

Introduction to Neptune My360

How to Use Your Consumer Portal

This guide will show you how to:

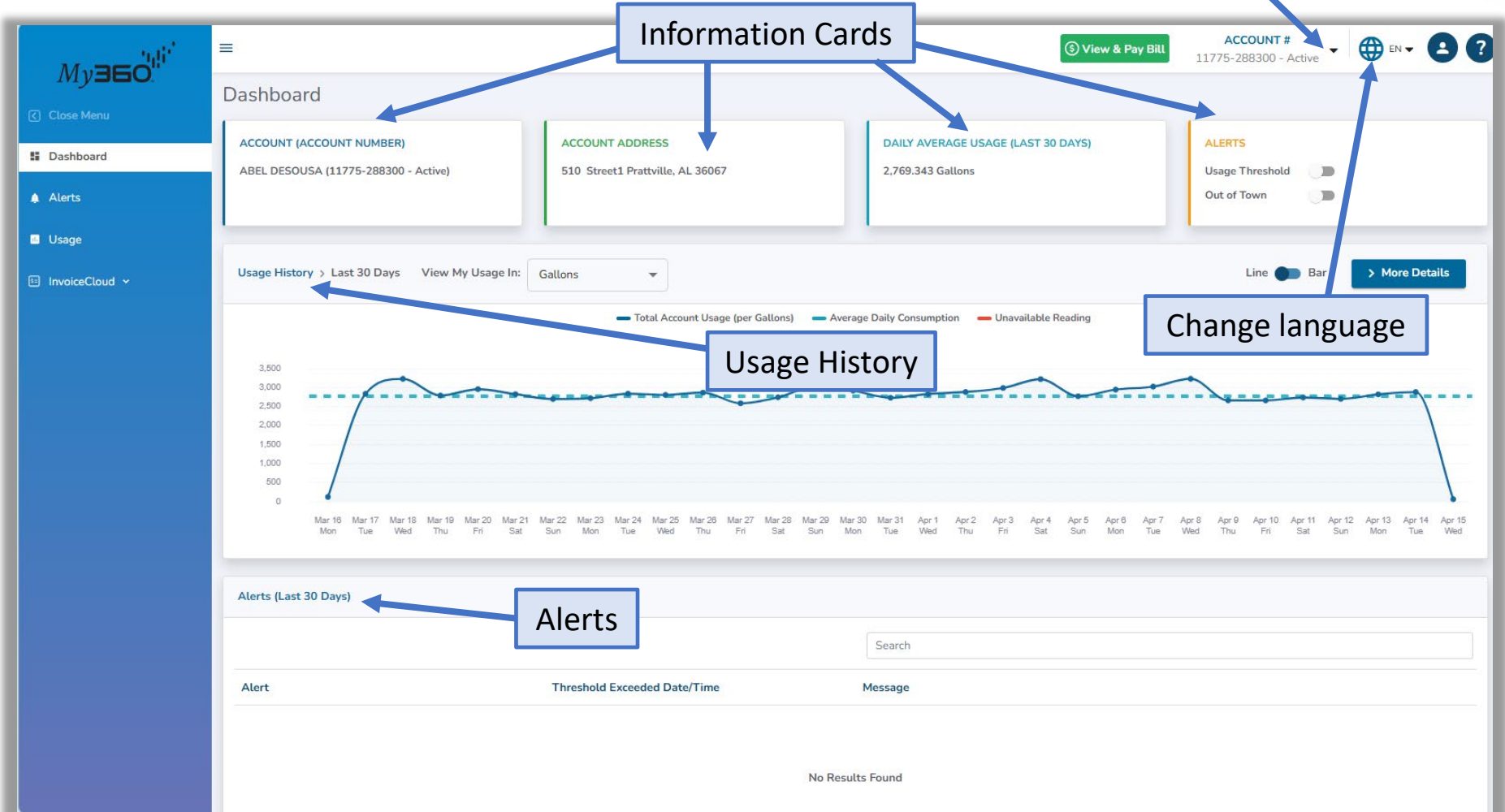
- 💧 Understand your consumer portal dashboard
- 💧 Set up high water usage alerts
- 💧 Set up out-of-town alerts
- 💧 Manage your Neptune My360 account
- 💧 View and pay water bills
- 💧 Manage your InvoiceCloud account

Introduction to Neptune My360

How to Use Your Consumer Portal

When you first log on to My360 you will be brought to your Dashboard.
Your consumer water portal Dashboard is broken down into three sections:

Use dropdown menu if your account has more than one water meter

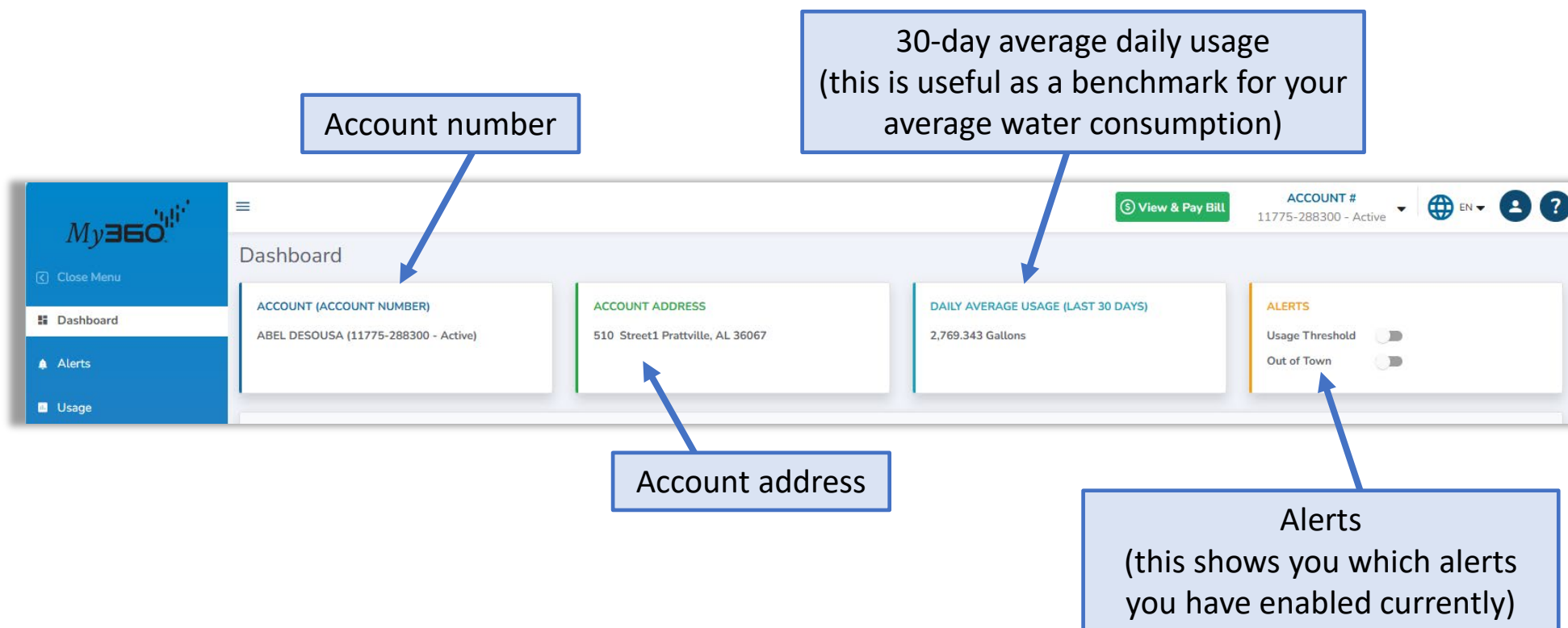


The screenshot shows the Neptune My360 dashboard interface. At the top right, there is a 'View & Pay Bill' button and an 'ACCOUNT #' dropdown menu showing '11775-288300 - Active'. A callout box points to this dropdown menu with the text 'Use dropdown menu if your account has more than one water meter'. Below the account information are four 'Information Cards': 'ACCOUNT (ACCOUNT NUMBER)' with 'ABEL DESOUSA (11775-288300 - Active)', 'ACCOUNT ADDRESS' with '510 Street1 Prattville, AL 36067', 'DAILY AVERAGE USAGE (LAST 30 DAYS)' with '2,769.343 Gallons', and 'ALERTS' with 'Usage Threshold' and 'Out of Town' toggle switches. Below these cards is the 'Usage History' section, which includes a line graph showing 'Total Account Usage (per Gallons)', 'Average Daily Consumption', and 'Unavailable Reading' from March 16 to April 15. A callout box labeled 'Usage History' points to the graph. To the right of the graph is a 'Change language' callout box pointing to a globe icon in the top right corner. At the bottom of the dashboard is the 'Alerts (Last 30 Days)' section, which contains a search bar and a table with columns for 'Alert', 'Threshold Exceeded Date/Time', and 'Message'. The table currently shows 'No Results Found'. A callout box labeled 'Alerts' points to this section.

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Here's what is included on the Information Cards on your Dashboard:



The screenshot shows the Neptune My360 dashboard with four information cards. Callouts point to specific data points:

- Account number:** Points to the 'ACCOUNT (ACCOUNT NUMBER)' card showing 'ABEL DESOUSA (11775-288300 - Active)'.
- Account address:** Points to the 'ACCOUNT ADDRESS' card showing '510 Street1 Prattville, AL 36067'.
- 30-day average daily usage (this is useful as a benchmark for your average water consumption):** Points to the 'DAILY AVERAGE USAGE (LAST 30 DAYS)' card showing '2,769.343 Gallons'.
- Alerts (this shows you which alerts you have enabled currently):** Points to the 'ALERTS' card showing 'Usage Threshold' and 'Out of Town' with toggle switches.

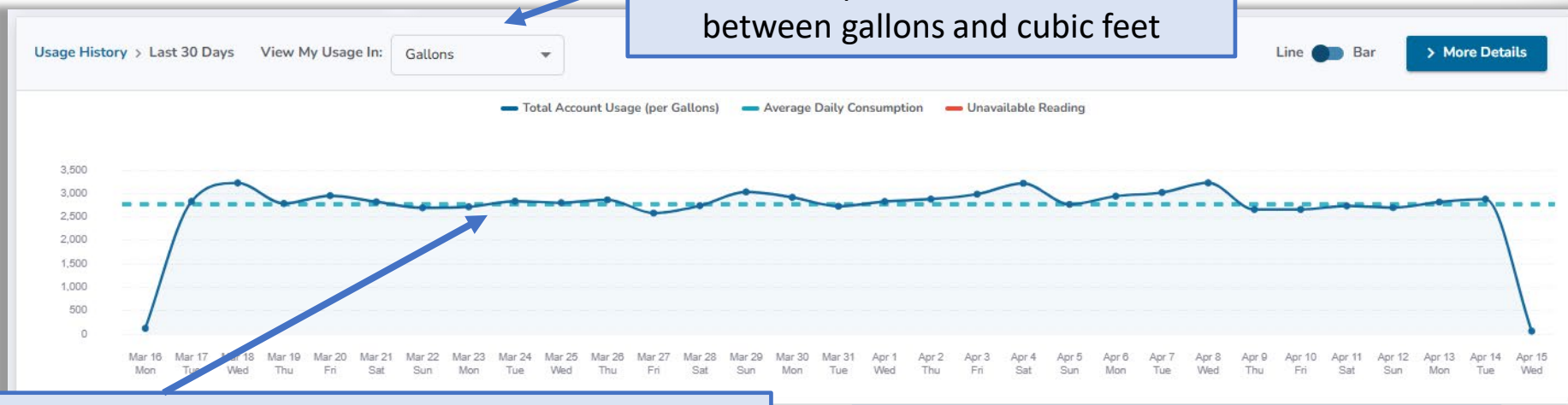
Additional dashboard elements include a 'View & Pay Bill' button, 'ACCOUNT #' dropdown (11775-288300 - Active), language selector (EN), and user profile icons.

