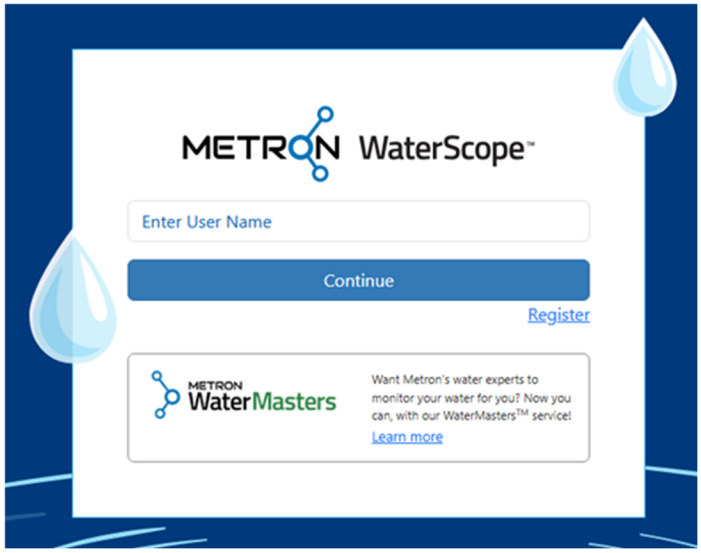
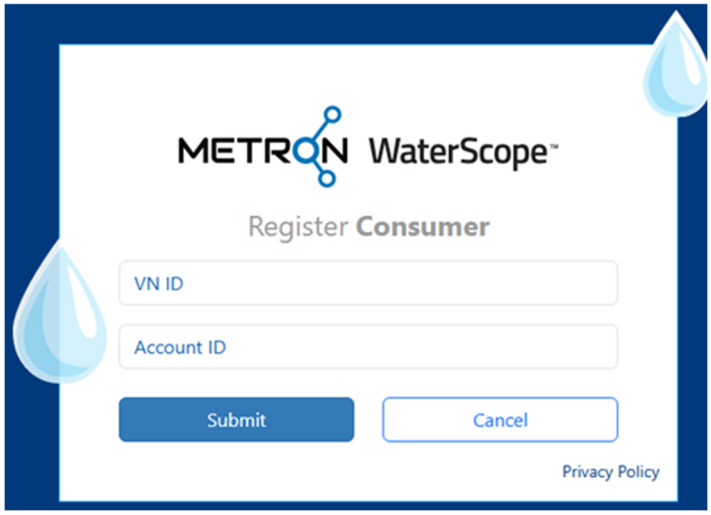
Consumer Portal Registration Steps

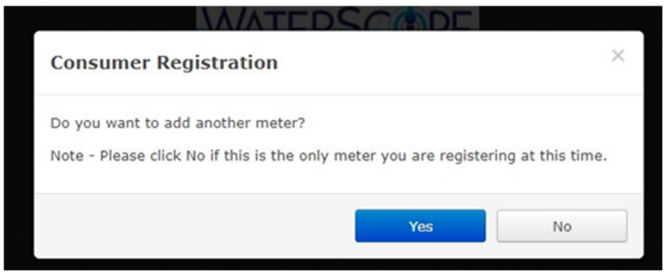
1. Go to https://www.waterscope.us/Account/Login
2. Select Register



3. Enter VN ID provided in your letter or email. You can also find it on your Utility Bill as Meter ID.
4. Enter Account ID provided in your letter or email or on your Utility Bill as Account Number. Enter without the dashes.
5. Select Submit.



6. You will receive this pop-up message. Select ***No*** unless you have multiple accounts.



7. Enter your email address (an email address is required to register for the consumer portal) and check, I'm not a robot and Submit.

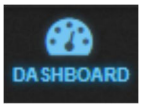
8. You should get a message "Authentication request sent successfully, Please check your email." The authentication link will expire in 24 hours.

9. Once you click on the link to authenticate your email you will receive a second email with your username and password.
10. Go back to the login screen and enter the username and password supplied in your second email to enter your consumer portal.

Note: Remember to save your username and password somewhere safe but easily accessible in the event you forget it. We will not have access to this information. In the event you do forget, you will need to select the I forgot my username and/or password so you can reset it.

User Guide

Dashboard



Message Center

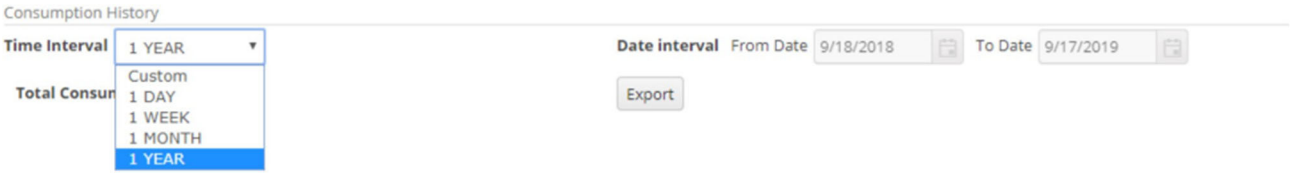
The ability to view messages posted by the Rice Lake Utilities Department regarding utility maintenance projects, new portal features, etc.

