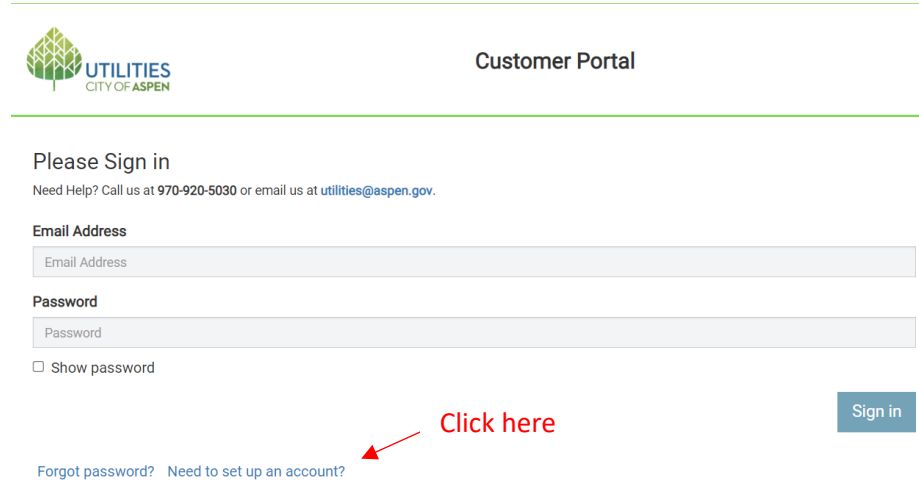


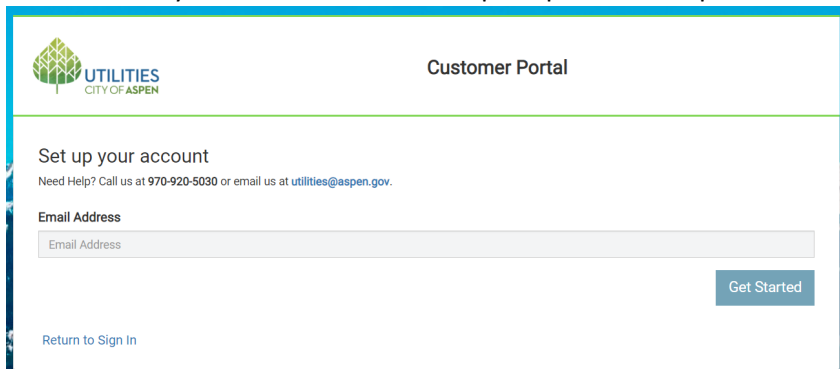
## Customer Portal Signup Instructions:

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 'Customer Portal' sign-in page for the City of Aspen Utilities. It features the utility logo in the top left and the title 'Customer Portal' in the top right. Below the header, there is a 'Please Sign in' section with a help link: 'Need Help? Call us at 970-920-5030 or email us at [utilities@aspen.gov](mailto:utilities@aspen.gov)'. The form includes an 'Email Address' field, a 'Password' field, and a 'Show password' checkbox. A blue 'Sign in' button is located to the right of the password field. Below the form, there are two links: 'Forgot password?' and 'Need to set up an account?'. A red arrow points to the 'Need to set up an account?' link with the text 'Click here'.

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 'Customer Portal' 'Set up your account' page. It features the utility logo in the top left and the title 'Customer Portal' in the top right. Below the header, there is a 'Set up your account' section with a help link: 'Need Help? Call us at 970-920-5030 or email us at [utilities@aspen.gov](mailto:utilities@aspen.gov)'. The form includes an 'Email Address' field and a blue 'Get Started' button. Below the form, there is a link: 'Return to Sign In'.

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 titled 'Aspen, CO - Account Signup' from 'donotreply@sensus-analytics.com' to 'Ryan Loebach'. The email body contains the City of Aspen Utilities logo and the text: 'Please complete signup for Aspen, CO Customer Portal'. Below this, there is a welcome message: 'Welcome to the Aspen, CO Customer Portal. To complete the signup process, please click the link below or copy the URL into a web browser. <https://my-aspen.sensus-analytics.com/login.html#/completeSignup/cnlhb15sb2VlYWNoQGZcGVULmdvdnwxNjU0Nzk2MTIzODU3IDNCc0QzSUJHZHQ1bzdKOGlicWV3bFQwV21pTVBFdUJqbmZJui82cjNvazA9> This link will expire in 24 hours. Questions? Please email us at [utilities@aspen.gov](mailto:utilities@aspen.gov) or call 970-920-5030.'

5. Follow Link in email to Customer Portal. You will be taken to the web-page shown below.
  - a. Complete all applicable fields.
    - i. Account Number: Use 12-digit account number from bill. See bill excerpt below.
    - ii. Customer Number: Use 4-6 digit customer number from bill. See bill excerpt below.
  - b. For registering your cell phone, continue to "Registering Cell Phone Instructions" below.
  - c. Create password using rules shown below.



Customer Portal

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

ryan.loebach@aspen.gov

Combined Account Number and Customer ID (Separated by Hyphen)

Combined Account Number and Customer ID (Separated by Hyphen)

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

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

Cell Phone for Text Messages (optional)

Cell Phone

Password [Rules](#)

Password

Confirm Password

Confirm Password

Show passwords

Language

English

Submit

Password Rules

x

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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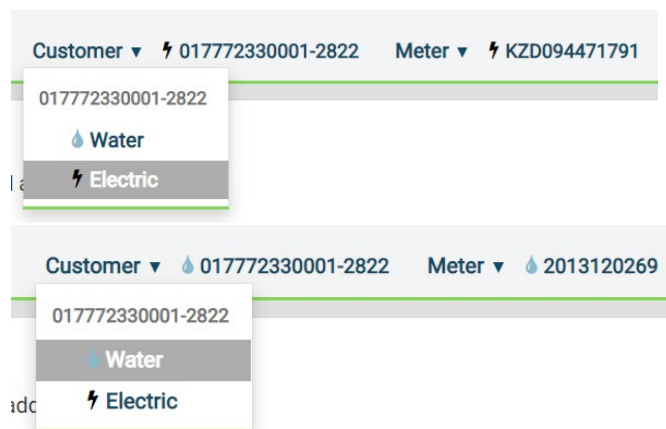
Until this phone number has been activated, notifications and alerts will be sent to **970-309-9750**.

[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 passw

[Update user info](#)

[Change password](#)

#### Manage Accounts


017772330001-2822  
Water Electric  
[Remove](#)

[Add account](#) [Done](#)  **Click here**

### Step 4

#### Manage Accounts

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