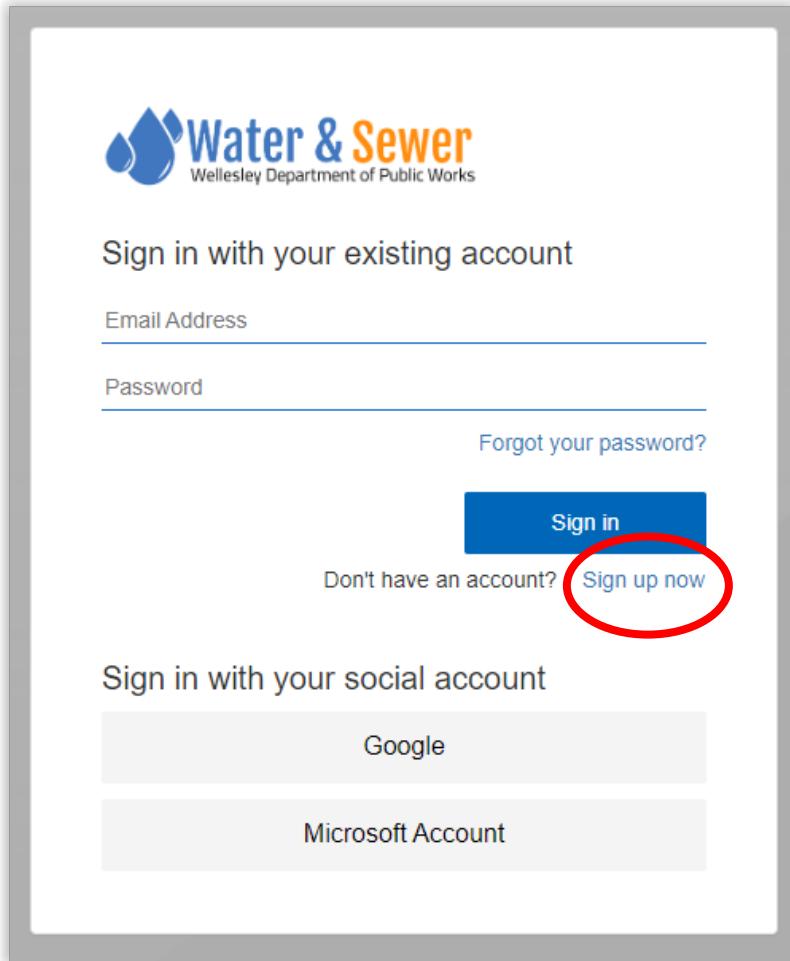


Customer Portal Quick Start Guide

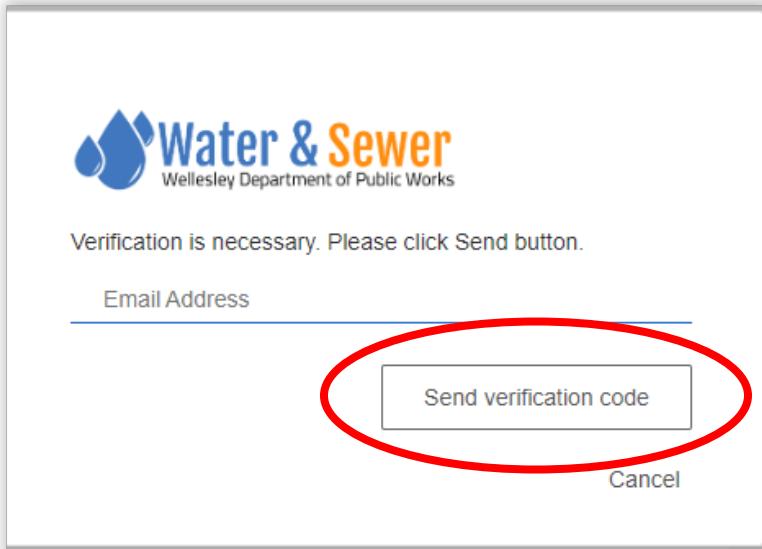
Step 1:

First log onto <https://acewebsite.silverblaze.com/TownOfWellesley> and select “Sign up now” to create an account on the ACE portal.