Rotating Descriptions

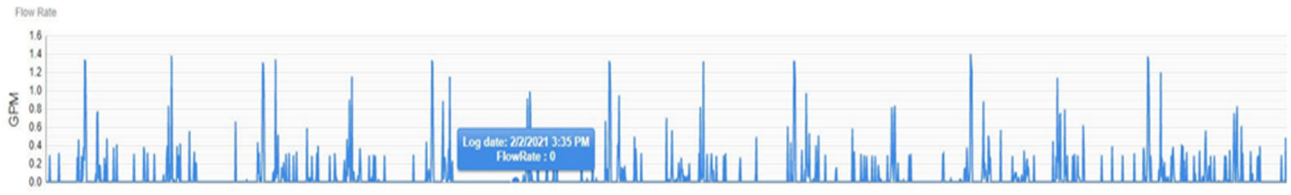
These descriptions are a basic introduction to the Waterscope consumer portal for new users.

Consumption History

The consumption history page provides a detailed view over a user defined time interval. The default is 1 Week but can easily be changed to 1 Day, 1 Month, 1 Year or Custom interval defined by user. The total consumption will recalculate based on the selected period.

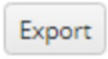


The **Flow Rate** graph is the breakdown of the 5-minute/**1-minute** interval data displayed in Gallons Per Minute over the selected time interval. By running the mouse cursor over the graph, the detailed GPM data will display along with the time and date stamp.

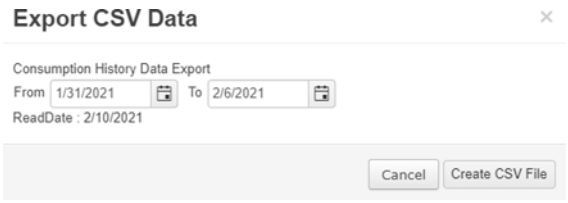


The **Consumption** graph provides time interval totals. The standard is 24 hours for 1 Month and 1 Year intervals unless the zoom bar is used to get more detail.

The **Zoom** bar allows you to analyze more specific time periods by clicking on the handles on the outside of the bar and dragging toward the middle of the screen. The zoom feature will change the resolution of the totals. To restore back to default just drag the handles back to the edge of the screen.



To export the detailed usage, simply click the export button and the usage history will be exported to a CSV file (comma-separated values) for further evaluation.



	A	B	C	D	E	F	G	H
1								
2								
3	Account Number	111111						
4	Consumer Name	SMITH JOSEPH						
5	Address	1234 WALNUT STREET						
6	MeterId	3040166						
7								
8	Endpoint Type	innov8-VN LTE						
9	Meter Model	Metron						
10	Meter Type	SingleJet						
11	Meter Size	5/8 x 3/4"						
12	Meter Units	G						
13	Log Interval	5						
14								
15	Current Status(Conditions)	No Error						
16								
17	Current Read Date	2/11/2021						
18	Current LCD Read	22350.7 G						
19	Transmit Scaling	1						
20	Current Billing Read	22350						
21	Current Month Consumptic	882.02 G						
22								
23	Index Ratio	0.05484						
24	Decimal Point Position	1						
25	First Digit	5						
26								
27	Max Hourly Consumption	21.948						
28	Max Daily Consumption	107.6829						
29	Max Theoretical Daily	526.752						
30								
31	Max Flowrate	1.399462794						
32	Min Flowrate	0						
33								
34								
35	Number	Date	Consumption	Flow Rate	Hourly Total	Daily Tot	Daily Read	Billing Read
36	1	1/31/2021 0:00	0	0				
37	2	1/31/2021 0:05	0	0				
38	3	1/31/2021 0:10	0	0				
39	4	1/31/2021 0:15	0	0				
40	5	1/31/2021 0:20	0	0				
41	6	1/31/2021 0:25	0	0				
42	7	1/31/2021 0:30	1.4632	0.292641288				
43	8	1/31/2021 0:35	0	0				
44	9	1/31/2021 0:40	0	0				
45	10	1/31/2021 0:45	0	0				
46	11	1/31/2021 0:50	0	0				
47	12	1/31/2021 0:55	0	0	1.4632			
48	13	1/31/2021 1:00	0	0				
49	14	1/31/2021 1:05	0	0				
50	15	1/31/2021 1:10	0	0				
51	16	1/31/2021 1:15	0	0				
52	17	1/31/2021 1:20	0	0				
53	18	1/31/2021 1:25	0	0				
54	19	1/31/2021 1:30	0	0				
55	20	1/31/2021 1:35	0	0				
56	21	1/31/2021 1:40	0	0				