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How to Use Your Consumer Portal

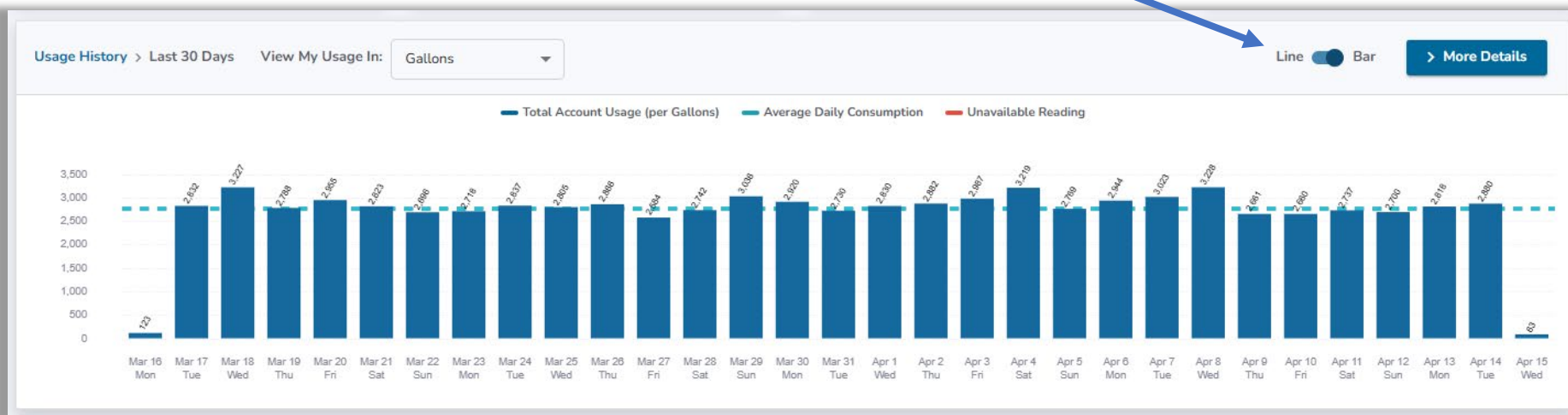
The Usage History section on your Dashboard allows you to view your water usage for the past 30 days, which lets you to detect trends in your water usage

Use the dropdown menu to choose between gallons and cubic feet



The 30-day average daily usage is displayed on the graph as the blue dotted line

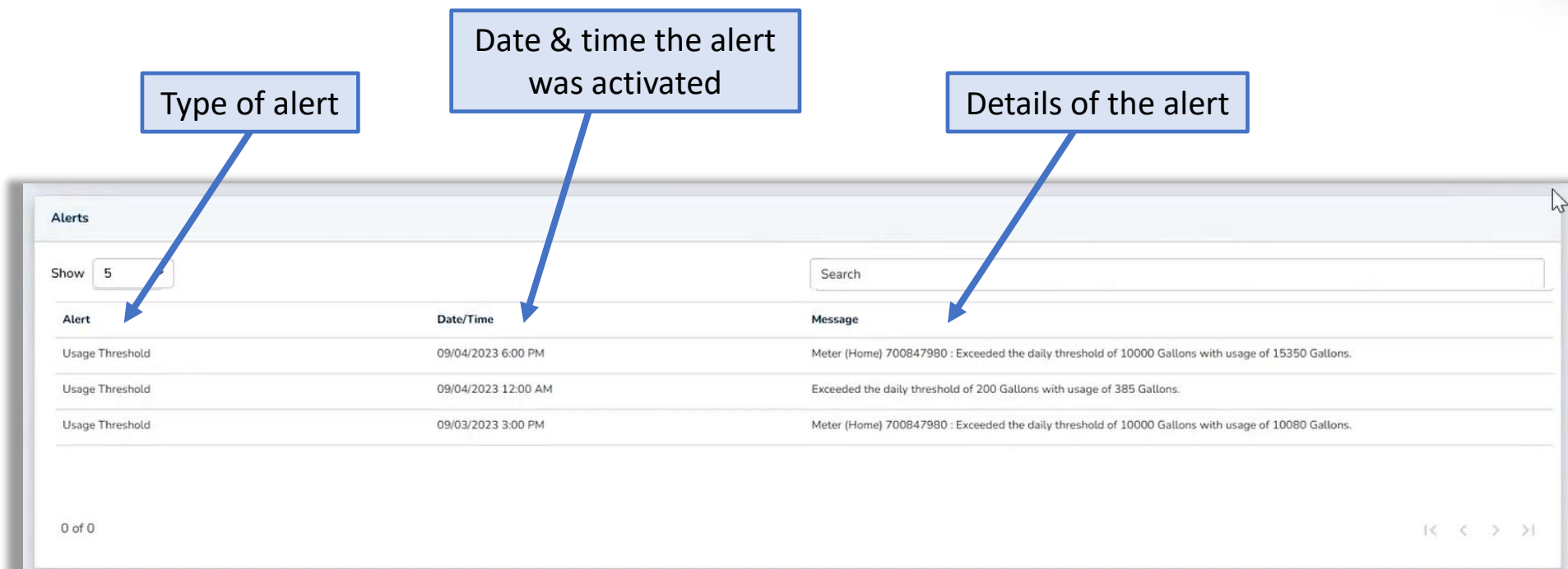
Toggle this button if you prefer to view your water usage in a bar graph



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The Alerts section on your Dashboard provides a view of any alerts triggered within the past 30 days in a table



Type of alert

Date & time the alert was activated

Details of the alert

Alert	Date/Time	Message
Usage Threshold	09/04/2023 6:00 PM	Meter (Home) 700847980 : Exceeded the daily threshold of 10000 Gallons with usage of 15350 Gallons.
Usage Threshold	09/04/2023 12:00 AM	Exceeded the daily threshold of 200 Gallons with usage of 385 Gallons.
Usage Threshold	09/03/2023 3:00 PM	Meter (Home) 700847980 : Exceeded the daily threshold of 10000 Gallons with usage of 10080 Gallons.

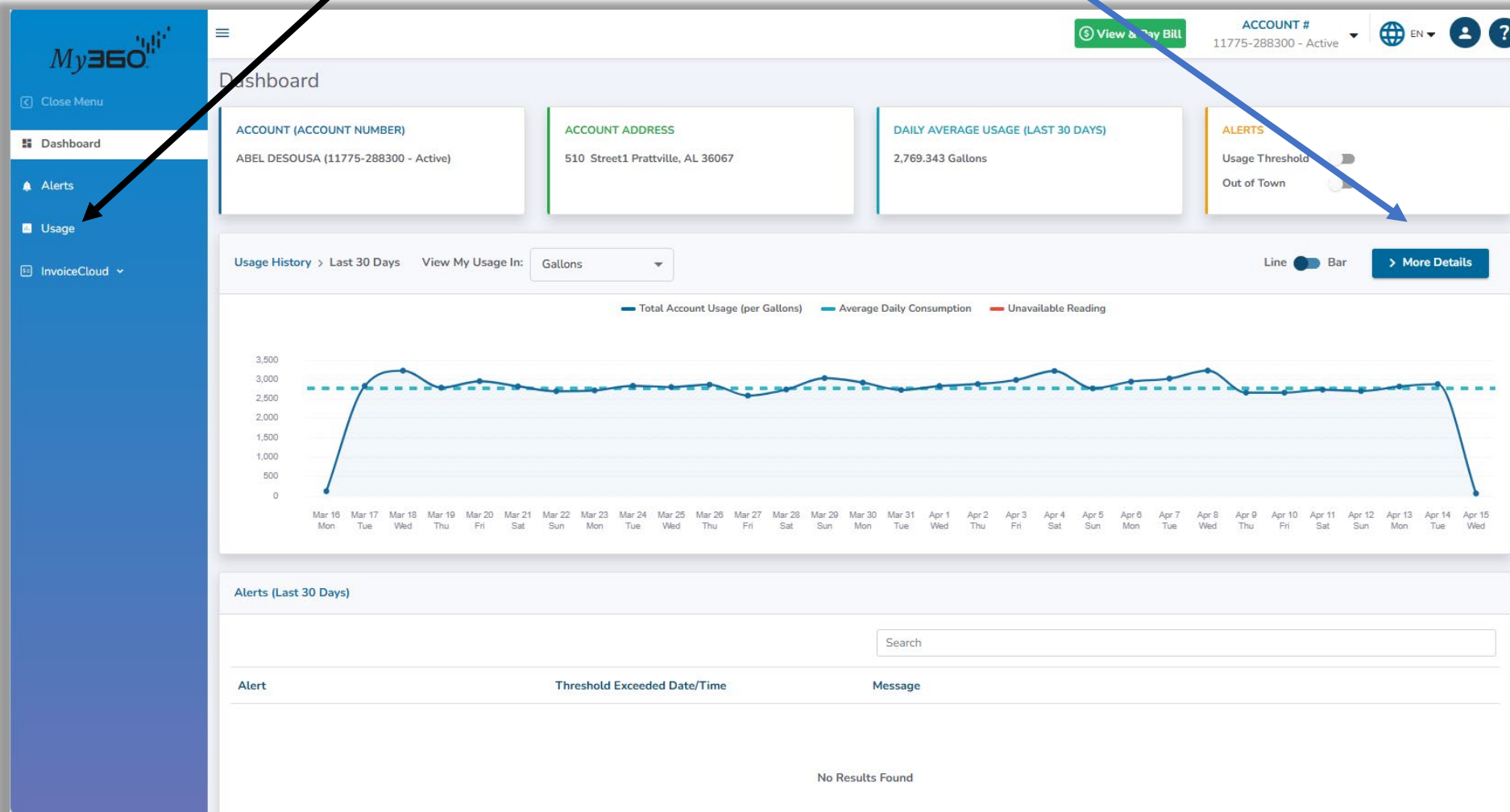
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To drill down into the Usage information, click on the “Usage” button on the left column, or the “More Details” button in the Usage section of your Dashboard



