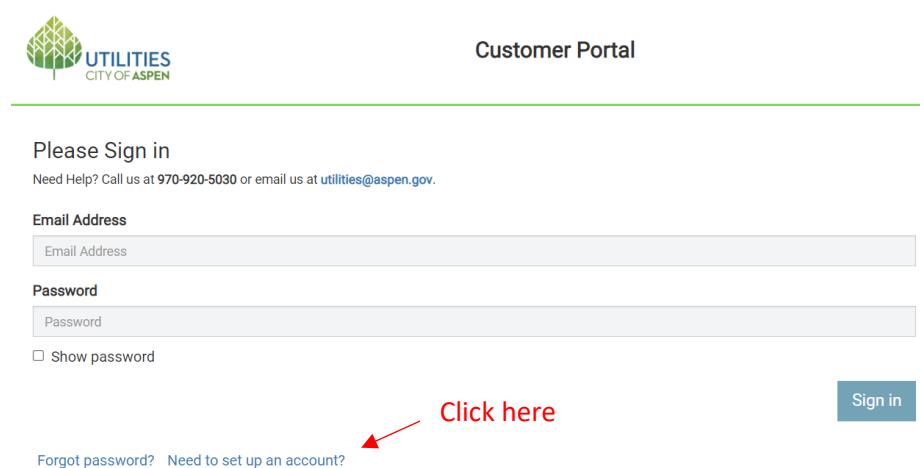


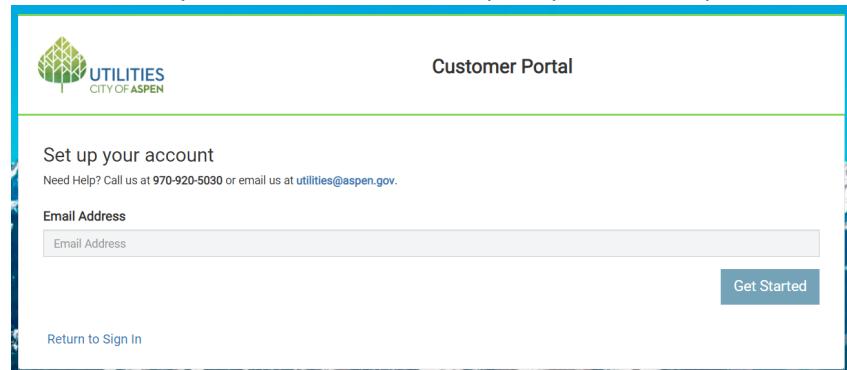
### **Customer Portal Signup Instructions:**

1. Open a web browser or click on the link to <https://my-aspen.sensus-analytics.com/>. See webpage excerpt below. Set up an account by clicking on link “Need to set up an account?”.



The screenshot shows the City of Aspen Utilities Customer Portal sign-in page. At the top left is the City of Aspen Utilities logo. To its right, the text "Customer Portal" is displayed. Below this, the heading "Please Sign in" is centered. Underneath it, the text "Need Help? Call us at 970-920-5030 or email us at [utilities@aspen.gov](mailto:utilities@aspen.gov)." is shown. The next section is for "Email Address" with a text input field. Below it is a "Password" input field with a "Show password" checkbox. To the right of the password field is a "Sign in" button. At the bottom left, there are links for "Forgot password?" and "Need to set up an account?". A red arrow points from the text "Click here" to the "Need to set up an account?" link.

2. Please read the terms and conditions of the Customer Portal. To register please click “I Accept”.
3. Enter your email address in the prompt. See example below.



The screenshot shows the City of Aspen Utilities Customer Portal "Set up your account" page. At the top left is the City of Aspen Utilities logo. To its right, the text "Customer Portal" is displayed. Below this, the heading "Set up your account" is centered. Underneath it, the text "Need Help? Call us at 970-920-5030 or email us at [utilities@aspen.gov](mailto:utilities@aspen.gov)." is shown. The next section is for "Email Address" with a text input field. Below it is a "Get Started" button. At the bottom left, there is a "Return to Sign In" link.

4. Open your email and click on link in email. Email will be sent from [donotreply@sensus-analytics.com](mailto:donotreply@sensus-analytics.com), titled “Aspen, CO – Account Signup”, and contain the City of Aspen Utilities logo.



The screenshot shows an email from "donotreply@sensus-analytics.com" to "Ryan Loebach". The subject is "Aspen, CO - Account Signup". The email body contains the City of Aspen Utilities logo. Below the logo, the text "Please complete signup for Aspen, CO Customer Portal" is displayed. At the bottom of the email, there is a welcome message and a link for completing the signup process.

5. Follow Link in email to Customer Portal. You will be taken to the web-page shown below.

- Complete all applicable fields.
  - Account Number: Use 12-digit account number from bill. See bill excerpt below.
  - Customer Number: Use 4-6 digit customer number from bill. See bill excerpt below.
- For registering your cell phone, continue to “Registering Cell Phone Instructions” below.
- Create password using rules shown below.



**Customer Portal**

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Set up your account  
Need Help? Call us at 970-920-5030 or email us at [utilities@aspen.gov](mailto:utilities@aspen.gov).