Usage Overview

Time/Date Controls

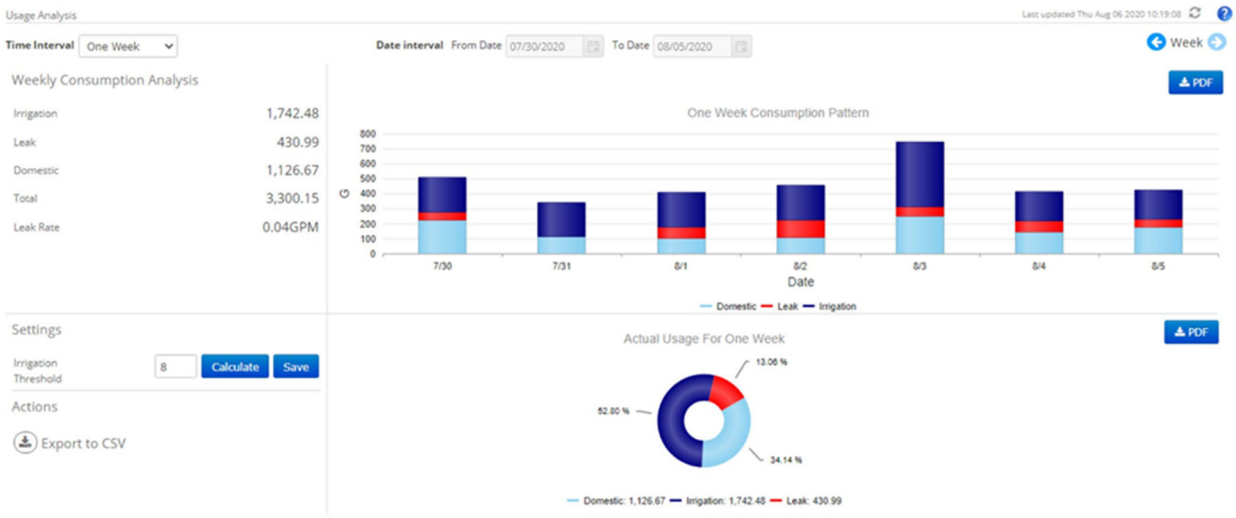
You can select the time interval with options of One Week, One Month and Custom. Depending upon the selection, the Date Interval will display the date range shown with the most current date being the last date in the display. For Custom, a range up to 62 days in duration can be selected from the Date Interval section.

Scroll Buttons

Once the time interval is set, the scroll buttons on the far right will allow the user to scroll a full interval forward or reverse. For instance, if the time interval is set to 1 Week, the scroll buttons will move the chart data forward or reverse by one full week.

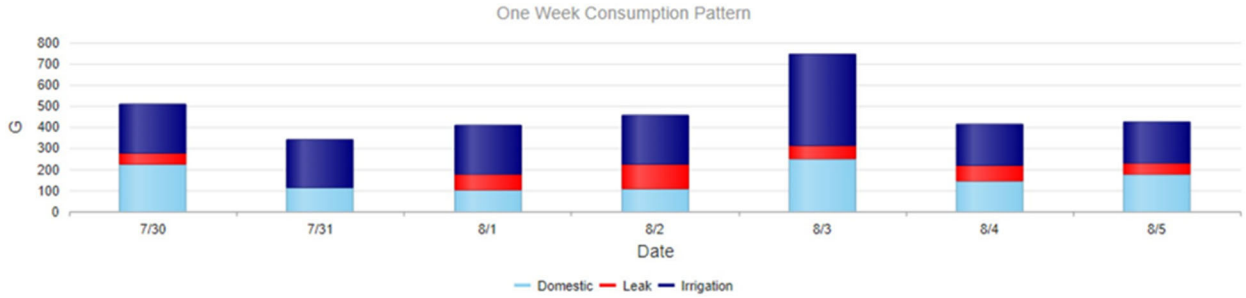
Charts

The usage overview is comprised of two charts and statistical data.
The charts identify the usage percentages into the common residential usages of domestic (faucets, appliances, etc.), leaks and irrigation. This is useful in how it allows you to see the total water consumption along with a breakdown of **how** water is being consumed.



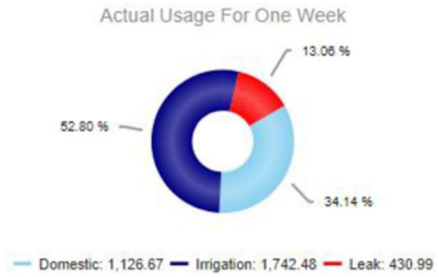
One-Week Consumption Pattern

The example below shows the One-Week Consumption Pattern graph. Each single Column represents one day's total consumption in gallons. The columns are then divided by type of consumption. Light Blue represents Domestic use such as: faucets, showers, sinks and consumer appliances. Red represents water that was lost due to leaks on the consumer side of the meter. Dark Blue represents water used in higher flow consumption such as irrigation.



Actual Usage for One Week

The Actual Usage graph divides water consumption into the three categories with each displayed as a percentage of the total. Total volume in gallons for each category is shown in the legend below the graph.