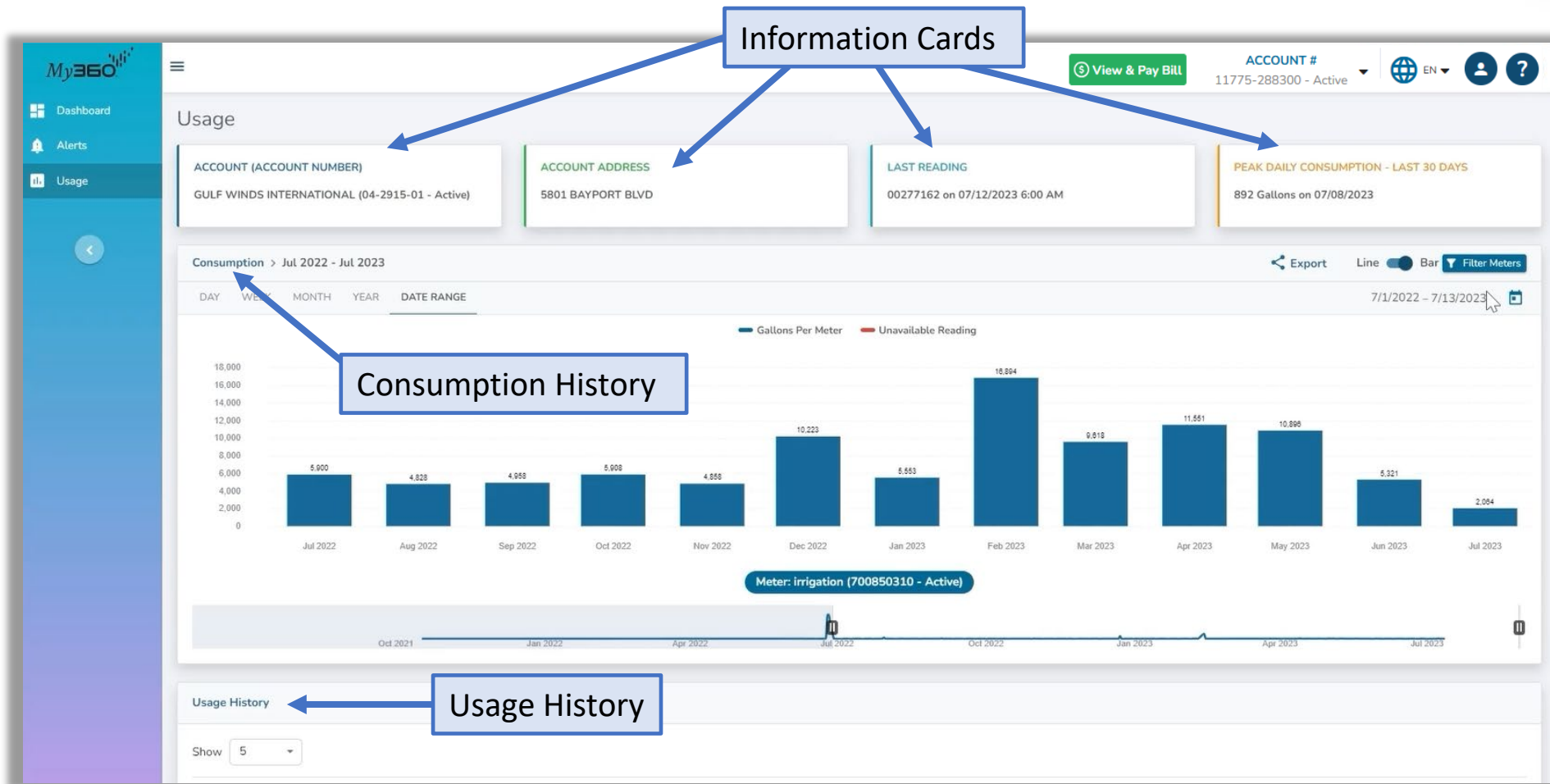
The screenshot displays the Neptune My360 consumer portal dashboard. On the left is a blue navigation menu with options: Close Menu, Dashboard, Alerts, Usage, and InvoiceCloud. The main dashboard area includes a top navigation bar with a 'View & Pay Bill' button, account number '11775-288300 - Active', and user profile icons. Below this are three summary cards: 'ACCOUNT (ACCOUNT NUMBER)' showing 'ABEL DESOUSA (11775-288300 - Active)', 'ACCOUNT ADDRESS' showing '510 Street1 Prattville, AL 36067', and 'DAILY AVERAGE USAGE (LAST 30 DAYS)' showing '2,769.343 Gallons'. To the right of these cards are 'ALERTS' controls for 'Usage Threshold' and 'Out of Town'. The central section is titled 'Usage History > Last 30 Days' and features a line graph showing 'Total Account Usage (per Gallons)', 'Average Daily Consumption', and 'Unavailable Reading'. A 'More Details' button is located to the right of the graph. Below the graph is an 'Alerts (Last 30 Days)' section with a search bar and a table with columns for 'Alert', 'Threshold Exceeded Date/Time', and 'Message'. The table currently shows 'No Results Found'.

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How to Use Your Consumer Portal

This screen allows you to analyze consumption in more detail (beyond 30 days)

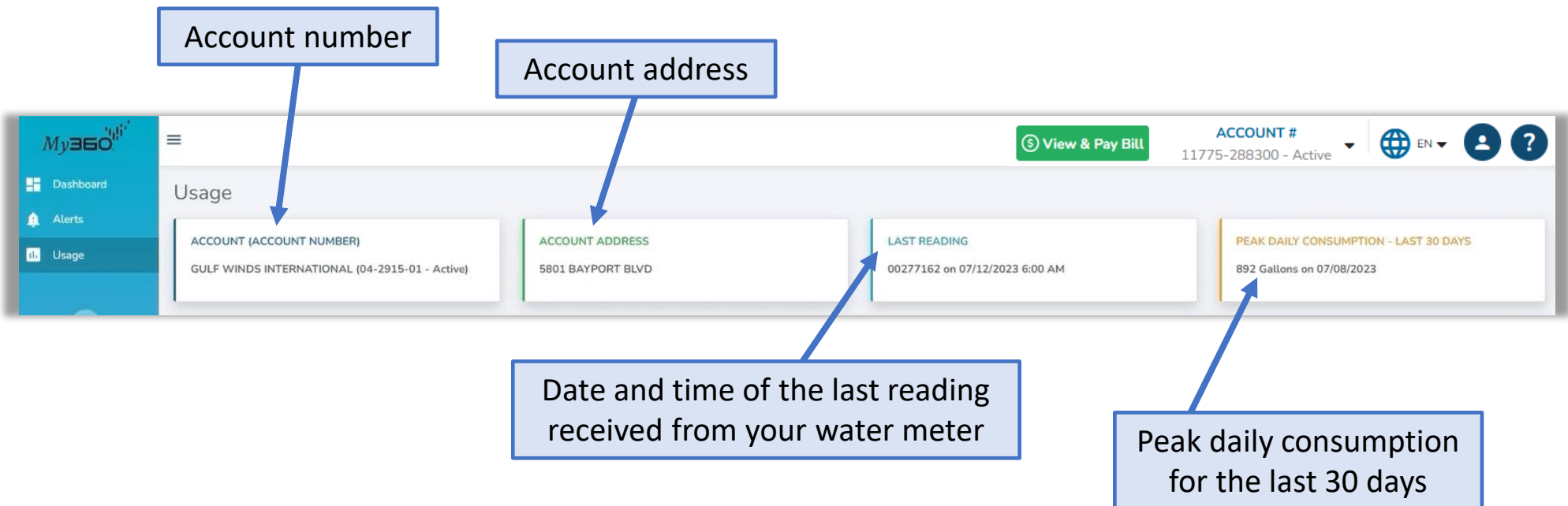
The consumption analysis is divided into three areas:



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How to Use Your Consumer Portal

Usage - Information cards



The screenshot shows the Neptune My360 consumer portal interface. The top navigation bar includes a 'View & Pay Bill' button, the account number '11775-288300 - Active', and user profile icons. The main content area is titled 'Usage' and contains four information cards. Callouts point to specific data points in these cards:

- Account number:** Points to the 'ACCOUNT (ACCOUNT NUMBER)' card, which displays 'GULF WINDS INTERNATIONAL (04-2915-01 - Active)'.
- Account address:** Points to the 'ACCOUNT ADDRESS' card, which displays '5801 BAYPORT BLVD'.
- Date and time of the last reading received from your water meter:** Points to the 'LAST READING' card, which displays '00277162 on 07/12/2023 6:00 AM'.
- Peak daily consumption for the last 30 days:** Points to the 'PEAK DAILY CONSUMPTION - LAST 30 DAYS' card, which displays '892 Gallons on 07/08/2023'.

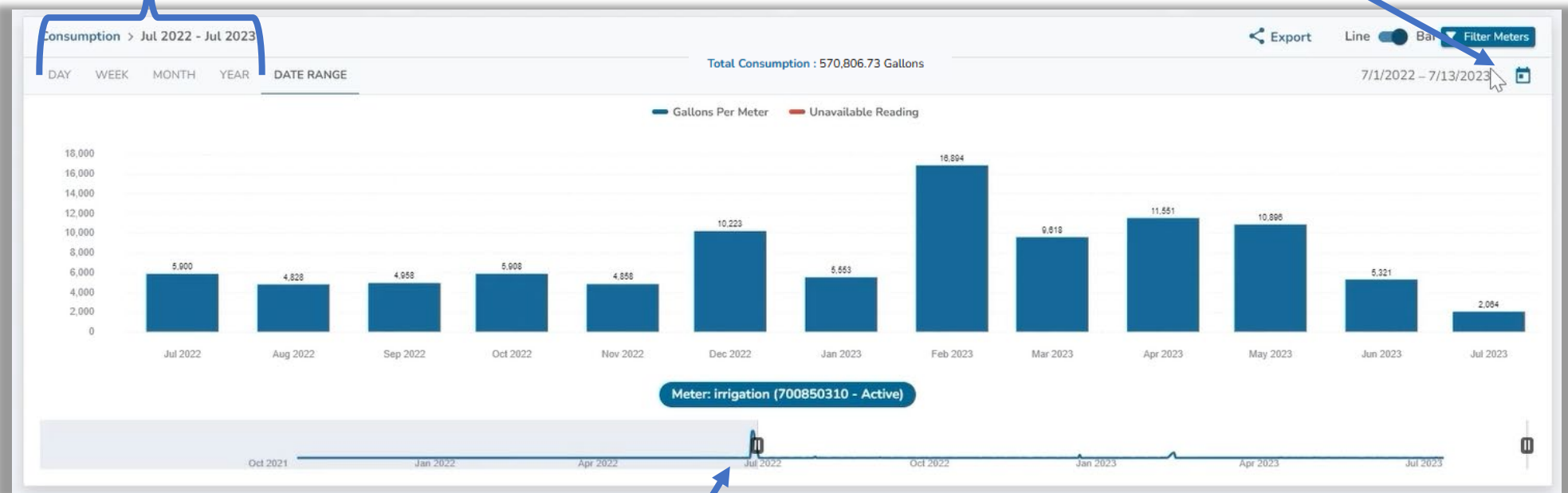
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How to Use Your Consumer Portal

Usage – Consumption Analysis

Filter usage data by day, week, month, or year

The calendar icon lets you pick a specific time frame you are interested in analyzing



You can also use the sliding bar at the bottom of the graph to select the timeframe you want to view

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How to Use Your Consumer Portal

Usage – Consumption Analysis

You can drill down into monthly and daily data by clicking on any of the days within the selected time frame



Export the data you are currently viewing with the export button



Quickly move across days with the "Prev Day" and "Next Day" buttons

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How to Use Your Consumer Portal

How to Set Up Alerts

Click the "Alerts" button on the side bar



The screenshot shows the Neptune My360 Alerts page for Account # 11775-288300. The page is titled "Alerts - Account # 11775-288300" and includes a "View & Pay Bill" button and account information. The left sidebar contains navigation options: Close Menu, Dashboard, Alerts (highlighted), Usage, and InvoiceCloud. The main content area is divided into two sections: "Usage Threshold" and "Out of Town (per meter)".

