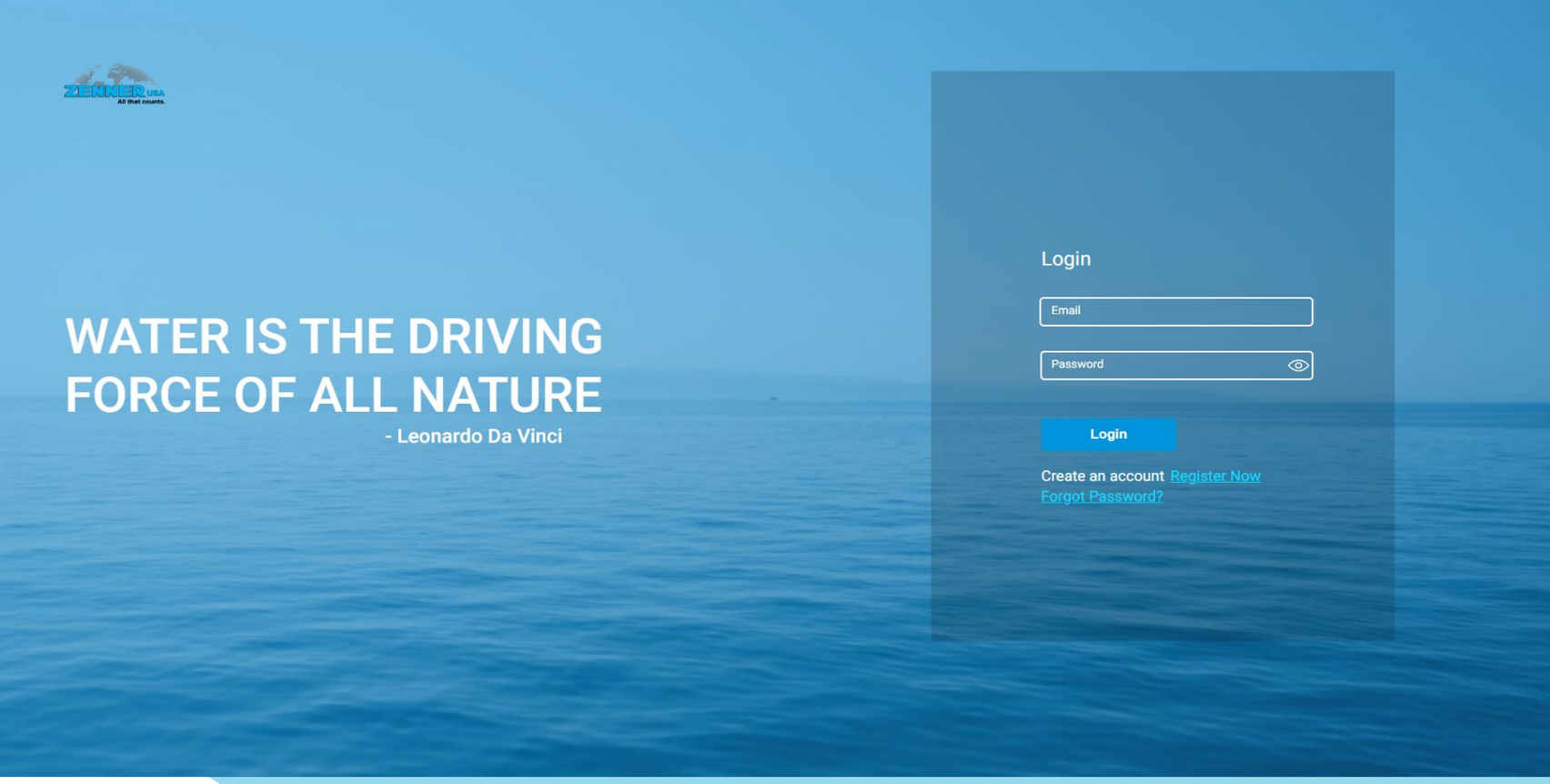
ZENNER Customer Portal

Frequently Asked Questions

ZENNER USA

All that counts.



ZENNER Customer Portal

What is the ZENNER Customer Portal?

The ZENNER Customer Portal is an online application that enables individual customers to monitor their water consumption based on different parameters (hours, daily, weekly, and monthly).

The platform is built on an existing infrastructure which allows customers and their utilities to interact with the platform seamlessly. Key features, website elements, and upcoming additions of the ZENNER Customer Portal are included in this FAQ document.