Consumption Analysis

For the chart shown above, the consumption volumes for each category are shown, along with a leak rate (the lowest continual flowrate calculated). This data will update as changes are made to the chart Time/Date intervals.

One Week Consumption Analysis

Irrigation	1,742.48
Leak	430.99
Domestic	1,126.67
Total	3,300.15
Leak Rate	0.04GPM

Settings

Under ‘Settings’ the Irrigation Threshold is the minimum flowrate (in GPM) necessary for consumption to be categorized as Irrigation.

Settings

Irrigation Threshold

Actions

Export to CSV

This allows you to export the data shown in the current charts to a CSV file (comma-separated values) for further evaluation.

Consumption Comparison

Consumption Analysis

This selection box allows for the selection of either the monthly consumption or the daily average to be displayed.

Comparison Years

At the top of the page, the user can select the years to be compared.

Comparison Statistics

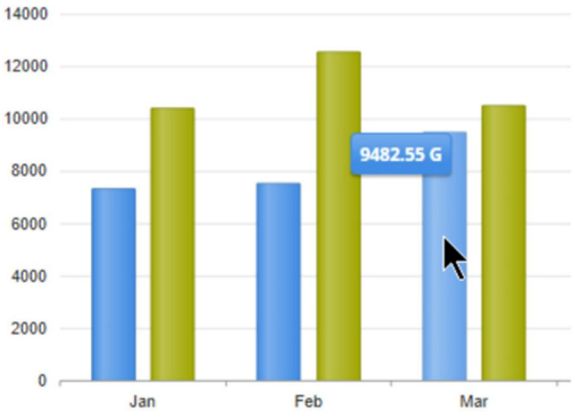
Across the top of the chart, there will be statistics for the current month.

Consumption Comparison Chart

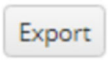
A column chart showing consumption or daily average of a month for two separate years, depending which Comparison Analysis is selected

This example shows the monthly consumption comparison between 2019 and 2020 calendar years.

Moving your cursor over any column will display the consumption total for that month:



Note: Comparison will only be of months since new meter was installed. Usage from previous meter was not transferred over.



The export button will export a detailed CSV file of the current chart.

Flow Rate Analysis

The Flowrate Analysis page is used to analyze the different flowrate levels, highs and lows and times of use on a single account. This page is targeted for consumers with larger commercial meters to understand meter performance.

Charts & Information

There are four separate sections on the page:

· Flowrate Analysis Summary

· Flowrate Breakdown

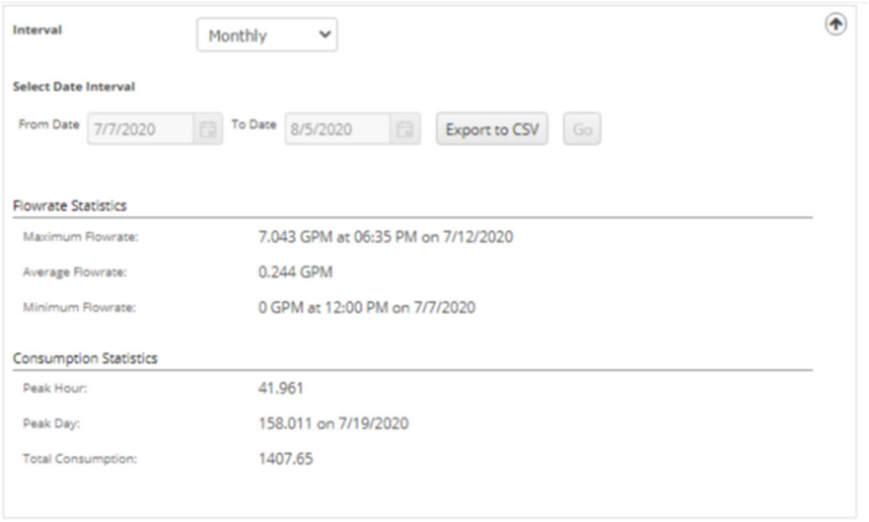
· Flowrate History

· Time of Use

Each of these sections can provide insight to the consumption patterns and performance of the water meter.