Step 2:

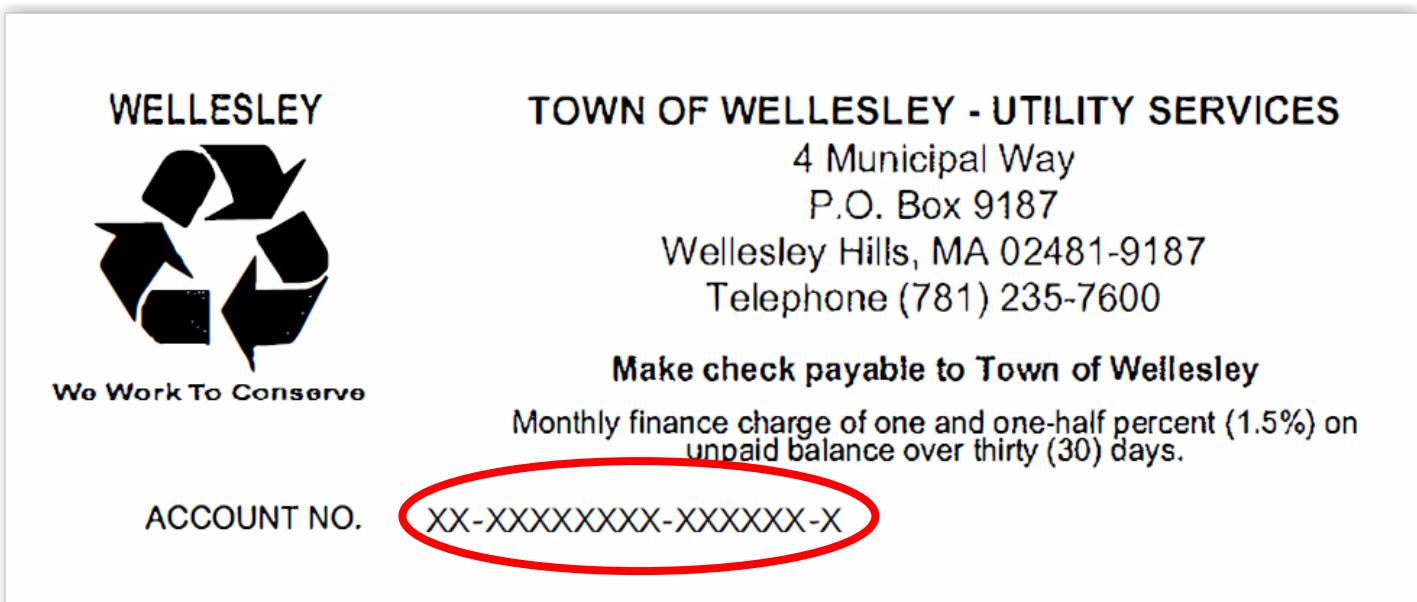
Enter your email address and select “Send verification code”. This code will remain active for 5 minutes.



The image shows a screenshot of a web page from the Wellesley Department of Public Works Water & Sewer website. The page has a header with the Water & Sewer logo and the text "Wellesley Department of Public Works". Below the header, a message says "Verification is necessary. Please click Send button." There is a text input field labeled "Email Address" and a button labeled "Send verification code". A red oval highlights the "Send verification code" button. Below the button is a "Cancel" link.

Step 3:

You will then be asked to enter a password, account ID, zip code and display name. When entering this information the zip code and account ID must match what is on your utility bill. The full account number including the dashes must be entered.



The image shows a bill stub from the Town of Wellesley Utility Services. On the left, there is a recycling logo with the text "WELLESLEY" above it and "We Work To Conserve" below it. On the right, the address is listed as "TOWN OF WELLESLEY - UTILITY SERVICES", "4 Municipal Way", "P.O. Box 9187", "Wellesley Hills, MA 02481-9187", and "Telephone (781) 235-7600". Below the address, the text "Make check payable to Town of Wellesley" is followed by a note about monthly finance charges. At the bottom, there is a field for "ACCOUNT NO." with a red oval highlighting the text "XX-XXXXXX-XXXXXX-X".

Step 4:

After you have completed the initial setup your account will remain active and linked to your utility account. Now you are ready to navigate the dashboard. You can now sign up for notifications and alerts that will help you detect leaks and monitor your usage. Just click "Sign Up" in the notification section.

 Water & Sewer
Wellesley Department of Public Works

DPW Test Edit Profile Sign out

[Dashboard](#) [Usage](#) [Bills](#) [Ways to Save](#) [My Profile](#)

Account # [REDACTED] TOWN OF WELLESLEY [REDACTED] WELLESLEY, MA 02481 [Sewer • Water](#)

Your Next Bill **Your Last Bill**

As of 28 days into your billing cycle.	
06/08/22 - 07/08/22	31 Days
Current Water Use	[REDACTED] CCF
Current Sewer Use	[REDACTED] CCF
Your Bill To Date	\$ [REDACTED]
As of 07/05/22	
Average Daily Cost	\$ [REDACTED]
Projected Bill	\$ [REDACTED]

Cost values for "Your Next Bill" are only estimates of your water, sewer and outside water service charges based on your usage to date. These estimates do not include all charges that may apply to your monthly utility bill.