There are two types of alerts available to keep you informed of any anomalies or important events related to your water usage:

1. Usage Threshold Alerts
2. Out of Town Alerts

You will receive all alerts you have enabled via email

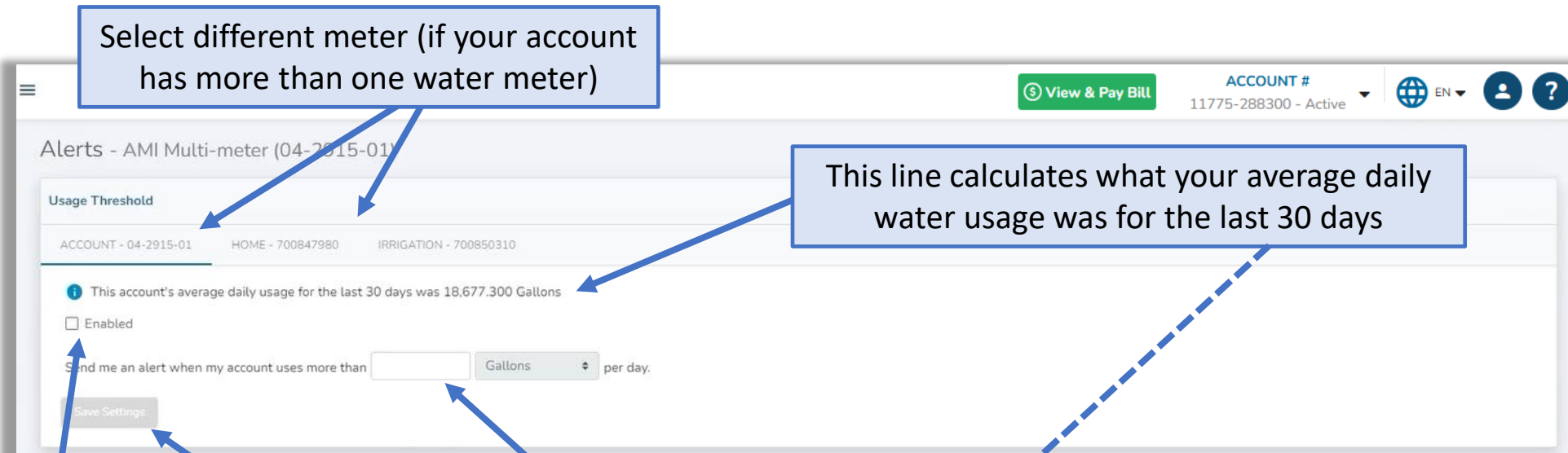
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How to Use Your Consumer Portal

How to Set Up Alerts

1. Usage Threshold Alert

This alert allows you to set a water “budget” to help eliminate high bill surprises. If your water usage rises above the threshold you set, you will receive an alert to your email.



Select different meter (if your account has more than one water meter)

This line calculates what your average daily water usage was for the last 30 days

Click “Save Settings” to set up this alert

Click “Enabled” to turn this alert on or off

Best practice is to add 75-150 gallons (or 10-20 cubic feet) above your 30-day average usage amount for your alert threshold

This will help prevent alerts for water usage within your normal amount, but send alerts as soon as there is significantly more water usage than normal per day

The screenshot shows the 'Usage Threshold' alert configuration page. At the top, there's a 'View & Pay Bill' button and account information: 'ACCOUNT # 11775-288300 - Active'. The page title is 'Alerts - AMI Multi-meter (04-2915-01)'. Under 'Usage Threshold', it lists 'ACCOUNT - 04-2915-01', 'HOME - 700847980', and 'IRRIGATION - 700850310'. A blue information icon indicates 'This account's average daily usage for the last 30 days was 18,677.300 Gallons'. There is an 'Enabled' checkbox which is currently unchecked. Below that, a text field is set to 'Gallons' per day. A 'Save Settings' button is at the bottom left.

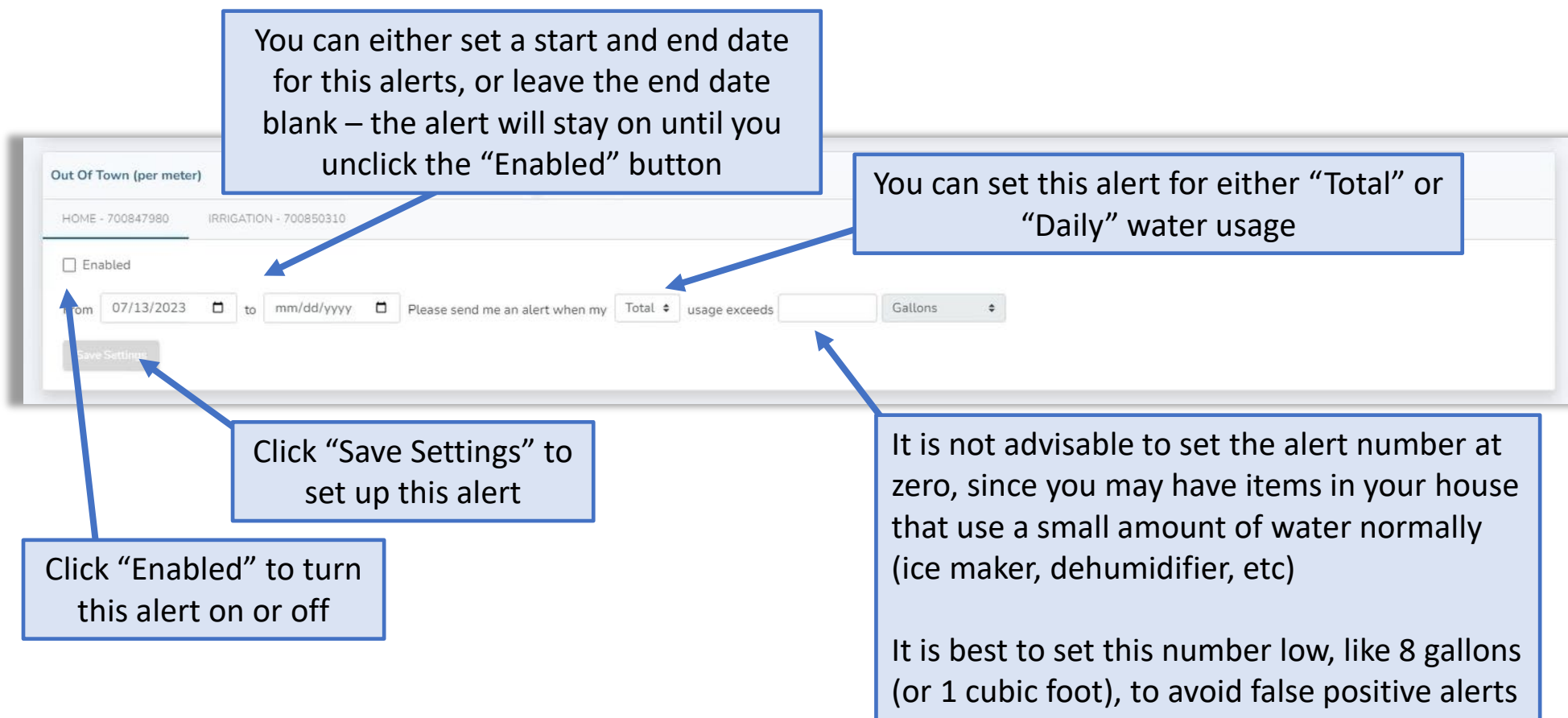
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How to Use Your Consumer Portal

How to Set Up Alerts

2. Out of Town Alert

This alert allows you to monitor unexpected water usage and provides peace of mind when you plan to be out of town. If your water usage rises above the threshold you set, you will receive an alert to your email.



The screenshot shows the 'Out Of Town (per meter)' settings page. It includes a header with 'HOME - 700847980' and 'IRRIGATION - 700850310'. Below the header, there is a checkbox labeled 'Enabled'. A date range is set from '07/13/2023' to 'mm/dd/yyyy'. The alert is configured to trigger when 'Total' usage exceeds a certain amount in 'Gallons'. A 'Save Settings' button is located at the bottom left of the form.

You can either set a start and end date for this alerts, or leave the end date blank – the alert will stay on until you unclick the “Enabled” button

You can set this alert for either “Total” or “Daily” water usage

Click “Save Settings” to set up this alert

Click “Enabled” to turn this alert on or off

It is not advisable to set the alert number at zero, since you may have items in your house that use a small amount of water normally (ice maker, dehumidifier, etc)

It is best to set this number low, like 8 gallons (or 1 cubic foot), to avoid false positive alerts

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How to Use Your Consumer Portal



How to Manage Your Account

To access your account, click on the drop-down "ACCOUNT #" menu on the top right of the screen and click on "Manage Accounts"

My360

Close Menu

Dashboard

Alerts

Usage

InvoiceCloud

View & Pay Bill

ACCOUNT # 11775-288300 - Active

EN

ACCOUNTS

- Account # 11775-288300 - Active
- Manage Accounts

Dashboard

ACCOUNT (ACCOUNT NUMBER)
ABEL DESOUSA (11775-288300 - Active)

ACCOUNT ADDRESS
510 Street1 Prattville, AL 36067

DAILY AVERAGE USAGE (LAST 30 DAYS)
2,777.025 Gallons

Usage History > Last 30 Days View My Usage In: Gallons

Line Bar > More Details

Total Account Usage (per Gallons) Average Daily Consumption Unavailable Reading

Alerts (Last 30 Days)

Search

Alert	Threshold Exceeded Date/Time	Message
No Results Found		

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How to Use Your Consumer Portal

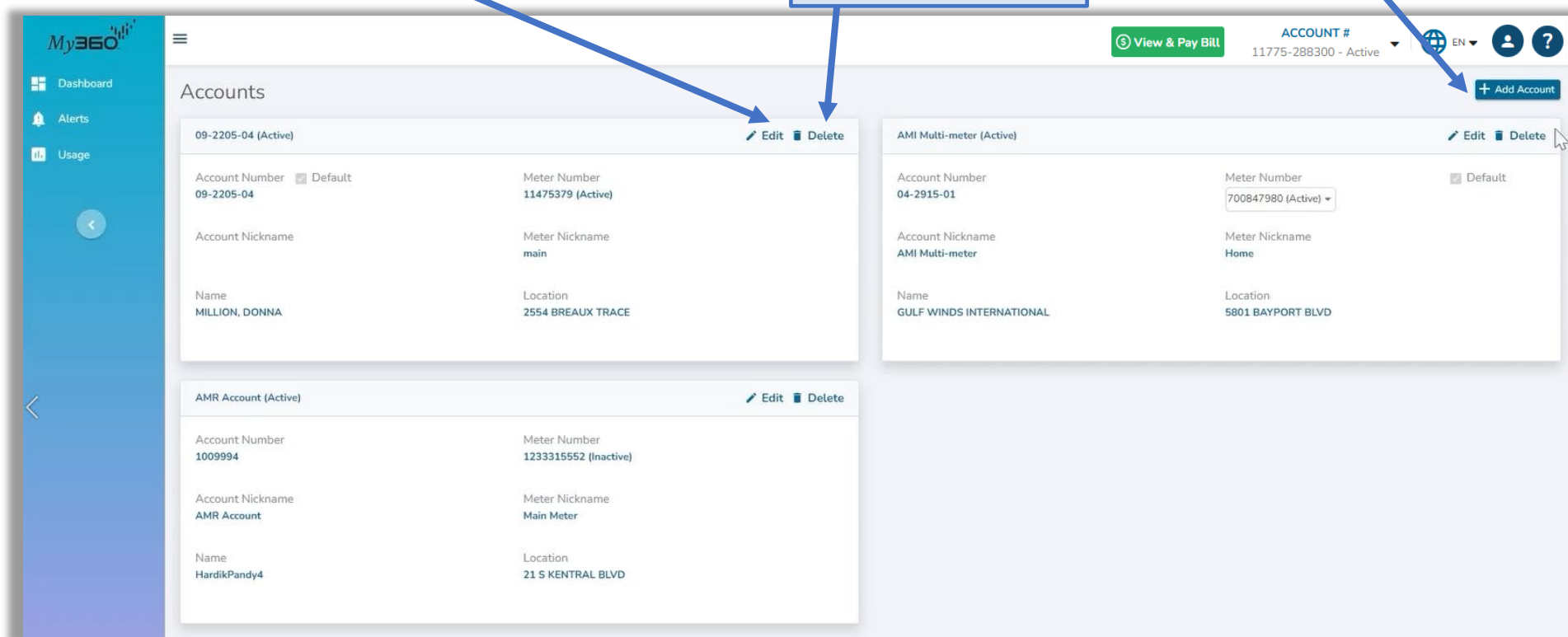
How to Manage Your Account

From this screen you can:

Add an account (helpful if you own multiple properties)

Edit an account (add an account or meter nickname, change default account)

Delete an account



The screenshot shows the 'Accounts' page in the Neptune My360 portal. The page displays a list of accounts with details such as Account Number, Meter Number, Account Nickname, Meter Nickname, Name, and Location. Callout boxes point to the '+ Add Account' button in the top right, and the 'Edit' and 'Delete' buttons for each account card.