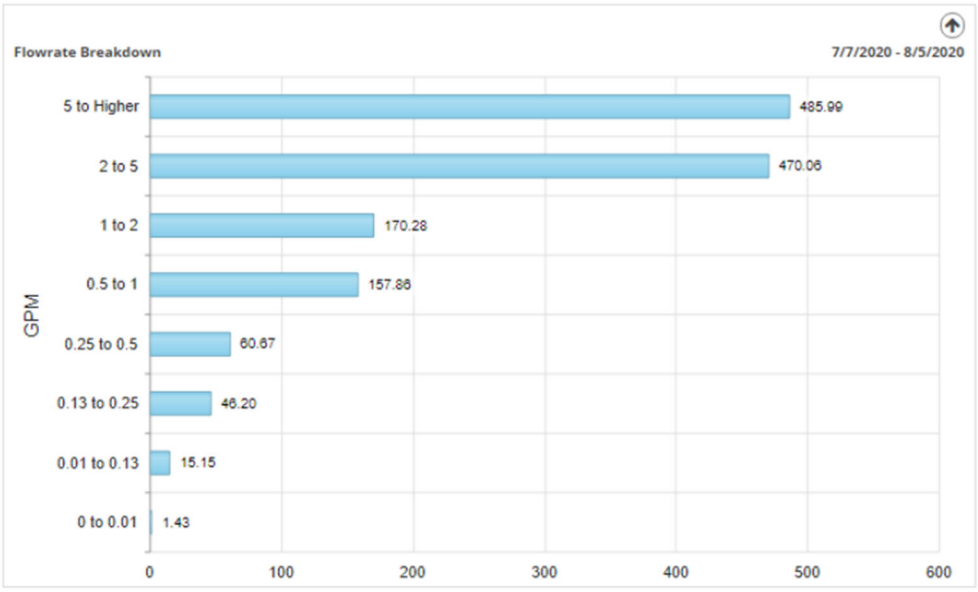
Flowrate Analysis Summary

The Flowrate Analysis Summary provides a control to select the interval (Weekly, Monthly or Custom) and an indicator/selector of the date range being displayed. This area also shows flowrate and consumption statistics for the period being displayed.



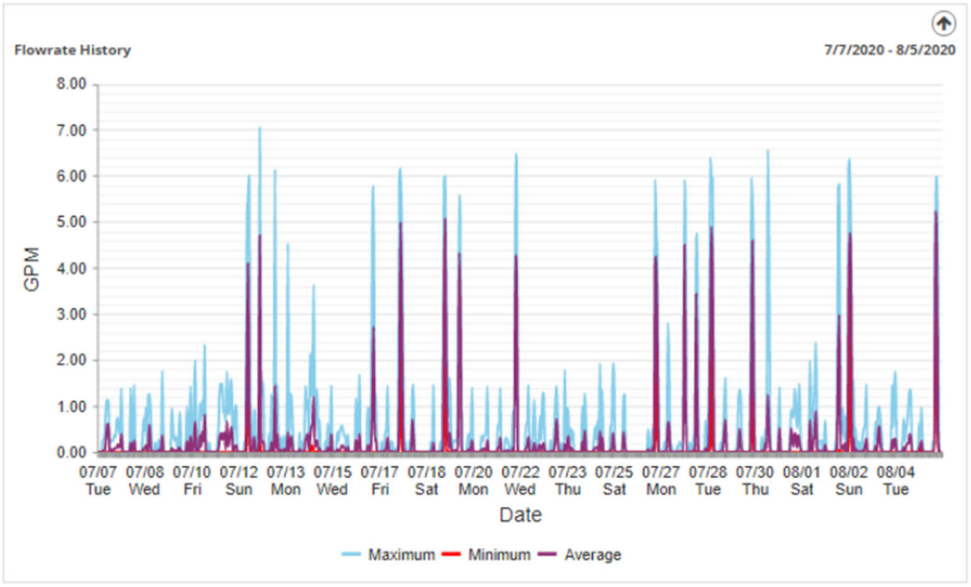
Flowrate Breakdown

The Flowrate Breakdown area shows the percentage of flow in preset ranges.



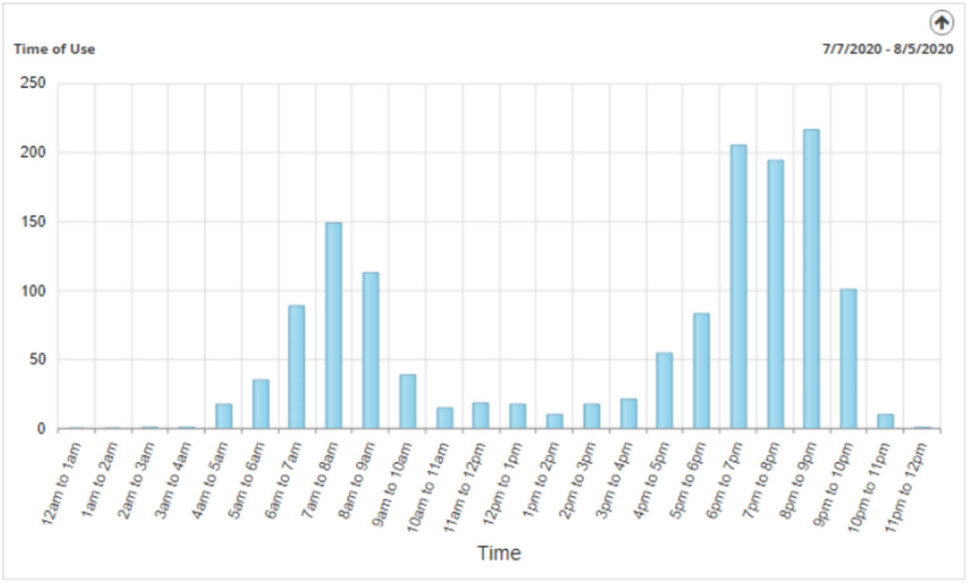
Flowrate History

The Flowrate History shows a graph plotting the hourly maximum, minimum and average flowrate over the selected range. The legend on this chart is interactive and allows any of the flowrates to be hidden or displayed.



