

Setting up Your New Customer Portal Account

- SA Portal URL: <https://my-hnws.sensus-analytics.com>

HNWS
HOLLEY-NAVARRE WATER SYSTEM, INC.
8574 Turkey Buff Road • Navarre, Florida 32566
Mailing: PO BOX 6538 • Navarre, Florida 32566
Phone: (850) 939-2427 • FAX: (850) 939-0541
Office Hours Mon-Fri 7:30am – 4:30pm

Customer Portal

Please Sign in
Need Help? Call us at 850-939-2427 or email us at customerservice4@hnws-fl.com

Email Address

Password

Show password

[Sign in](#)

[Forgot password?](#) [Need to set up an account?](#)

- Click the “Need to set up an account?” link on the log-in screen

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- Read and accept the Terms and Conditions

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Terms & Conditions
Agreement between User and www.my-hnws.sensus-analytics.com
Welcome to www.my-hnws.sensus-analytics.com. The www.my-hnws.sensus-analytics.com website (the "Site") is comprised of various web pages operated by Holley-Navarre Water System, Inc. ("HNWS"). www.my-hnws.sensus-analytics.com is offered to you conditioned on your acceptance without modification of the terms, conditions, and notices contained herein. (the "Terms"). Your use of www.my-hnws.sensus-analytics.com constitutes your agreement to all such Terms. Please read these terms carefully, and keep a copy of them for your reference.
www.my-hnws.sensus-analytics.com is a Customer Portal Site.
Customers are able to manage their water usage on a daily basis. Customers may also set up alerts for daily usage, billing cycle usage, and vacation alerts for when they are out of town and want to monitor for any possible leaks or water usage.

Privacy
Your use of www.my-hnws.sensus-analytics.com is governed by our Privacy Policy, which also governs the Site and informs you of your rights.

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[Return to Sign In](#)

- Enter in the user e-mail address to Get Started

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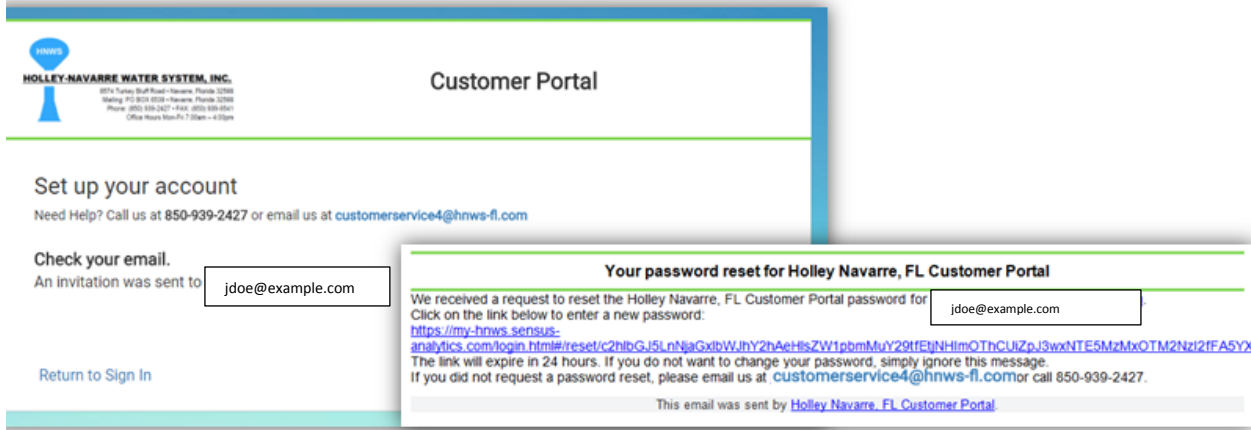
Set up your account

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Email Address

[Return to Sign In](#)

- A link will be sent to the e-mail address used to continue registering.
 - Process must be completed within 24 hours or the link will expire. If expired, a new one will be generated when user continues registration process.
 - **Tip:** Check Junk or Spam folders for e-mail from donotreply@sensus-analytics.com



WebID #: Input the WebID number as shown on the customer bill.

Account Number: Input the account number exactly how it appears on the bill.

The image shows the registration form on the Customer Portal. The form contains the following fields and options:

- Email Address:** jdoe@email.com
- Web ID:** 1234
- Account Number:** 12345-00
- Password:** A masked input field with a 'Rules' link.
- Confirm Password:** A masked input field.
- Show passwords:** A checkbox that is currently unchecked.
- Language:** A dropdown menu set to 'English'.
- Submit:** A blue button at the bottom right of the form.

- **Password** - Rules must follow:
 - Be at least 8 characters long
 - Use at least one lower-case character
 - Use at least one upper-case character
 - Use at least one number
 - Use at least one of the following special characters:
.,!'%\$&*-'"
 - Must not contain regular words

HOLLEY-NAVARRE WATER SYSTEM, INC.
 8574 Turkey Staff Road • Navarre, Florida 32568
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 Office Hours Mon-Fri 7:00am - 4:00pm

Customer Portal

Set up your account
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Email Address

Account Number

Web ID

Password [Rules](#)

Confirm Password

Show passwords

Language

[Return to Sign In](#)

- Once registered, return to log-in to sign in for the first time.

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Usage Details

Meters

Settings

- Usage Alerts
- Alert Recipients
- User Settings
- Units

Please Note: Meters transmit reading data multiple times each day, but some individual transmissions may be missed which can cause a delay in receiving alerts.

Billing Cycle Usage Alert

Alert me when a meter is using more than a given amount in a billing cycle.

Average Use 6680 Gal

Alert me when usage exceeds Gal Enabled

Daily Usage Alert

Alert me when a meter is using more than a given amount in a day.

Average Use 240 Gal

Alert me when usage exceeds Gal Enabled

Multi-Day Alert

Monitor meter usage over 7 days.

Average Use 1683 Gal over 7 days

Monitor usage over 7 days
Alert me when usage exceeds Gal Enabled

*****To receive alerts you will need to enable any alerts you want and set your usage*****