Account Number	Meter Number	Account Nickname	Meter Nickname	Name	Location
09-2205-04 (Active)	11475379 (Active)		main	MILLION, DONNA	2554 BREAUX TRACE
04-2915-01	700847980 (Active)	AMI Multi-meter	Home	GULF WINDS INTERNATIONAL	5801 BAYPORT BLVD
1009994	1233315552 (Inactive)	AMR Account	Main Meter	HardikPandy4	21 S KENTRAL BLVD

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How to Use Your Consumer Portal



How to Manage Your Profile

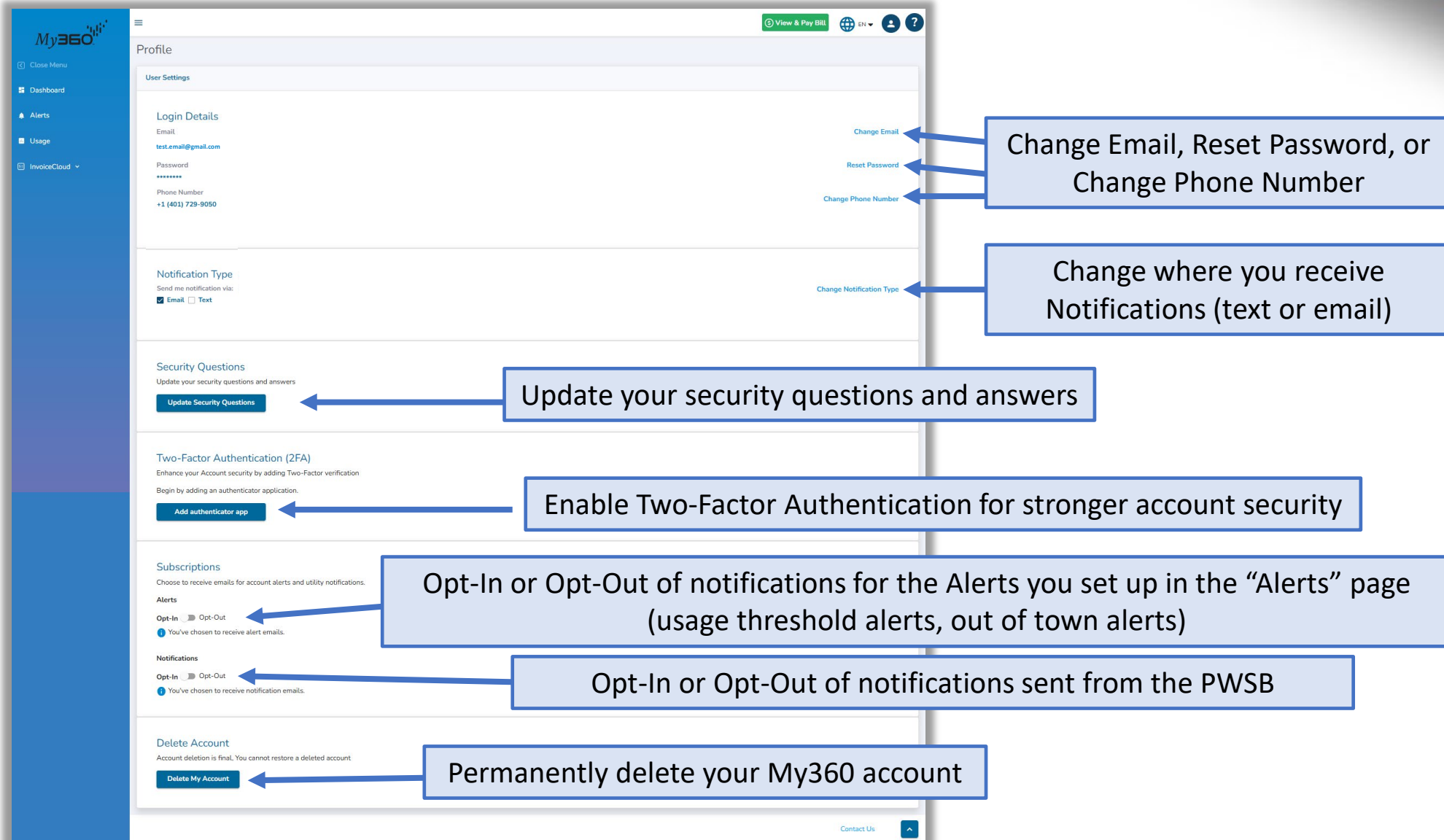
Click the person symbol then click "Profile" to access your profile

The screenshot shows the My360 consumer portal dashboard. On the left is a blue navigation sidebar with options: Close Menu, Dashboard, Alerts, Usage, and InvoiceCloud. The main content area is titled 'Dashboard' and contains several information cards: ACCOUNT (ACCOUNT NUMBER) ABEL DESOUSA (11775-288300 - Active), ACCOUNT ADDRESS 510 Street1 Prattville, AL 36067, DAILY AVERAGE USAGE (LAST 30 DAYS) 2,769.343 Gallons, and ALERTS with toggle switches for Usage Threshold and Out of Town. Below these is a 'Usage History' section for the last 30 days, showing a line graph of 'Total Account Usage (per Gallons)' and 'Average Daily Consumption'. The graph shows usage fluctuating around a 2,769.343 gallon average. At the bottom is an 'Alerts (Last 30 Days)' section with a search bar and a table with columns for Alert, Threshold Exceeded Date/Time, and Message. The table currently shows 'No Results Found'.

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How to Use Your Consumer Portal

How to Manage Your Profile



The screenshot shows the 'Profile' page in the My360 consumer portal. The page is divided into several sections, each with a callout box explaining its function:

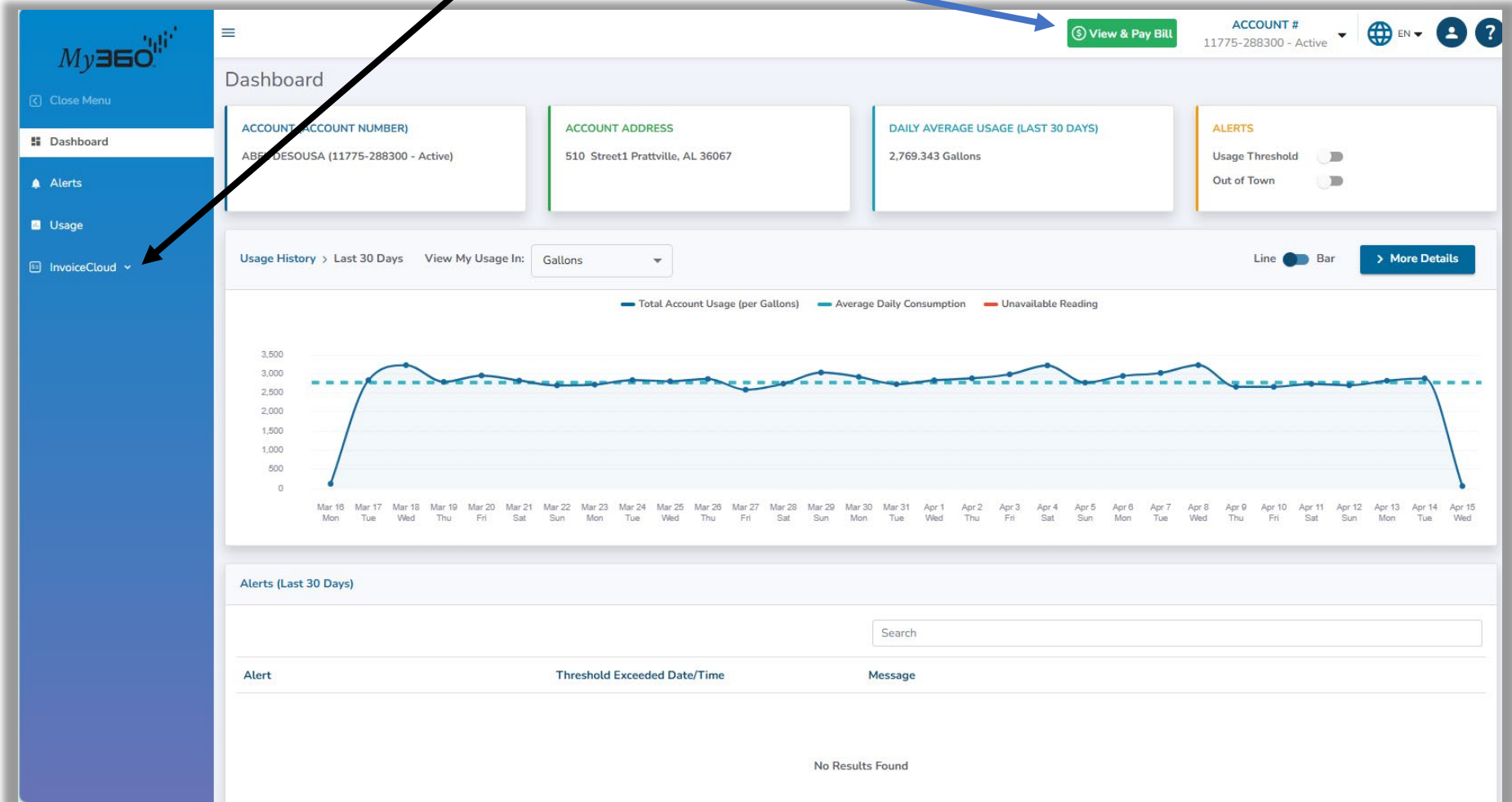
- User Settings:**
 - Login Details:** Includes fields for Email, Password, and Phone Number. Callout: "Change Email, Reset Password, or Change Phone Number".
 - Notification Type:** Allows users to choose between Email and Text. Callout: "Change where you receive Notifications (text or email)".
 - Security Questions:** A button labeled "Update Security Questions". Callout: "Update your security questions and answers".
 - Two-Factor Authentication (2FA):** A button labeled "Add authenticator app". Callout: "Enable Two-Factor Authentication for stronger account security".
 - Subscriptions:**
 - Alerts:** Includes an "Opt-In" / "Opt-Out" toggle. Callout: "Opt-In or Opt-Out of notifications for the Alerts you set up in the 'Alerts' page (usage threshold alerts, out of town alerts)".
 - Notifications:** Includes an "Opt-In" / "Opt-Out" toggle. Callout: "Opt-In or Opt-Out of notifications sent from the PWSB".
 - Delete Account:** A button labeled "Delete My Account". Callout: "Permanently delete your My360 account".

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How to Use Your Consumer Portal

Billing and Payment

Click "InvoiceCloud" or "View & Pay Bill" to enter the Billing and Payment section of the portal



The screenshot displays the Neptune My360 consumer portal dashboard. The top navigation bar includes the My360 logo, a close menu button, and a 'View & Pay Bill' button. The account information section shows the account number (11775-288300 - Active) and the account address (510 Street1 Prattville, AL 36067). The usage section shows the daily average usage (2,769.343 Gallons) and a usage history graph for the last 30 days. The alerts section shows a search bar and a table with columns for Alert, Threshold Exceeded Date/Time, and Message. The 'InvoiceCloud' menu item is highlighted in the left sidebar.