[Compare bills >](#)

Top Actions

[Pay My Bill](#)

[View My Usage](#)

Insights for Your Last Bill

 Your average Sewer use per day went up, with an impact of **\$9.85** [My usage](#)

↑ Your Sewer charges were **\$9.40** higher than your previous bill.

↑ Your most recent day of Water usage was **55% more** than the previous week's average.

Notifications

 You have not signed up for any notifications.

[Sign Up](#)

Step 5:

To receive email and text alerts by adding this information in those sections. Some of these notifications are customizable and can be set on/off based on personal preference. The goal is to help you save money, conserve water and better understand your water usage. This will then become your profile for the site.

Email Address Add	Mobile Number Add
Bill Notifications Alerts based on your utility bill	
<input type="checkbox"/> Email	<input type="checkbox"/> Text*
<input type="checkbox"/>	<input type="checkbox"/>
Notify me if my cost-to-date exceed this amount	
\$ 50	
<input type="checkbox"/> Email	<input type="checkbox"/> Text*
<input type="checkbox"/>	<input type="checkbox"/>
Weekly bill tracker	
Leak Notifications Alerts for potential water leaks in your home or business	
<input type="checkbox"/> Email	<input type="checkbox"/> Text*
<input type="checkbox"/>	<input type="checkbox"/>
Notify me if the water usage at my home or business indicates a serious water leak, such as a burst or leaking pipe.	
<input type="checkbox"/> Email	<input type="checkbox"/> Text*
<input type="checkbox"/>	<input type="checkbox"/>
Notify me if the water usage at my home or business indicates a minor water leak, such as a leaking toilet.	
Usage Notifications Alerts based on your metered quantities.	
Water : Meter [REDACTED]	
<input type="checkbox"/> Email	<input type="checkbox"/> Text*
<input type="checkbox"/>	<input type="checkbox"/>
Notify me if my usage-to-date exceeds following quantity.	
0 CCF	
Save	
<small>*Message and data rates may apply. To discontinue receiving these notifications via text message, text STOP to 866-559-5311.</small>	
<small>Are you re-subscribing to notifications? If you previously texted "STOP" to end these notifications, you will need to text "HELP" to 866-559-5311 to start them again.</small>	

Step 6:

You can always get back to the dashboard (homepage) by choosing the dashboard tab at the top. This is central location to view your current usage, bill to date as well as see your last bill for comparison. Please note that these bill charges only include water and sewer utilities, not electric or other services charges. Therefore, the “Total Cost” and “Projected Bill” will not be a true representation of your total utility bill.

 Water & Sewer
Wellesley Department of Public Works

DPW Test Edit Profile Sign out

Dashboard Usage Bills Ways to Save My Profile

Account # [REDACTED] - TOWN OF WELLESLEY [REDACTED] WELLESLEY, MA 02481 Sewer • Water 6

Your Next Bill	Your Last Bill
As of 28 days into your billing cycle.	
06/08/22 - 07/08/22	31 Days
Current Water Use	<input type="text"/> CCF
Current Sewer Use	<input type="text"/> CCF
Your Bill To Date	\$ [REDACTED]
As of 07/05/22	
Average Daily Cost	\$ [REDACTED]
Projected Bill	\$ [REDACTED]

Cost values for "Your Next Bill" are only estimates of your water, sewer and outside water service charges based on your usage to date. These estimates do not include all charges that may apply to your monthly utility bill.

[Compare bills >](#)

Top Actions

[Pay My Bill](#)

[View My Usage](#)

Insights for Your Last Bill

 Your average Sewer use per day went up, with an impact of **\$9.85** [My usage](#)