Time of Use

The Time of Use area shows a chart with the consumption plotted over the 24-hour in a day. This data is aggregated over the date range selected.



Export Options

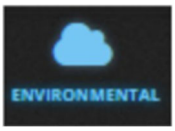
The Flowrate Analysis page provides an export option.

Export Export

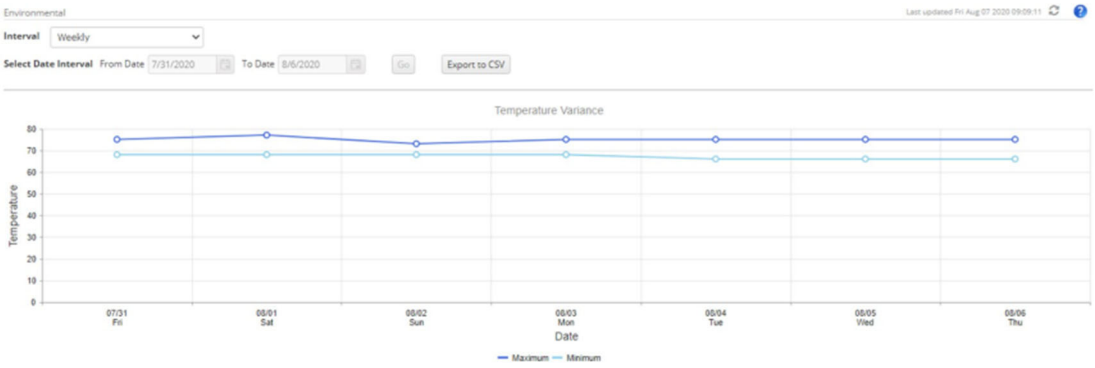
The export button will export a detailed CSV file of the summary based on the selected date range.

	A	B	C
1	Account Number	043598-000	
2	Consumer Name	Rosita Centrno	
3	Address	28 Baywood St. Springfield	
4	MeterId	1016440	
5			
6	Endpoint Type	innov8-VN	
7	Meter Model	Metron	
8	Meter Type	SingleJet	
9	Meter Size	5/8 x 3/4"	
10	Meter Units	Ft3	
11	Log Interval	5	
12			
13	Current Status(Conditions)	Watering Restriction Violation (Set on 8/5/2020)	
14	Current Status(Conditions)	Intermittent Leak (Set on 8/2/2020)	
15			
16	Current Billing Read Date	8/6/2020	
17	Current LCD Read	31781.67	
18	Transmit Scaling	1	
19	Current Billing Read	31781	
20	Current Month Consumption	31781.67Ft3	
21			
22	Index Ratio	0.03644	
23	First Digit	5	
24	Decimal Point Position	2	
25			
26			
27	Flowrate Statistics		
28	Max Flow:	7.043	GPM
29	Min Flow:	0	GPM
30	Average Flow:	0.244	GPM
31			
32			
33	Flowrate Breakdown		
34	Flowrate (gpm)	% during range	
35	5 to Higher	34.53%	
36	2 to 5	33.39%	
37	1 to 2	12.10%	
38	0.5 to 1	11.21%	
39	0.25 to 0.5	4.31%	
40	0.13 to 0.25	3.28%	
41	0.01 to 0.13	1.08%	
42	0 to 0.01	0.10%	
43			
44			
45	Peak Hour Consumption:	41.961	Ft3

Environmental



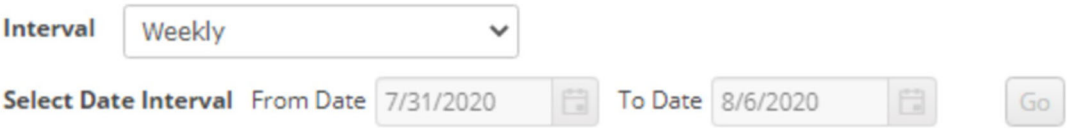
The Environmental page shows a line chart with the maximum and minimum temperature across a date range. This is used to identify and track your water meter temperature. This is the ambient temperature around the water meter, not the water temperature. The minimum and maximum temperature is recorded and transmitted daily.



Note: It is important to monitor this during the winter when the temperatures are frigid to prevent frozen or burst pipes and meter damage. Damaged meter replacement costs are the responsibility of the homeowner.

