

EFFECTIVE APRIL 1, 2020. The **Hendersonville Utility District** has partnered with **WaterSmart** and **InvoiceCloud** to provide our customers with an informative customer portal and an advanced payment interface that offers options that were not previously available. Below are steps to create an account and login to the system, along with screenshots of some of the features available in the portal. If, after reviewing this document, you experience issues with the portal or have additional questions, you may contact a customer service representative at 615-824-3717.

To create a new account, browse to hendutil.net, click login, and follow the steps below:



Call 615-824-3717

LOGIN

PAY NOW


NEW SERVICE

HOME ABOUT CUSTOMER SERVICE RESOURCES

NOTICE FOR WHUD SEWER CUSTOMERS



In order to register you will be required to enter your account number. Your account includes all 16 digits of the customer-account number found at the top right of you water bill.

 <p>HENDERSONVILLE UTILITY DISTRICT 125 Indian Lake Rd., P.O. Box 180 Hendersonville, TN 37077-0180 Telephone: (615) 824-3717 FAX (615) 824-3797 Office Hours: Monday thru Friday 7:30am - 4:30 pm Online at www.hendutil.net</p> <p>The Board of Commissioners will meet on February 28, 2020 at 11:00 AM, in the board room at 125 Indian Lake Rd.</p>	CUSTOMER-ACCOUNT NO:	00 76-05 34
	BILLING INVOICE NO:	702
	CUSTOMER NAME:	
	SERVICE ADDRESS:	
	SERVICE FROM:	01/15/2020 TO 02/13/2020
	BILL DATE:	02/18/2020
	BILL DUE DATE:	03/15/2020

Enter all 16 digits of your customer-account number along with your service address zip code.



Sign up

Your data is always secure and private. Access the WaterSmart Portal to track your water use, see how it compares, and choose water-savings actions.

After completing the two fields, click/tap the "Find my account" button.

Find my account

OR

Log in

Once your account information is verified you will be presented with a screen to confirm your address. If this address is correct you will then be required to enter your email address and create a password that is between 8 and 32 characters long. Once complete click/tap on the "Take me to my account" button.



We found your account

104 R [REDACTED]

[Not you?](#)

Your data is always secure and private. Create a login to view your Portal.


[Access with](#)

Take me to my account

[I already signed up](#)

By signing up you agree to the [terms](#).

After clicking/tapping on "Take me to my account" you will be presented with the screen below. From here you can track your use, sign up for alerts, find ways to check for leaks and save water.



WaterSmart Program

English [My Accounts](#)

[Home](#) [Billing](#) [Track](#) [Take Action](#) [Settings](#)

ACCOUNT NUMBER: [redacted] 54-0024 [redacted]

SERVICE ADDRESS: 104 R [redacted] Hendersonville, TN 37075

My Daily Use


3,410
Gallons Per Day [View use](#)

Compare your past use for this billing period.

3,647% ↑

GPD	Dec '17- Jan '18	Dec '18- Jan '19	Jan 2020
	126	91	3,410

Recommended



Don't put fats, oils or grease down the drain

Prevent sewer backups in your home

[See more](#)

Notifications

[Reminder](#) ▾

Want Better Results?
Complete your home water-use p...
[read more](#)

[Reminder](#) ▾

Enroll in Alerts
Protect your property and get pe...
[read more](#)

My WaterScore

Take Action

Jan 20 - Jan 20

You used more water than similar households.

[Who am I compared to?](#)

Efficient | 170 GPD
Average | 207 GPD
You | **3,410 GPD**

I Want To...

