



**VALDOSTA**  
A City Without Limits

## How to log on to your new customer portal.

### 1.) TO GET STARTED, GO TO THE INTERNET

Navigate to  
<https://cp.setflow.com/>

### 2.) SELECT "REGISTER NOW".



Here is the "register now" button. Click it!

### 3.) THEN ENTER YOUR EMAIL AND CONFIRM THAT YOU ARE NOT A ROBOT.

You can also use your billing or personal info to set up if you don't remember what email is attached to your account.

### 4.) VERIFY BY FILLING IN THE REQUESTED INFO, THEN CLICK "CONTINUE"

### 5.) CREATE A USERNAME AND PASSWORD. THE SYSTEM WILL LOG YOU IN.

You did it! Don't forget to save your username and password and keep it in a safe place!

On the other side of this card are useful tips on how to get the most out of your new portal.

## QUESTIONS?

Please contact Valdosta Customer Service at

229-259-3510

or go to

[www.smartearthtechnologies.com/customer-portal](http://www.smartearthtechnologies.com/customer-portal)

Here are some commonly asked questions and answers

### **Q: How much water am I using?**

You can view your water usage in a variety of ways in the SETflow Customer Portal. Your total usage for the prior 30 days can be found under your Account Details on the Usage page. Just look for 'Consumption Last 30 Days' for your total usage in gallons. You can also view your water usage in the 'Recent Water Usage' chart. This chart is dynamic and allows you to select the time period over which you would like to view your consumption. You can view your daily water consumption over the past 30 days, the past 7 days, or hourly usage over the past 24 hours.

### **Q: How do I sign up for water Usage Alerts?**

You can choose to receive water Usage Alerts by either email or text message by clicking the 'Usage Alerts' tile on the home page or from the Alerts & Communications tile in the 'My Profile' page of the Customer Portal.

### **Q: What types of water usage alerts are available?**

- o Flow Alert - If continuous flow is detected over a 24-hour period
- o Vacation Alert - If any flow is detected during pre-determined dates
- o Cold Weather Alert - If temperature drops below a selectable threshold
- o Water Usage Alert - If consumption exceeds a configurable percentage of your average water flow

### **Q: I received a leak notification. What do I do now?**

Many common household leaks can be identified and easily repaired by you without the need for hiring a plumber. Remember that leaks inside of your home are your responsibility and your water utility does not provide plumbing services. Your utility may have some tips and tricks on finding and fixing leaks, or there are useful articles on the internet such as: [www.wikihow.com/Find-a-Water-Leak-in-Your-House](http://www.wikihow.com/Find-a-Water-Leak-in-Your-House)

### **Q: How do I update my contact information to receive water usage alerts?**

Just click the 'My Profile' link at the top of the page and then select the 'Contact Information' tile. From that page you can update your email address and add multiple mobile phone numbers where you would like to receive text notifications.

### **Q: How do I transfer or suspend water service?**

In the bottom of the 'Account Details' tile of home page you will see a button to disconnect or transfer water service. Just click the link and complete the request form. You will receive a confirmation from your utility once your request has been processed.

### **Q: Is my water information secure and will it remain confidential?**

Ensuring the security of your personal data is our most important priority. Your data is encrypted and secured using industry best practices and is only available to you and to the staff at your utility.

**Thanks for spending time with us today!**

**Your utility's customer service center will still field all the questions and concerns you might have regarding your account.**

**We are here to help though and will continue to work with your utility through the life of the system.**

**Ready, SET, Go! – Smart Earth Technologies (SET).**

**For more information please go to:**

**[www.smartearthtechnologies.com/customer-portal](http://www.smartearthtechnologies.com/customer-portal)**