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Notifications

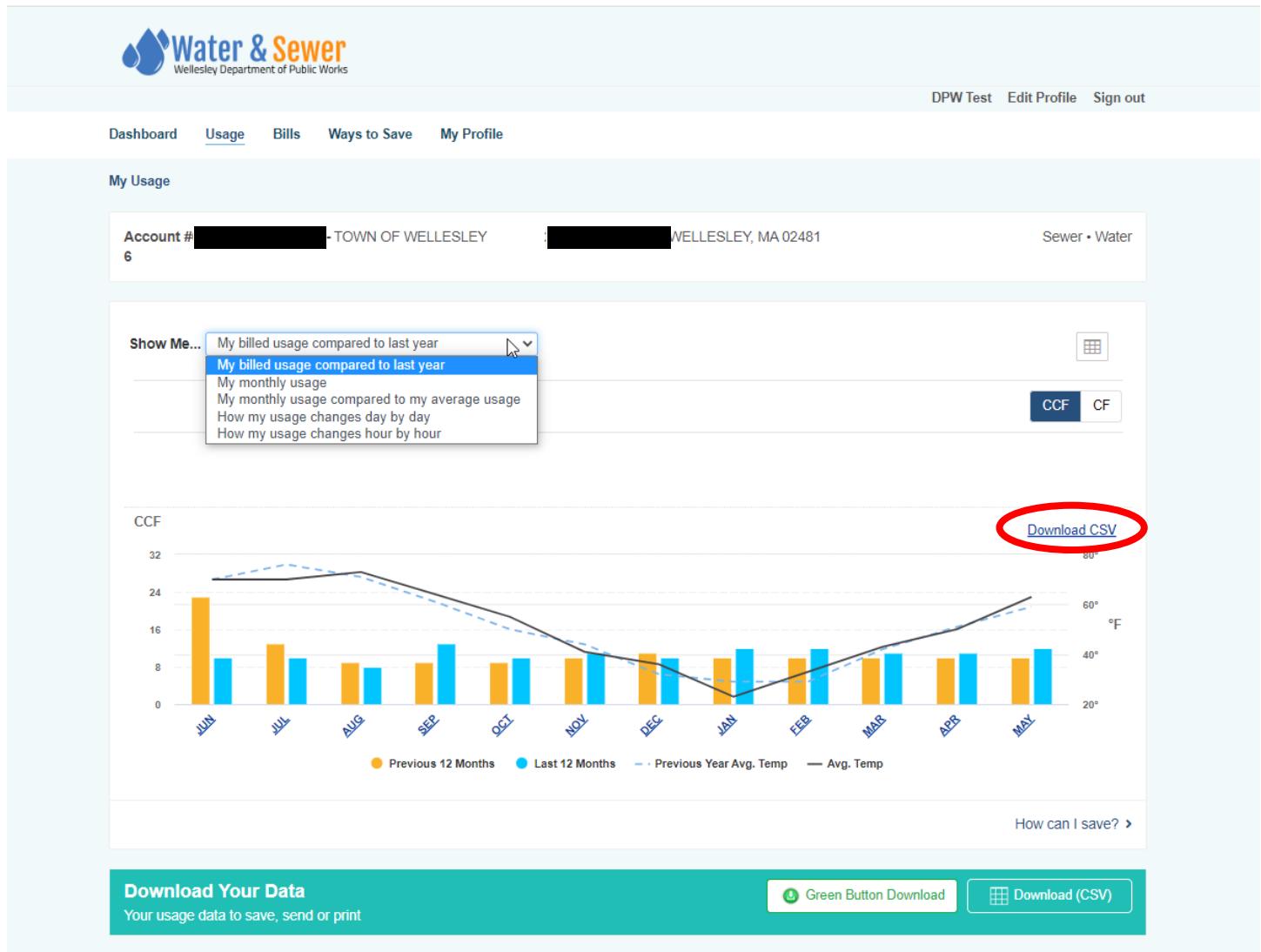
 You have not signed up for any notifications. [Sign Up](#)

Step 7:

The tabs at the top of any page can get you to these various areas of the site. Choosing the “Usage” tab will bring you to the page where you can begin to compare your usage data.



On this page you have various options on how you can view your data. Just simply click on the “Show me” drop down menu to see your options. The information from these graphs can all be downloaded to a CSV file and used in excel by selecting the “Download CSV” button on the graph.



By selecting the button in the right top corner of the graph you can change this information into table form.

