

## Cedar Hill and Fathom Launch New Customer Service Portal

The City of Cedar Hill and our utility services business partner FATHOM are excited to introduce you to your new Customer Portal launched on July 30, 2018. The old portal is no longer available and **customers must reregister** to access the now Customer Portal functionality. Customers can track and monitor their water consumption in near real time, set consumption and bill amount alert thresholds and alert methods (text, email or voice), and manually or automatically pay their utility bill online. Consumption data is downloadable and can be monitored across variable date ranges, with comparisons to previous periods or similar users.

### - **SIGNIFICANT NEW FEATURES:**

- **One click conversion to Spanish language presentment:** Clicking on the desired language in either the customer portal or the smartphone app converts all verbiage to that language in both the portal and the app.
- **Multi-account capabilities** allow you to add many accounts to a single user login. For example, if your one customer number is associated with multiple accounts, you're able to manage them all under a single login instead of having a login for each account.
- **Multi-user capabilities** allow you to add other users to your account. For example, you can add your spouse / children to the account which allows them to access the account with their own login.

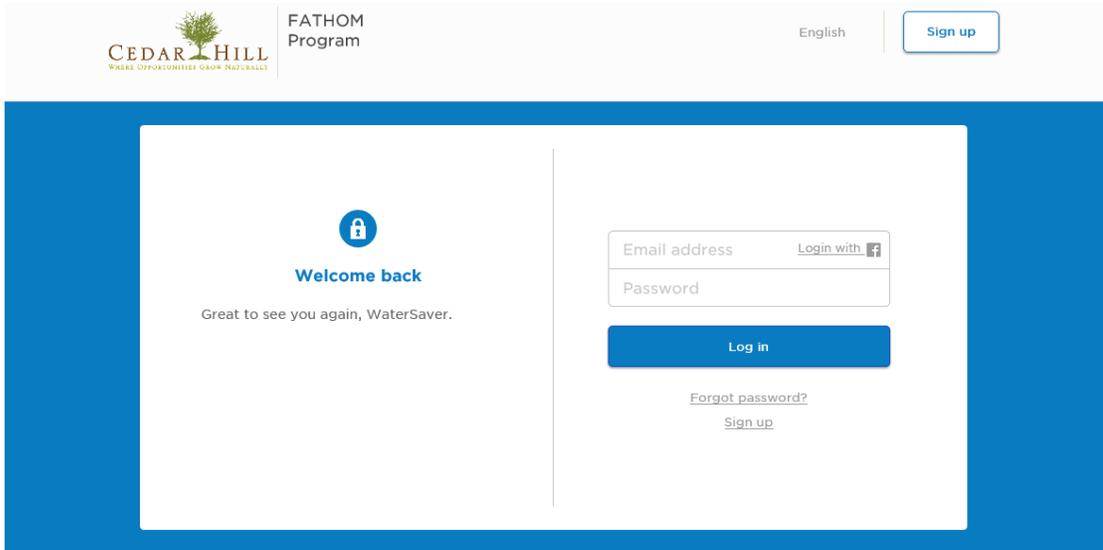
### **REGISTRATION:**

To register for the customer portal, **you will need your full, 19 digit account number (as shown in the top right hand corner of your bill) and your billing zip code zip code.**