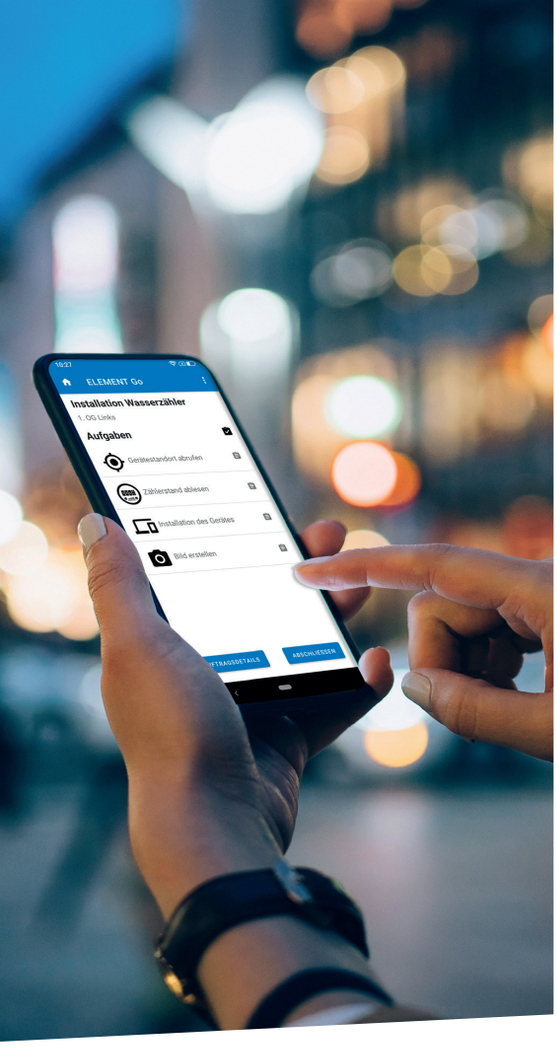
How is the ZENNER Customer Portal used?

- ***ACCURATE CONSUMPTION ANALYSIS WITH BUILT-IN METRICS:*** The ZENNER Customer Portal provides accurate consumption analysis based on reliable data provided by the ZENNER AMI infrastructure. With the analysis features (historical usage, comparison to household usage function, etc.), customers are provided with precise and reliable information to know how much water they are currently consuming, have consumed, and may likely consume. With this analysis, customers can make an informed decision about their water consumption needs.

- ***LEAK DETECTION AND NOTIFICATION:*** The ZENNER Customer Portal can send leak alert notifications to the customers at the time the leak is detected by the system either through email or SMS (mobile device text message) alerts to avoid unnecessary water consumption and billing. It additionally helps with the prevention of damages to the customer property. With the leak notification feature, customers and their utilities are made aware of ongoing critical changes to water consumption so they can prioritize the steps to resolving the issues.

- ***EFFECTIVE AND EFFICIENT CUSTOMER SUPPORT:*** Customer support is at the top of ZENNER's priority. With this in mind, the ZENNER Customer Portal provides a direct communication platform for customers to get the help they need when they need it. Utility companies can send emails and SMS messages to their customers immediately to ensure that urgent notifications reach those who need them at the right time. Customers also have the freedom to choose how they would like to be notified in order to receive announcements at their own convenience.

- ***DEVICE RESPONSIVE FEATURE:*** The ZENNER Customer Portal can be accessed using various devices, regardless of operating system. The portal can be accessed by any mobile device (laptop, tablet, or cell phone) and desktop computers. This allows customers to choose to remotely use any device at their disposal to access their water safely when needed.



What are additional key features of a ZENNER Customer Portal Admin Account?

Additional key features include the ability to upload utility logos or banners, select meter unit (US gallon or cubic feet), setup water consumption and sewage pricing tiers, view the list of all registered customers, and edit or delete a customer account.

What are the features of a ZENNER Customer Portal Customer Account?

A ZENNER Customer Portal customer account gives users the ability to view monthly, weekly, daily, and hourly consumption, view account details, turn on/off email and SMS notifications, view billing cost based on current consumption from the last billing date, and change passwords and update contact information.

What can be expected for future features?

Looking forward, planned features for the ZENNER Customer Portal includes more utility Admin features to manage customer accounts, live updates of changes to customer accounts, more robust cost analysis features, a comprehensive customer portal dashboard, and mobile responsive features.

Are there fees required for using the ZENNER Customer Portal?

Yes. There is a low cost set-up fee, and customer fee. Only customers who sign up to use the ZENNER Customer Portal will be charged to the utility.

ZENNER

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Choose Your Proven Connectivity Option

Choose the Best Secure Network: Open or Closed

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Field Replaceable Battery
1/2" - 2"

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