Last 12 Months		Previous 12 Months	
May	12 CCF \$42.85 63° 06/13/2022	10 CCF	\$35.83 59° 06/10/2021
Apr	11 CCF \$39.34 50° 05/11/2022	10 CCF	\$35.83 51° 05/12/2021
Mar	11 CCF \$39.34 43° 04/08/2022	10 CCF	\$35.83 42° 04/12/2021
Feb	12 CCF \$42.85 33° 03/11/2022	10 CCF	\$35.83 29° 03/11/2021
Jan	12 CCF \$42.85 23° 02/11/2022	10 CCF	\$35.83 29° 02/11/2021
Dec	10 CCF \$35.83 36° 01/11/2022	11 CCF	\$39.34 32° 01/12/2021
Nov	11 CCF \$39.34 41° 12/09/2021	10 CCF	\$35.83 44° 12/08/2020
Oct	10 CCF \$35.83 55° 11/09/2021	9 CCF	\$32.32 50° 11/12/2020
Sep	13 CCF \$48.42 64° 10/08/2021	9 CCF	\$32.32 61° 10/07/2020
Aug	8 CCF \$28.81 73° 09/10/2021	9 CCF	\$32.32 71° 09/10/2020
Jul	10 CCF \$35.83 70° 08/09/2021	13 CCF	\$48.42 76° 08/11/2020
Jun	10 CCF \$35.83 70° 07/08/2021	23 CCF	\$104.12 70° 07/10/2020

How can I save? >

The bottom of the usage page allows you to download your data based on a date range. You can also find some insights about your usage such as your highest usage day and is your usage is up or down from the previous week.

Download Your Data
Your usage data to save, send or print

Green Button Download

The green button download generates a zip file containing your billing or AMI data XML files. The zip file will also contain a .xslt stylesheet file that will format the XML file when you view it on a browser. After you click the green button, save the zip file to a location on your computer that you will remember. Then go to the location where you saved the file and extract the files from the zip file. Next, open the extracted billing or AMI xml file in your browser. Note that the Google Chrome browser has a security policy that prevents the browser from using the stylesheet when it is displaying the XML file, so we recommend using another browser when opening the XML file.

Choose data type: Usage Data Select start date: 6/5/2022 Select end date: 7/5/2022 **Download**

Your Usage Insights

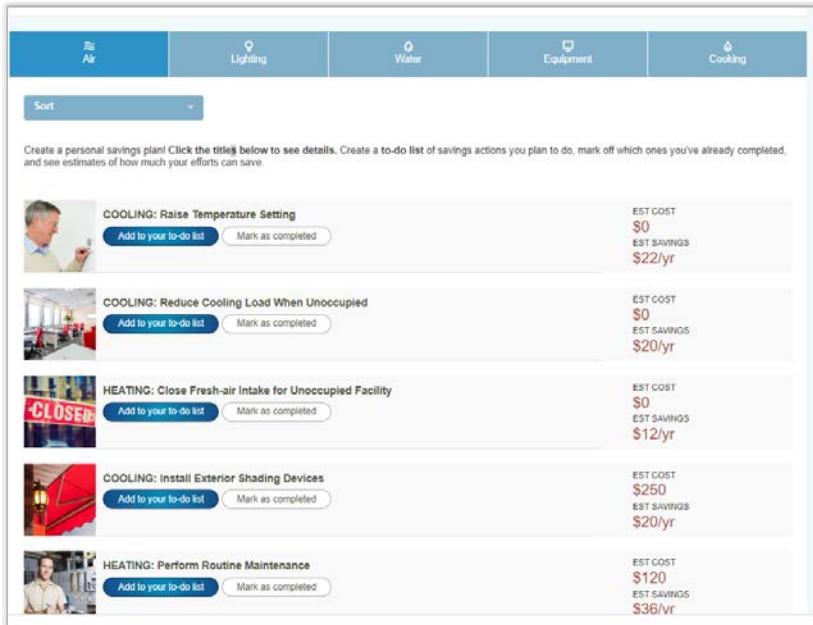
Recent (2)

⌚ Based on your meter readings for the last week, your Water usage was highest on **Tuesday, Jul. 5 at 8:00 AM**

⬆ Your most recent day of Water usage was **55% more** than the previous week's average.

Step 8:

Lastly the “Ways to Save” button at the top of the page will take you to a landing page that allows you to take a deeper look at habits and equipment for homeowners. It can help you think of ways to save both money and think of ways to be more sustainable.



Creates a personal savings plan! Click the title below to see details. Create a to-do list of savings actions you plan to do, mark off which ones you've already completed, and see estimates of how much your efforts can save.

Category	Action	EST COST	EST SAVINGS
Air	COOLING: Raise Temperature Setting	\$0	\$22/yr
Lighting	COOLING: Reduce Cooling Load When Unoccupied	\$0	\$20/yr
Water	HEATING: Close Fresh-air Intake for Unoccupied Facility	\$0	\$12/yr
Equipment	COOLING: Install Exterior Shading Devices	\$250	\$20/yr
Cooking	HEATING: Perform Routine Maintenance	\$120	\$36/yr