**Email Address**

**Combined Account Number and Customer ID (Separated by Hyphen)**

**Service Address Street Number (example: Enter 100 for 100 Main St)**

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

**Password [Rules](#)**

**Confirm Password**

Show passwords

**Language**

**Submit**

#### Password Rules

The password must follow these rules:

- Be at least 12 characters long
- Use at least one lower-case character
- Use at least one upper-case character
- Use at least one number
- Use at least one of the following special characters: - ! " \$ % & ' \* , .

#### Example Bill and How to Enter Account and Customer ID Into Customer Portal Set Up Page

##### ACCOUNT STATEMENT

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
01-26039640-01	06/25/2022	

##### ACCOUNT INFORMATION

Account Name:	
Service Location:	
Customer ID Number:	4856
Bill Number:	465801
Billing Date:	05/31/2022

Proper Format Example:

ONE HYPHEN ONLY

Combined Account Number and Customer ID (Separated by Hyphen)

012603964001-4856

Service Address Street Number (example: Enter 100 for 100 Main St)

100

ONLY Street Number at Your Service Address

### **Registering Cell Phone Instructions (OPTIONAL):**

1. To register your cell phone to receive alerts via text message:
  - a. At initial sign-up:
    - i. Enter your cell phone at initial sign-in in the box shown above.
    - ii. You will be prompted to request activation code after clicking submit.
    - iii. Enter in 5 character activation code from text message on your phone in the box provided. See below for example.
    - iv. Click “Activate Phone” button.
  - b. After sign-up:
    - i. Scroll to Settings->User Settings using the web-page menu on the left.
    - ii. Enter your cell phone in space provided and Request Activation Code.
    - iii. Enter in 5 character activation code from text message on your phone in the box provided. See below for example.

#### **Activate your cell phone number ?**

Check your phone. An activation code was sent to **970-309-9750**.

RnGly	<b>Activate phone</b>
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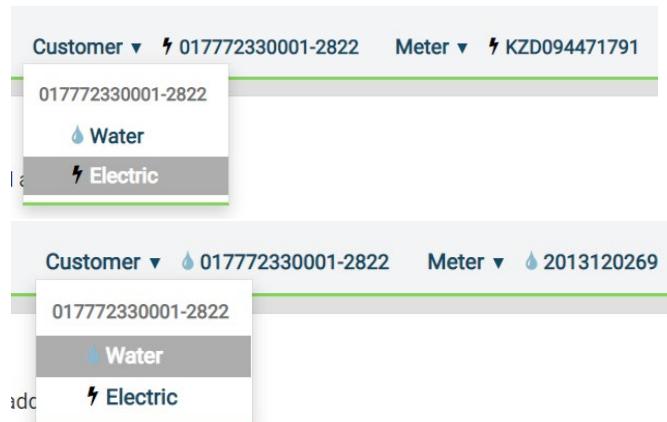
Until this phone number has been activated, notifications and alerts will be sent to **970-309-9750**.

[Request new activation code](#) [Cancel phone activation](#)

### **Accounts with both Electric and Water Service**

Customers with both electric and water service under the same combination of account number and customer identification numbers can view electric and water consumption data from the same login. To toggle between the two services, click on the dropdown arrow by “Customer” in the top ribbon and select “Water” or “Electric”. See below.

Customers will need to select either water or electric to view usage details and dashboard information for each combination of account, customer ID, and service type (i.e. water or electric)



## **Registering Multiple Accounts to a Single Login:**

If you are an Aspen Utility customer that has two or more separate accounts for water service and electric service or multiple properties, you can link different accounts to your Customer Portal login. Follow these steps to link more accounts to your Customer Portal login:

1. Using the left menu on the customer portal page, scroll to Settings->User Settings. Click on User Settings.
2. Find the Manage accounts button and click on the button.
3. You will now see all accounts linked to your Customer Portal login.
4. Click on the Add account button to add more accounts.
5. Follow the same procedure as previously stated.
  - a. Account Number: Use 12-digit account number from bill. See bill excerpt below.
  - b. Customer Number: Use 4-6 digit customer number from bill. See bill excerpt below.
  - c. Service Address Street Number: enter in the full address number as shown on your bill.

### **Step 2**

#### **User Settings**

 Manage your contact information, change your password and add new accounts.

Email address 

Cell Phone for Text Messages (optional) 

Standard text message fees may apply.

 [Remove phone number](#)

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

[Change password](#) [Manage accounts](#) Click here

### **Step 3**

#### **User Settings**

 Manage your contact information, change your passv

[Update user info](#)

[Change password](#)

**Manage Accounts**

017772330001-2822 Water Electric <a href="#">Remove</a>	<span style="color: red; font-size: 1.5em; margin-right: 10px;">Click here</span> <a href="#">Add account</a> <a href="#">Done</a>
---	--

### **Step 4**

#### **Manage Accounts**

017772330001-2822 Water Electric <a href="#">Remove</a>	057770005000-15197 Electric <a href="#">Remove</a>
---	--

 Add another account to your portal.

Combined Account Number and Customer ID (Separated by Hyphen)

Service Address Street Number (example: Enter 100 for 100 Main St)

[Add account](#) [Cancel](#)