ACCOUNT (ACCOUNT NUMBER)	ACCOUNT ADDRESS	DAILY AVERAGE USAGE (LAST 30 DAYS)	ALERTS
ABE DESOUSA (11775-288300 - Active)	510 Street1 Prattville, AL 36067	2,769.343 Gallons	Usage Threshold <input type="checkbox"/> Out of Town <input type="checkbox"/>

Usage History > Last 30 Days View My Usage In: Gallons

Line Bar > More Details

Total Account Usage (per Gallons) Average Daily Consumption Unavailable Reading

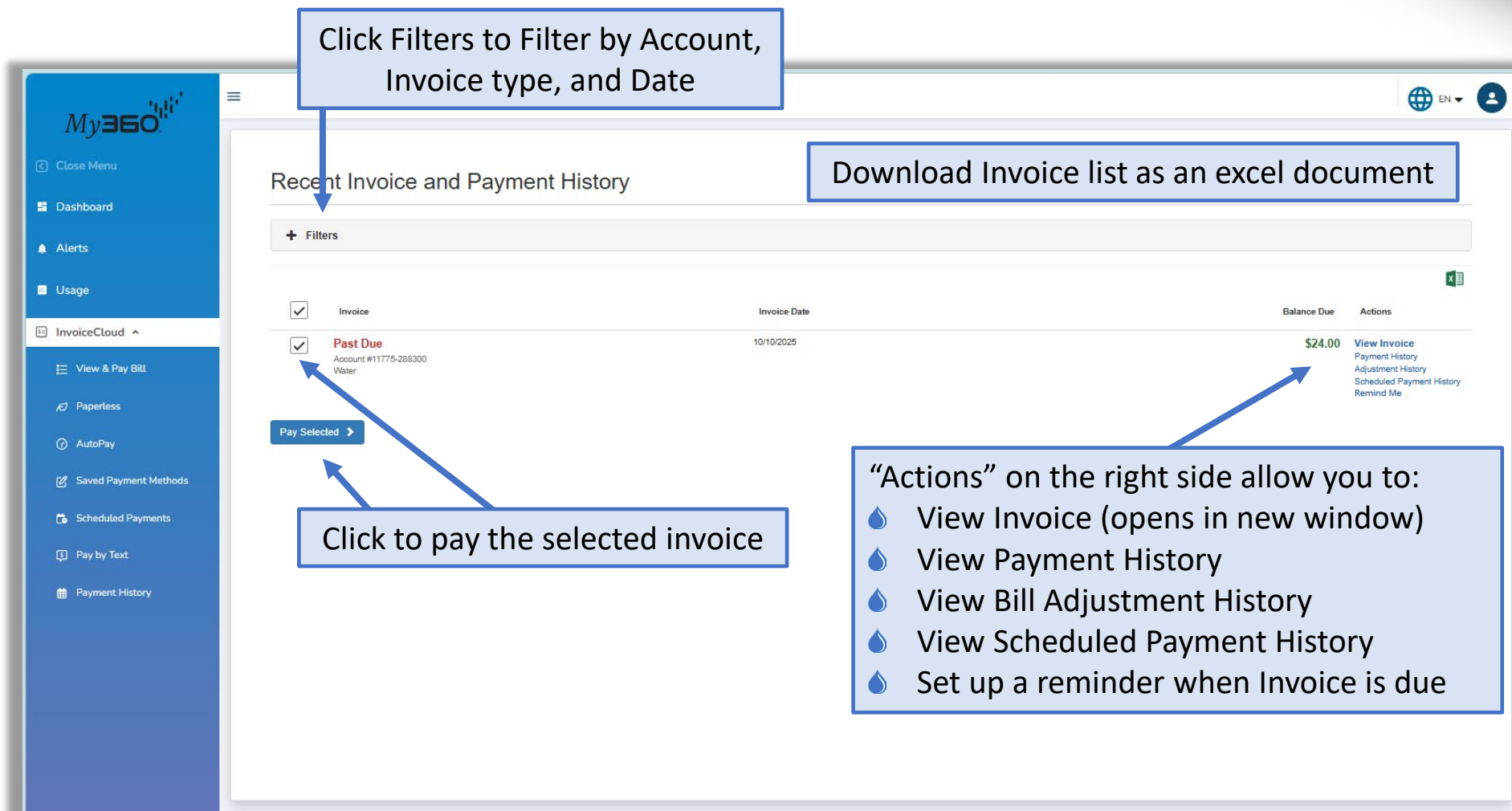
Alert	Threshold Exceeded Date/Time	Message
No Results Found		

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How to Use Your Consumer Portal

Billing and Payment

View & Pay Bill



Click Filters to Filter by Account, Invoice type, and Date

Download Invoice list as an excel document

Click to pay the selected invoice

“Actions” on the right side allow you to:

- View Invoice (opens in new window)
- View Payment History
- View Bill Adjustment History
- View Scheduled Payment History
- Set up a reminder when Invoice is due

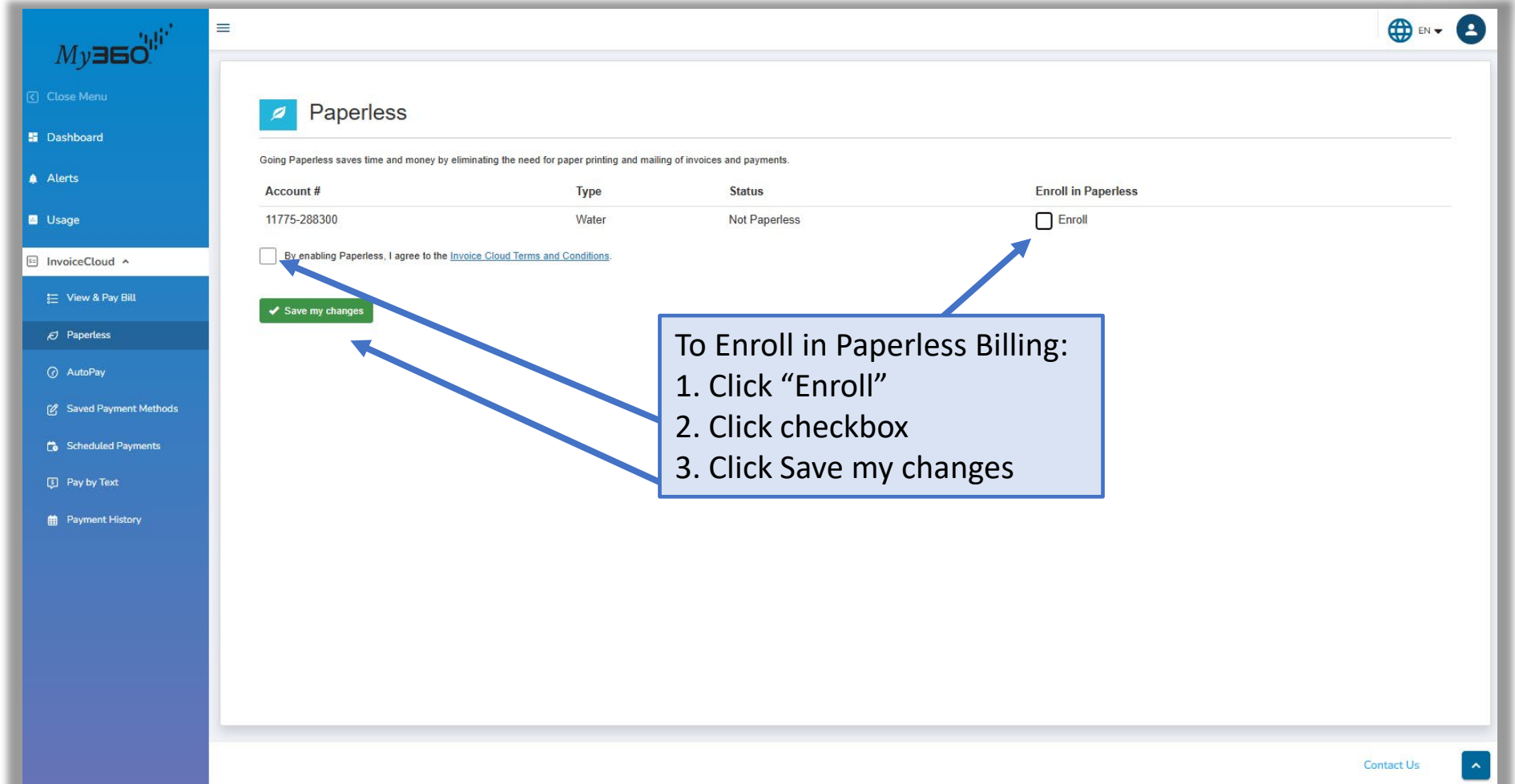
<input checked="" type="checkbox"/>	Invoice	Invoice Date	Balance Due	Actions
<input checked="" type="checkbox"/>	Past Due Account #11775-288300 Water	10/10/2025	\$24.00	View Invoice Payment History Adjustment History Scheduled Payment History Remind Me

Introduction to Neptune My360

How to Use Your Consumer Portal

Billing and Payment

Paperless Billing Settings



The screenshot shows the 'Paperless' settings page in the My360 consumer portal. The page includes a sidebar with navigation options like 'Dashboard', 'Alerts', 'Usage', 'InvoiceCloud', 'View & Pay Bill', 'Paperless', 'AutoPay', 'Saved Payment Methods', 'Scheduled Payments', 'Pay by Text', and 'Payment History'. The main content area is titled 'Paperless' and contains a sub-header: 'Going Paperless saves time and money by eliminating the need for paper printing and mailing of invoices and payments.' Below this is a table with columns for 'Account #', 'Type', 'Status', and 'Enroll in Paperless'. A single row is visible with account number 11775-288300, Type 'Water', and Status 'Not Paperless'. The 'Enroll in Paperless' column contains a checkbox labeled 'Enroll'. Below the table, there is a checkbox for 'By enabling Paperless, I agree to the Invoice Cloud Terms and Conditions.' and a green 'Save my changes' button. A blue callout box with three steps is overlaid on the page, with arrows pointing to the 'Enroll' checkbox and the 'Save my changes' button.

Account #	Type	Status	Enroll in Paperless
11775-288300	Water	Not Paperless	<input type="checkbox"/> Enroll

By enabling Paperless, I agree to the [Invoice Cloud Terms and Conditions](#).

Save my changes

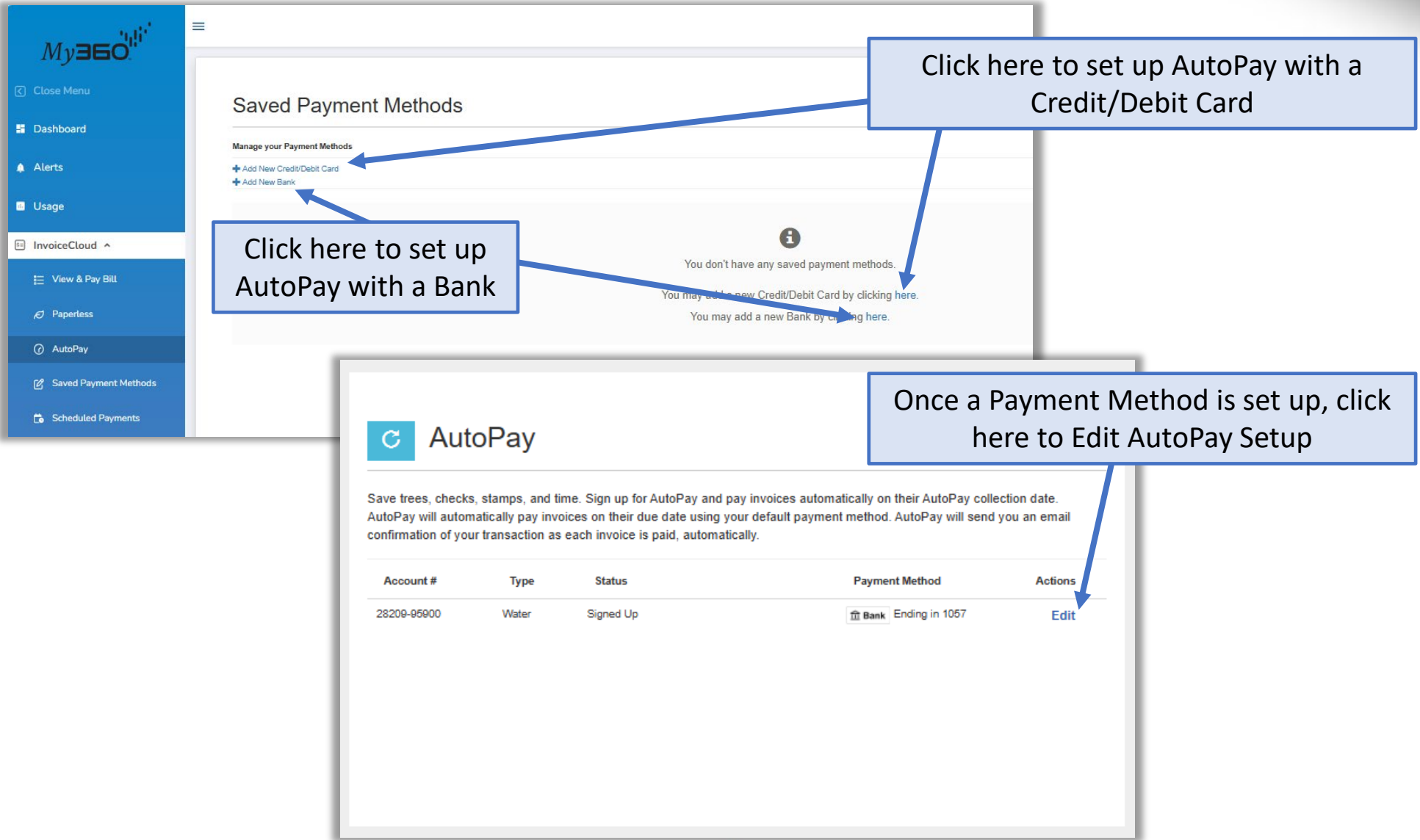
To Enroll in Paperless Billing:

1. Click "Enroll"
2. Click checkbox
3. Click Save my changes

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How to Use Your Consumer Portal

Billing and Payment AutoPay Settings

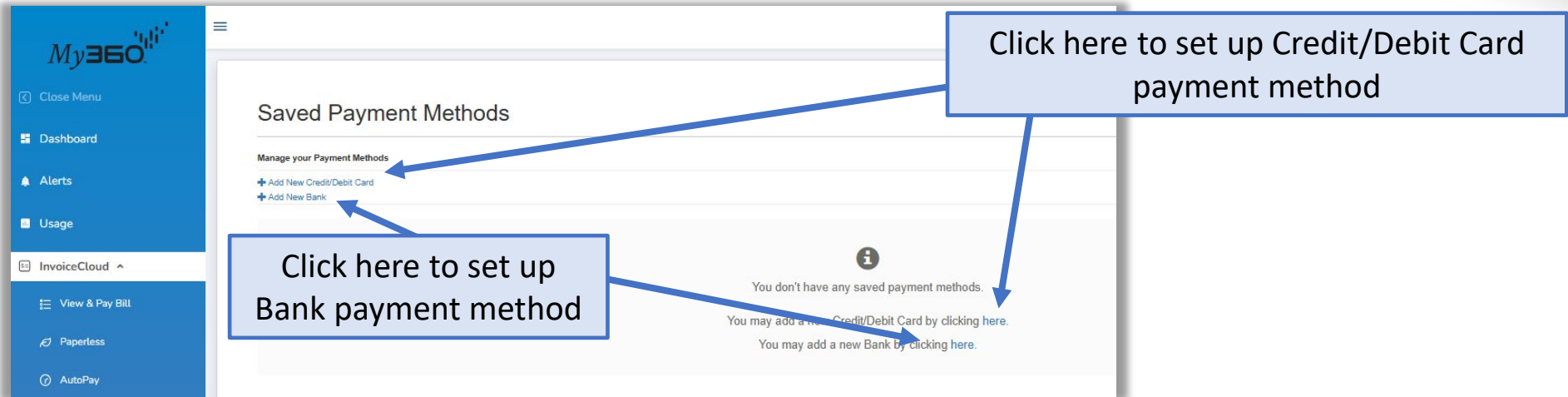


The image shows a screenshot of the My360 consumer portal. On the left is a blue navigation sidebar with the My360 logo and menu items: Close Menu, Dashboard, Alerts, Usage, InvoiceCloud, View & Pay Bill, Paperless, AutoPay, Saved Payment Methods, and Scheduled Payments. The main content area is titled 'Saved Payment Methods' and includes a 'Manage your Payment Methods' section with two links: '+ Add New Credit/Debit Card' and '+ Add New Bank'. Below this is an information icon and text: 'You don't have any saved payment methods. You may add a new Credit/Debit Card by clicking here. You may add a new Bank by clicking here.' A callout box points to the '+ Add New Credit/Debit Card' link with the text 'Click here to set up AutoPay with a Credit/Debit Card'. Another callout box points to the '+ Add New Bank' link with the text 'Click here to set up AutoPay with a Bank'. Below the main content is a section titled 'AutoPay' with a circular refresh icon. It contains text: 'Save trees, checks, stamps, and time. Sign up for AutoPay and pay invoices automatically on their AutoPay collection date. AutoPay will automatically pay invoices on their due date using your default payment method. AutoPay will send you an email confirmation of your transaction as each invoice is paid, automatically.' Below this text is a table with columns: Account #, Type, Status, Payment Method, and Actions. The table has one row: Account # 28209-95900, Type Water, Status Signed Up, Payment Method Bank Ending in 1057, and Actions Edit. A callout box points to the 'Edit' link in the Actions column with the text 'Once a Payment Method is set up, click here to Edit AutoPay Setup'.

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Billing and Payment Save Payment Methods



Click here to set up Credit/Debit Card payment method

Click here to set up Bank payment method

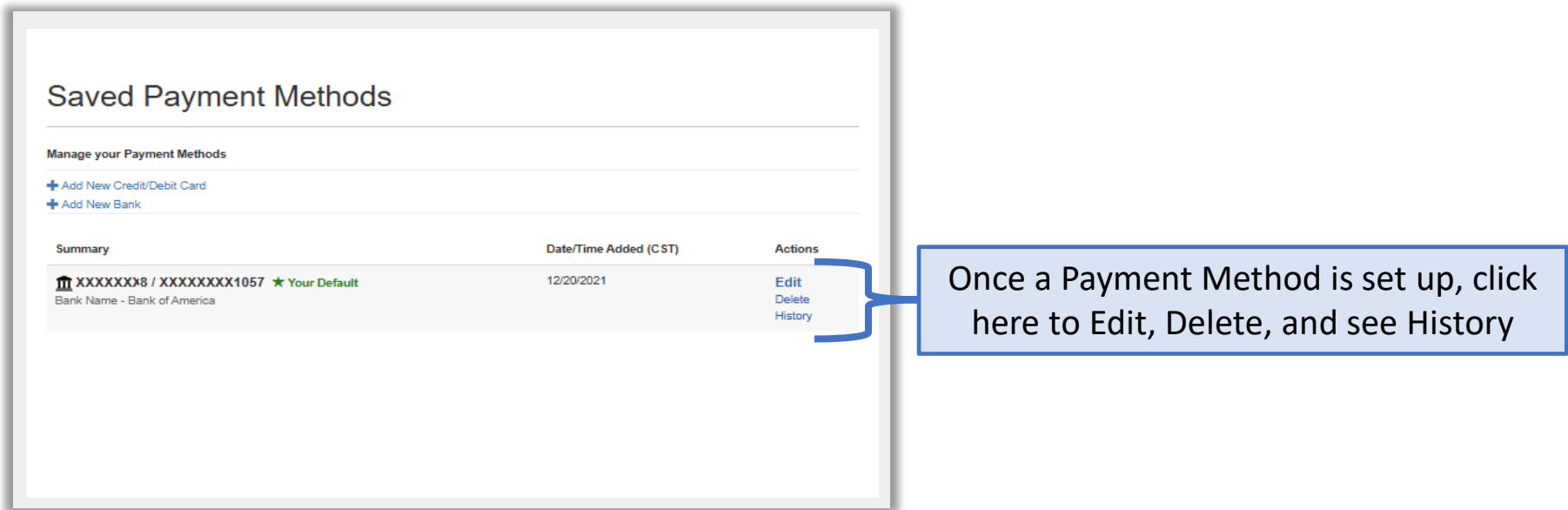
Manage your Payment Methods

- + Add New Credit/Debit Card
- + Add New Bank

You don't have any saved payment methods.

You may add a new Credit/Debit Card by clicking here.


You may add a new Bank by clicking here.



Once a Payment Method is set up, click here to Edit, Delete, and see History

Manage your Payment Methods

- + Add New Credit/Debit Card
- + Add New Bank

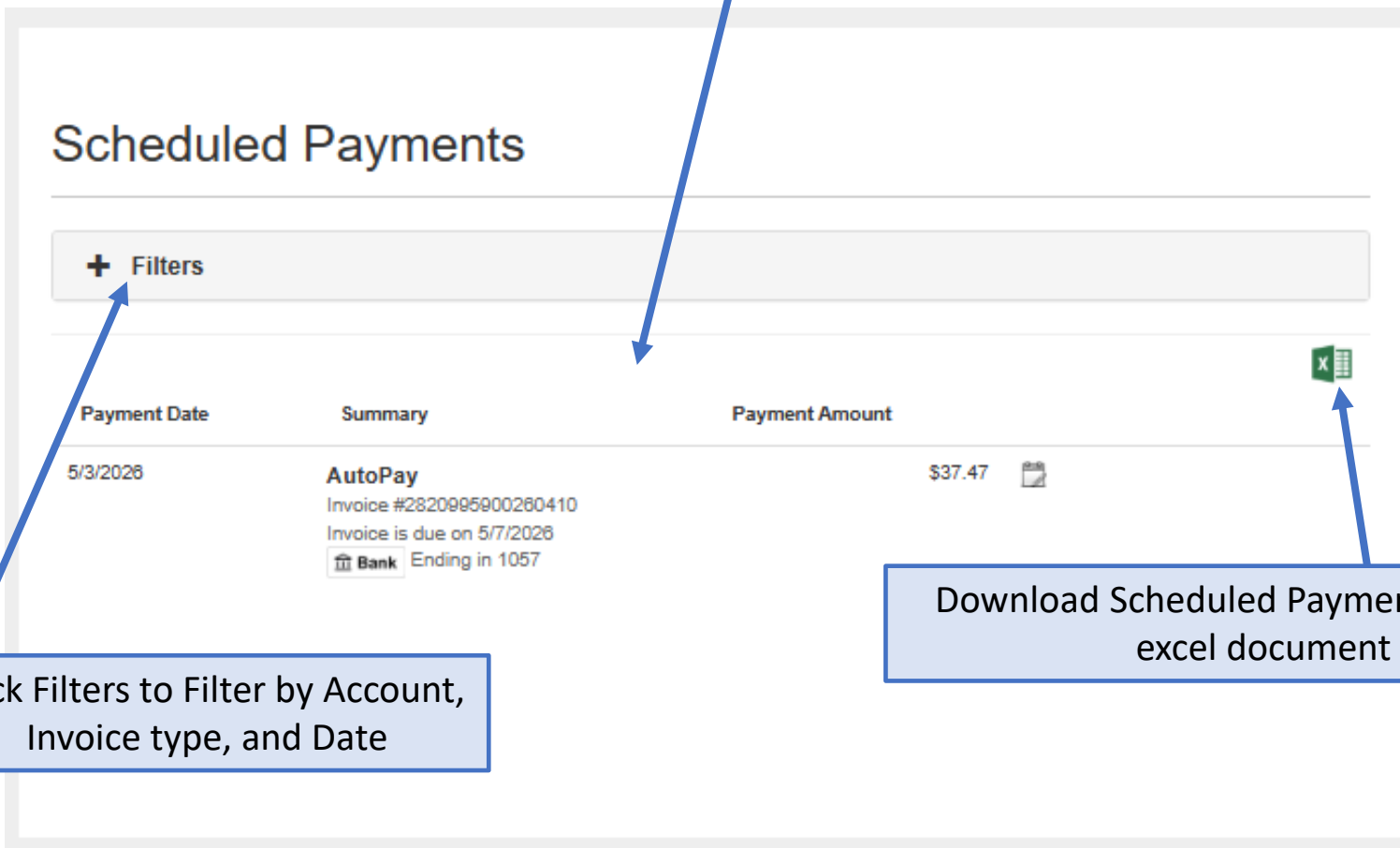
Summary	Date/Time Added (CST)	Actions
 XXXXXXXX8 / XXXXXXXX1057 ★ Your Default Bank Name - Bank of America	12/20/2021	Edit Delete History