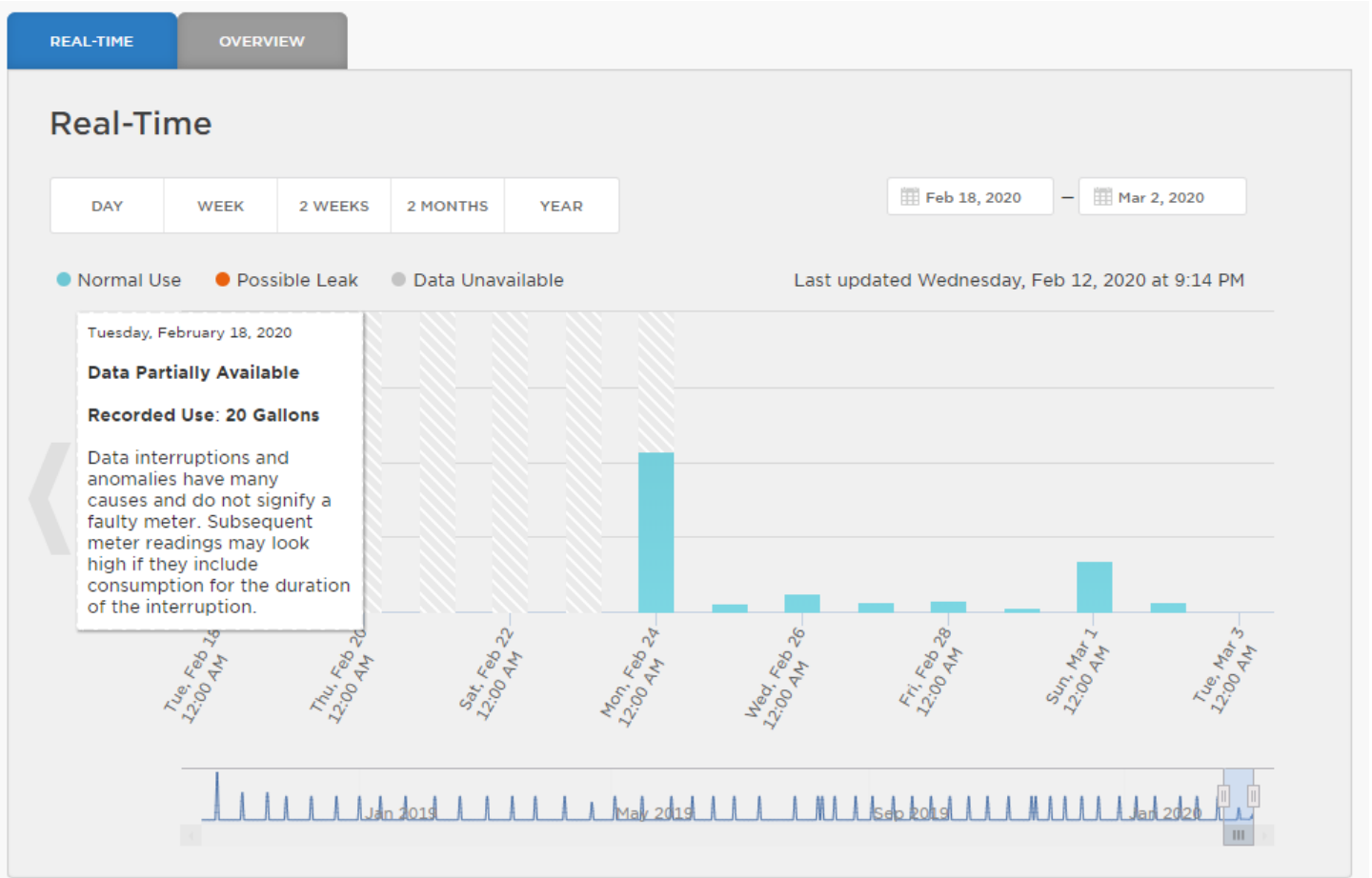
- [\\$ Understand a high bill](#)
- [! Sign up for unusual use alerts](#)
- [Learn to read my meter](#)
- [Check if I have a leak](#)

My Daily Use

3,410
Gallons Per Day

[View use](#)

By selecting “View use” you can review your usage by day, week, 2 weeks, 2 months or the year.



Reminder ▾

Enroll in Alerts

Protect your property and get pe...

[read more](#)

When you select “read more” under the “Enroll in Alerts” section of the “Notifications” area. You can sign up to be notified if your usage and/or forecasted bill is going to exceed 1X to 5X of your normal seasonal use.

Account Settings

My Account

Additional Accounts

Additional Users

Communication Preferences

High Use Notifications

Bill Forecast Notifications

Utility Connect

Communication Preferences

High Use Notifications 1X 3X 5X

You will be notified when your daily use is over **2X** times your normal seasonal use.

*Typical Seasonal Use: 152 GPD

- Email
- Text Message
- Voice Message

Bill Forecast Notifications 1X 3X 5X

You will be notified if your use in the current period is on track to exceed **2X** times your normal seasonal use. We will only contact you a maximum of once per billing period.

*Typical Seasonal Use: 2,266 gallons

- Email
- Text Message
- Voice Message

Utility Connect

Hendersonville Utility District WaterSmart communications regarding your water utility account, water use, and important related announcements.

- Email
- Text Message
- Voice Message

Unsubscribe from All Communications



WaterSmart Program

English

[My Accounts](#)

[Home](#)

[Billing](#)

[Track](#)

[Take Action](#)

[Settings](#)

ACCOUNT NUMBER

00145454-00242

Payment

Evaluate Bill

Bill Settings

SERVICE ADDRESS

Red Maple Ct
Hendersonville, TN 37075

My Daily

3,410

Gallons Per Day

[View use](#)

Recommended



Don't put fats, oils or grease down

Notifications

[Reminder](#)

Want Better Results?

By selecting "\$ Billing" from the tabs, you will be able to pay your bill via credit card (Visa, Master Card, Discover, Amex, or eCheck). *** There will be a convenience fee of \$1.95 added to each transaction.**

You may also sign up for bill reminders, set up recurring payments, as well as other features shown below.

The screenshot shows a web portal titled "Pay Bill". On the left is a navigation menu with three sections: "Payment" (containing View Bill, Pay Bill, AutoPay, Payment Methods, and Scheduled Payments), "Evaluate Bill" (containing Compare Bill and Forecast Bill), and "Bill Settings" (containing Bill Delivery Method and Pay by Text). The "Pay Bill" option is selected. The main content area has a blue header "Pay Bill" and a section titled "Open Invoices" with a table. The table has two columns: "Select" and "Summary". One row is visible with a checked checkbox, invoice number 6689122, due date 9/1/2019, and a balance due of \$51.25. Below the row are links for "View Invoice", "Payment History", "Adjustment History", "Scheduled Payment History", "Refresh History", and "Remind Me". A "Pay Selected" button with a right arrow is at the bottom left of the table area. A small Excel icon is in the top right of the table area.

Select	Summary
<input checked="" type="checkbox"/>	6689122 Due on 9/1/2019 Balance Due:\$51.25

Once the portal is active, feel free to contact our office if you have any questions or require assistance. Once active, **Hendersonville Utility will no longer accept credit cards in the office.** All payments via credit card or eCheck will be required to be made through this portal or through our Interactive Voice Response (IVR) system. A direct, toll-free, number will be available on our website. Any calls to make a payment over the phone will be transferred to this number.

Thank you.

Hendersonville Utility District