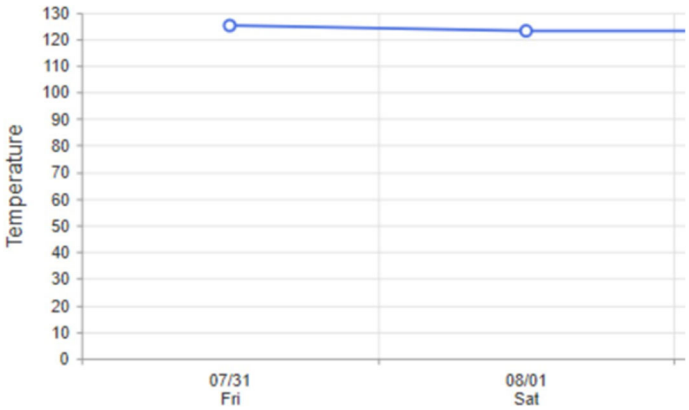
Time/Date Controls

At the top left of the page, you select the time interval with options of Weekly, Monthly and Custom. One week is the default. Depending upon the selection, the Date Interval will display the date range be shown with the most current date being the last date in the display. For Custom, the user can select a date range up to 62 days in duration.



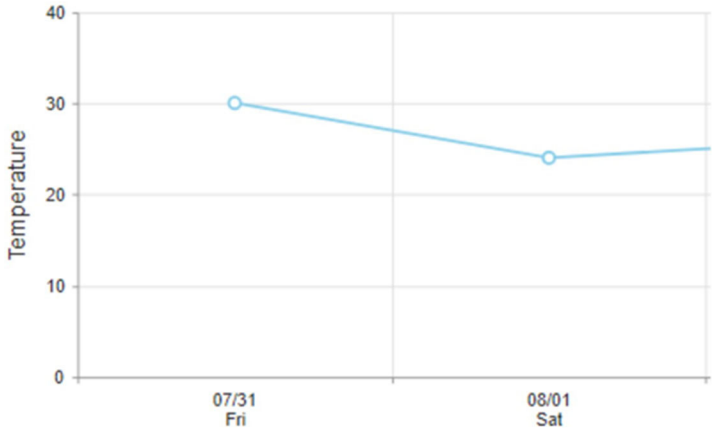
High Temperature

Higher temperatures than normal can indicate problems at the location of the meter.



Low Temperature

Temperatures which approach freezing could mean frozen pipes and/or meters and subsequent water damage after thaw.



Export to CSV

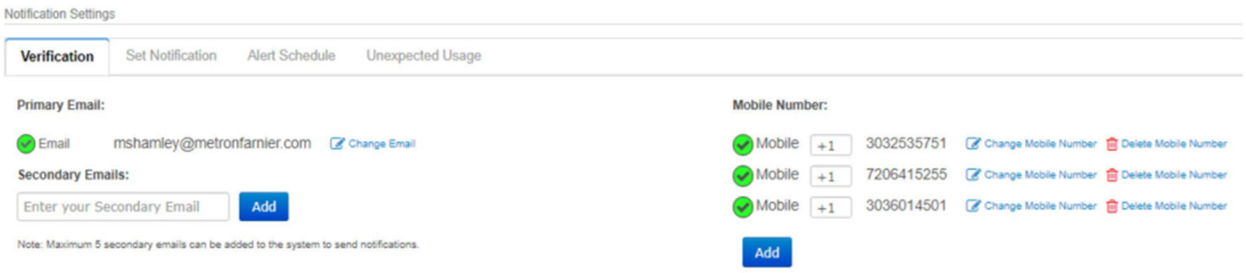
The export button will export the data shown in the current charts.

Notifications

The Notifications page is used to opt-in for email and text message notifications for important consumption events.

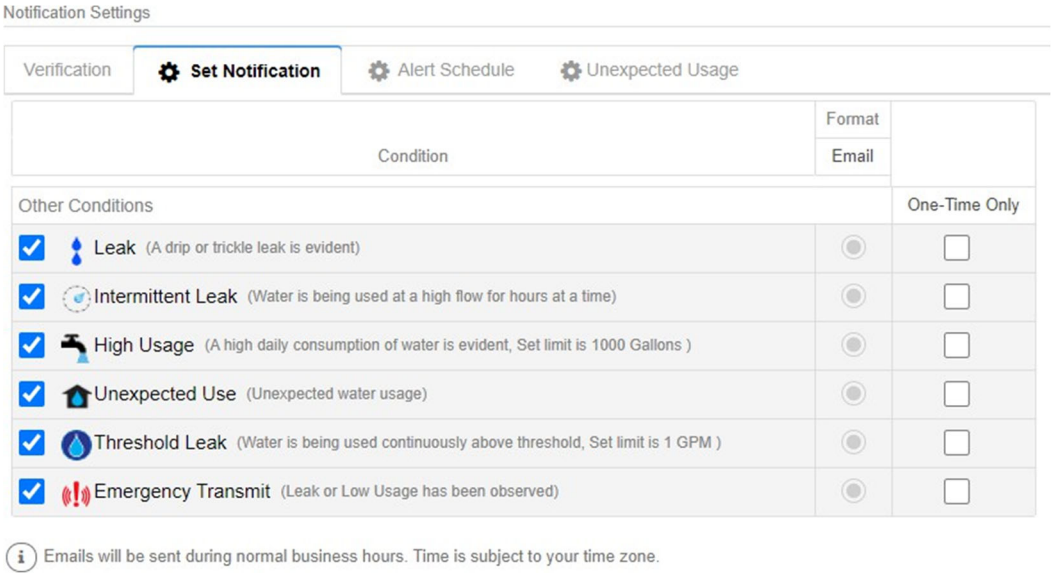
Verification

This section allows you to enter the primary and secondary email addresses for the notifications. You can also enter mobile phone number(s) for text message notifications. Note that the text message notifications are **only** used on the emergency transmit functions.