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Billing and Payment
Scheduled Payments

Any Scheduled Payments (including AutoPay) will be listed here



Payment Date	Summary	Payment Amount
5/3/2026	AutoPay Invoice #2820995900260410 Invoice is due on 5/7/2026  Bank Ending in 1057	\$37.47 

Click Filters to Filter by Account, Invoice type, and Date

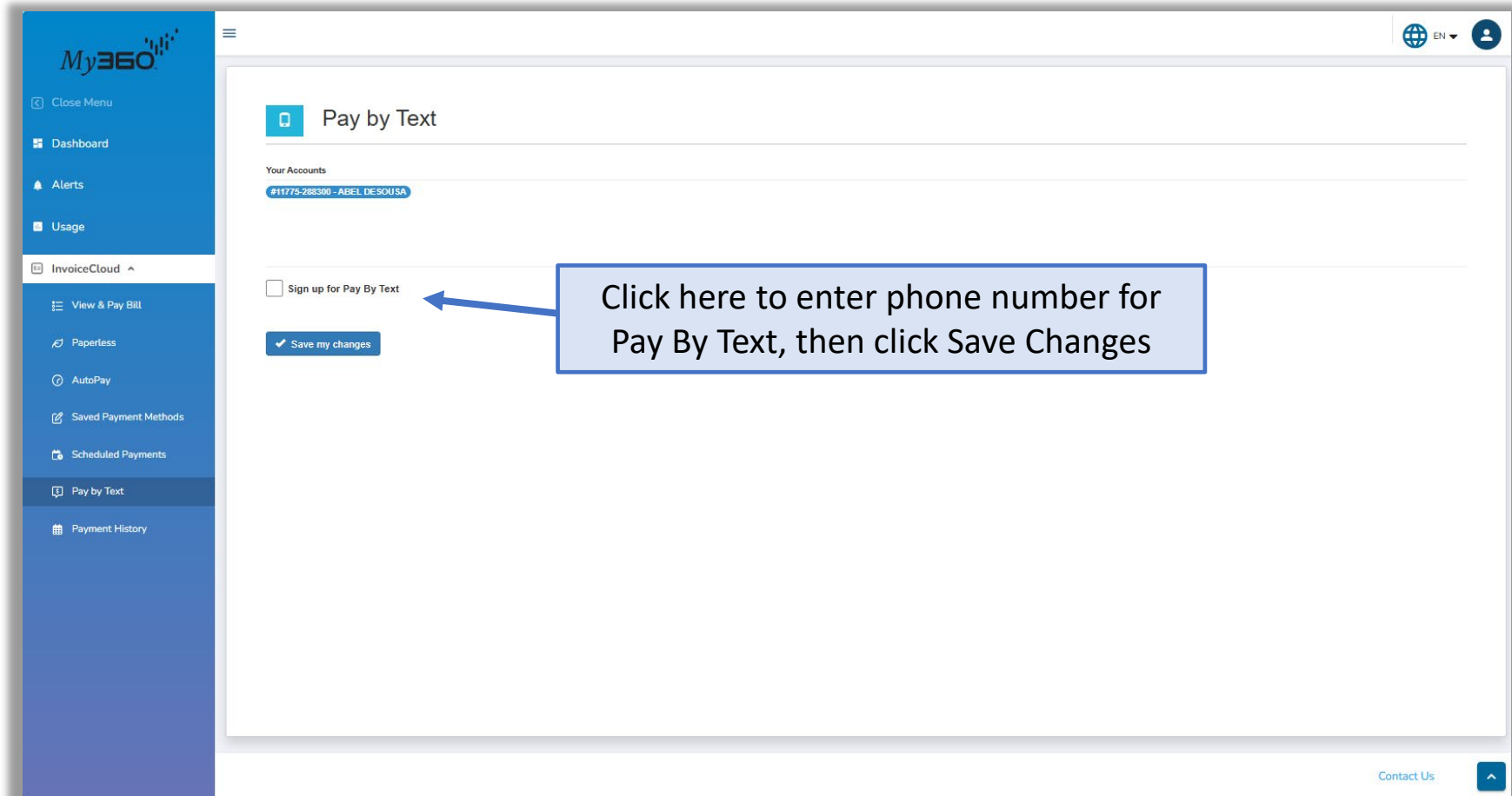
Download Scheduled Payments list as an excel document

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Billing and Payment

Pay By Text



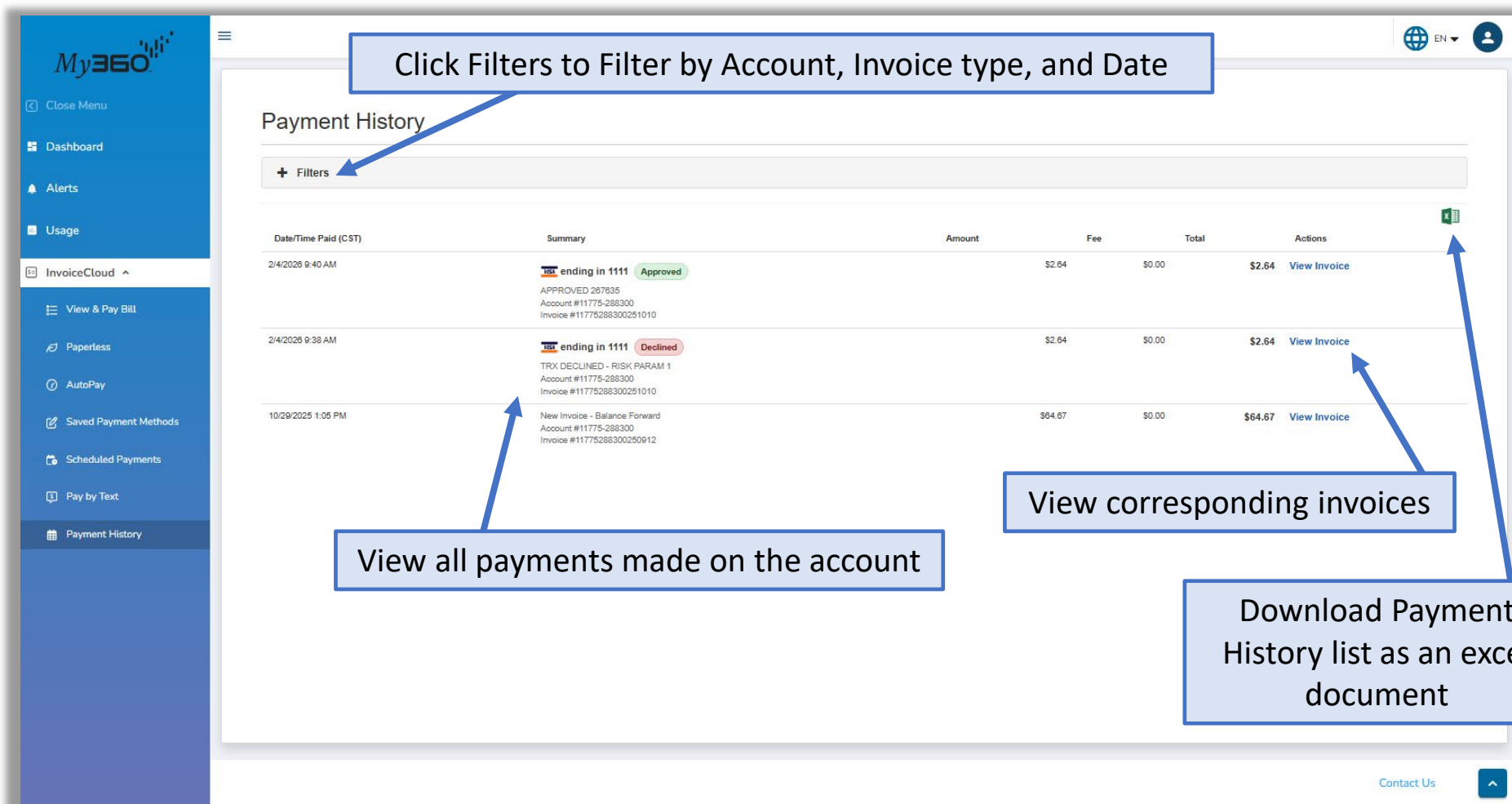
The screenshot shows the My360 consumer portal interface. On the left is a blue navigation sidebar with the My360 logo and menu items: Close Menu, Dashboard, Alerts, Usage, InvoiceCloud (expanded), View & Pay Bill, Paperless, AutoPay, Saved Payment Methods, Scheduled Payments, Pay by Text (highlighted), and Payment History. The main content area is titled 'Pay by Text' and shows 'Your Accounts' with one account listed: #11775-288300 - ABEL DESOUSA. Below this, there is a checkbox labeled 'Sign up for Pay By Text' which is currently unchecked. A blue callout box with a white arrow points to this checkbox, containing the text: 'Click here to enter phone number for Pay By Text, then click Save Changes'. Below the checkbox is a blue button with a white checkmark and the text 'Save my changes'. At the bottom right of the page, there is a 'Contact Us' link and an upward-pointing arrow icon.

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How to Use Your Consumer Portal

Billing and Payment

Payment History



The screenshot shows the My360 Payment History page. A left sidebar contains navigation options: Close Menu, Dashboard, Alerts, Usage, InvoiceCloud, View & Pay Bill, Paperless, AutoPay, Saved Payment Methods, Scheduled Payments, Pay by Text, and Payment History. The main content area is titled 'Payment History' and features a '+ Filters' button. Below this is a table with columns: Date/Time Paid (CST), Summary, Amount, Fee, Total, and Actions. Three rows of payment data are visible. Callout boxes provide instructions: 'Click Filters to Filter by Account, Invoice type, and Date' points to the filters button; 'View all payments made on the account' points to the table; 'View corresponding invoices' points to the 'View Invoice' links; and 'Download Payment History list as an excel document' points to the Excel icon in the top right of the table.

Date/Time Paid (CST)	Summary	Amount	Fee	Total	Actions
2/4/2026 9:40 AM	 ending in 1111 Approved APPROVED 267636 Account #11775-288300 Invoice #11775288300251010		\$2.64	\$0.00	\$2.64 View Invoice
2/4/2026 9:38 AM	 ending in 1111 Declined TRX DECLINED - RISK PARAM 1 Account #11775-288300 Invoice #11775288300251010		\$2.64	\$0.00	\$2.64 View Invoice
10/29/2025 1:05 PM	New Invoice - Balance Forward Account #11775-288300 Invoice #11775288300250912		\$64.67	\$0.00	\$64.67 View Invoice



Introduction to Neptune My360

How to Use Your Consumer Portal

And that's it! You are now set up to fully utilize the tool within your My360 consumer water portal.

You now have access to your water consumption data anytime, anywhere, from any device.

If you have further questions, please reach out to our customer service department at 401-729-9050, PWSB_CustomerService@pwsb.org or visit www.pwsb.org/consumer-portal/.