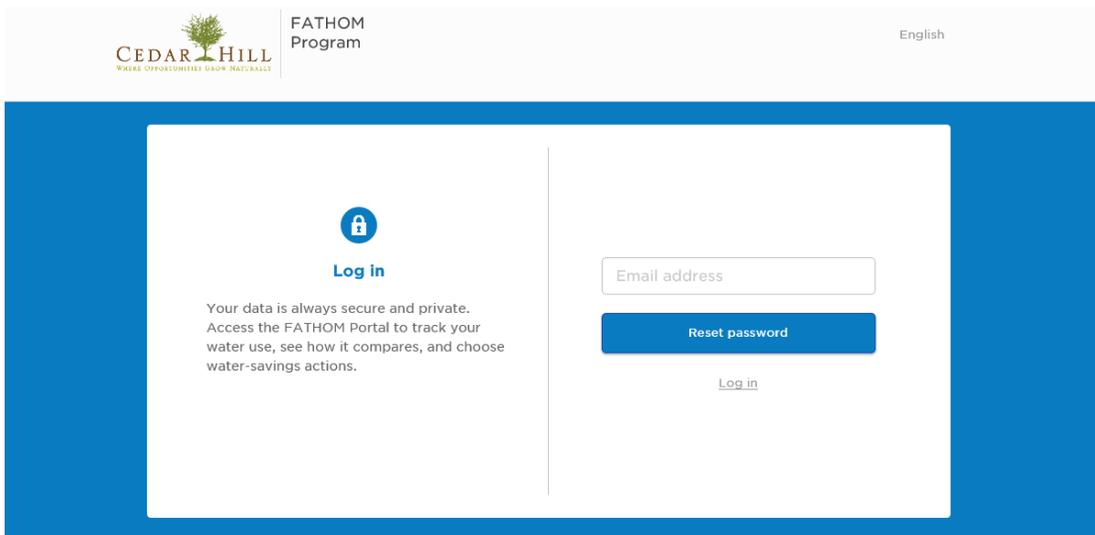
- **Portal:** Follow this link to the portal <https://cedarhilltx.gwfathom.com> This will take you to the new Welcome in page. Customers should click Log In

The screenshot shows the top of the FATHOM Program Customer Portal. In the top left, there is the Cedar Hill logo with the tagline 'WHERE OPPORTUNITIES GROW NATURALLY'. To its right is the 'FATHOM Program' logo. On the far right, there is a language selector set to 'English' and a 'Log in' button. The main content area has a blue background. On the left, it says 'Welcome' in large blue letters, followed by the text 'Look up your account to explore your water use and start saving. It's free, and it only takes a minute.' On the right, there is a registration form with two input fields: 'Account number' and 'Zip code'. Below these fields is a blue button that says 'Find my account'. Underneath that is an 'OR' separator, followed by a 'Log in' button.

- Click “Log in” and you will see the following screen:



- **New users** (customers not previously registered on the old portal) should locate and click on the “Sign up” menu item at the bottom left of the home page and follow the instructions on the Sign-up page for registration.
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- **Customers who have previously registered successfully** on the old portal should click “Forgot Password” and to access the following screen:



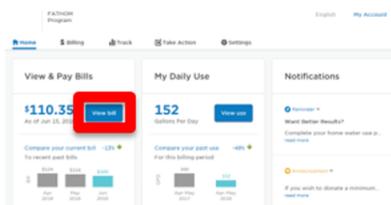
- Enter your email address and click “Reset Password”
  - Your new password will be mailed to your email address and you should then be able to log on normally

- **Smart Phone:** If you've downloaded the old app, delete it. There is no longer an app in the classic sense of the word. Rather the customer will access the same website via a web browser whether using a laptop, desktop, tablet or phone. This makes the data presentment and system functionality exactly the same regardless of the device being used.

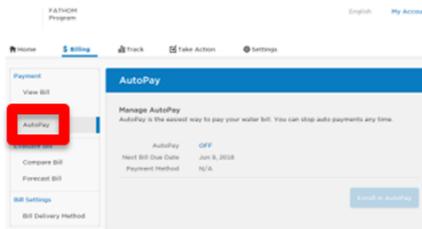
**VALUABLE INFORMATION REGARDING AUTOMATIC RECURRING PAYMENTS:**

- **If you set up an automatic, recurring payment yourself on the old Customer Portal, you will need to re-enroll** due to industry security standards and compliance rules. (If you called or visited Utility Services Customer Service and a representative set up your recurring payment, you will not need to set up the auto pay again.)
- This reenrollment requirement is meant to protect cardholders against misuse of personal information.
- Follow these steps to reestablish your recurring auto-payments after login to the new Portal:

**1** From the homepage, click “view bill”



**2** Then click “auto pay” and complete your enrollment



Questions or difficulty registering? Call Utility Services Customer Service at 469.272.2931