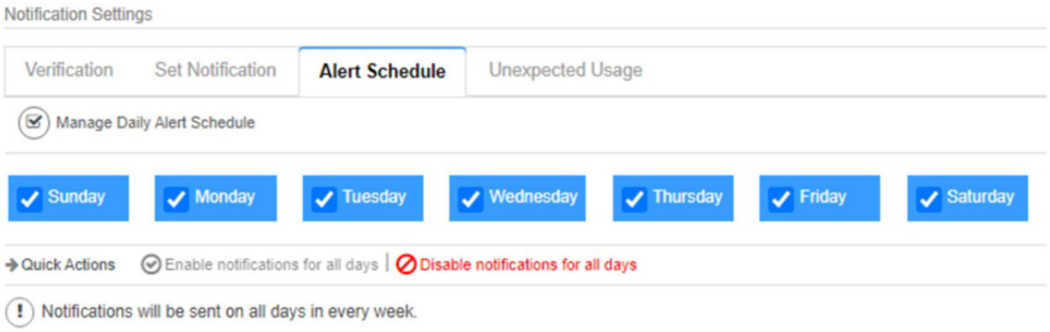
Set Notification

This section allows you to opt-in to any of the available condition alerts as shown below. All condition alerts will be sent via email other than the emergency transmit. All emails can be sent on an Alert Schedule or on a one-time only basis.



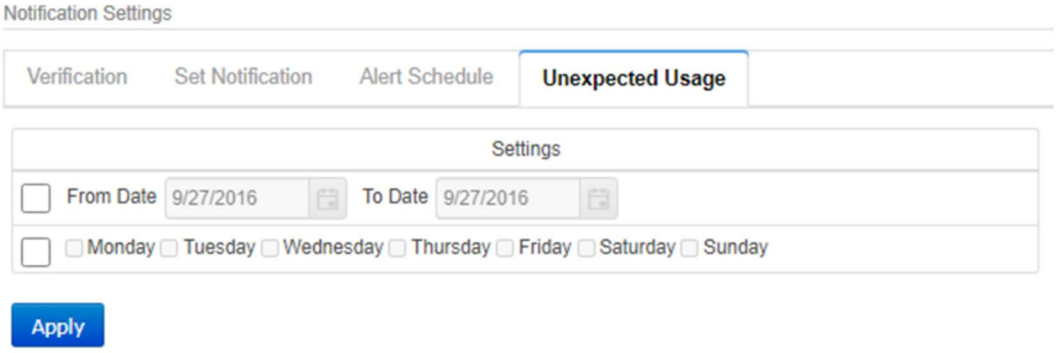
Alert Schedule

You can create a custom schedule for when to receive the alert messages.



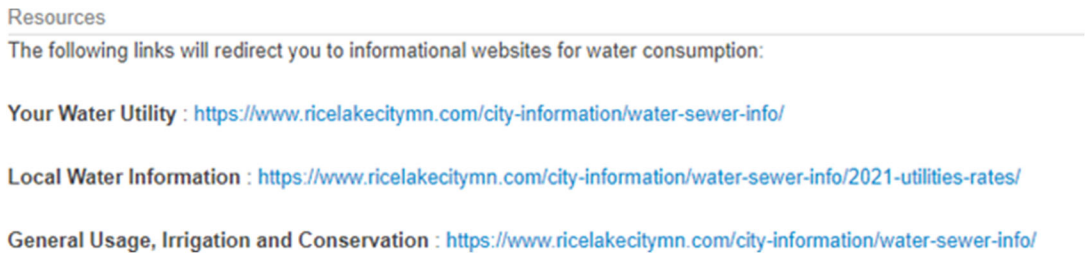
Unexpected Usage

This function can be enabled to identify unexpected consumption. This can be used to alert you about water usage at a vacant rental house or unoccupied vacation home. You can activate this function for a date range and for specific days of the week.



Resources

The Resources page provides links to the Rice Lake City website utility information pages.


Resources

The following links will redirect you to informational websites for water consumption:

Your Water Utility : https://www.ricelakecitymn.com/city-information/water-sewer-info/

Local Water Information : https://www.ricelakecitymn.com/city-information/water-sewer-info/2021-utilities-rates/

General Usage, Irrigation and Conservation : https://www.ricelakecitymn.com/city-information/water-sewer-info/

Waterscope Metron App for Apple or Android

There is also a free Waterscope Metron app for your Apple or Android device.
The app does not have all the functionality as the website but is a great option for monitoring while traveling.