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Monday, March 30, 2020

To whom it may concern,

As it pertains to customers of Twin Creeks SSD, and North Village SSD: Jordanelle SSD has upgraded their water meter reading system to an Automated Metering Infrastructure (AMI). This means that the water meters will be managed via a private radio network to provide better and quicker service to you.

What does this mean for you? As a free service to you, Jordanelle SSD is providing you with a Customer Portal. This Customer Portal will allow you to view your actual water usage with real-time data for both your culinary and/or your irrigation meter. You will be able to monitor your water usage, set usage alarms and thresholds, compare month to month data, and access xpressbillpay to make easy online payments. The customer portal has been provided to help us make informed choices toward water conservation in order to extend the life of our natural resources for years to come.

To sign up for the Customer Portal please follow the directions below. If you have any questions or concerns, please contact Jordanelle Special Service District for assistance.

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E: theresa@jssd.us

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Customer Portal Access and Account Setup

Please open your internet browser and type in the following link:

<https://my-jssd.sensus-analytics.com/login.html#/signin>

STEP 1: You will see the following screen, please select the link on the bottom right that says: [Need to set up an account?](#)

Jordanelle Customer Portal

Please Sign in
Need Help? Call us at [435-654-9233](tel:435-654-9233) or email us at theresa@jssd.us.

Email Address
Email Address

Password
Password

Show password

Sign in

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

STEP 2: Enter your Email that is associated with your account at JSSD and select [Get Started](#). There will be link sent to your email.

Jordanelle Customer Portal

Set up your account
Need Help? Call us at [435-654-9233](tel:435-654-9233) or email us at theresa@jssd.us.

Email Address
Email Address

Get Started

[Return to Sign In](#)

STEP 3: An Email will be sent to your INBOX (If it does not show up in your Inbox, check your SPAM FOLDER) Click on the hyperlink on the Email to complete the account setup.

STEP 4: Complete the online form. You will need your email, account number, and your name as it appears on your bill. NOTE: For security reasons, you MUST enter your account number and your name identical to the way they show on your bill. Create a password that is easy to remember. If needed, write your password down and keep it in a safe place for future reference.

STEP 5: Login to your account. If it does not automatically load go to:
<https://my-jssd.sensus-analytics.com/login.html#/signin>

For a video tutorial on how to setup a new account please follow the link below:
<https://www.sensus-training.com/SA/admin/newAccount.mp4>

For an introductory tutorial on how to use the Customer Portal please follow the link below:
<https://www.sensus-training.com/SA/customerPortal/introCustomerOverview/index.html>