

Taking Advantage of Your Meter Reads



Register Your Account

Go to <https://ecop.plano.gov/CUS/>

Tuesday, August 2, 2016



Customer & Utility Services

Click the Login button below to access your water utility account and make a payment. You can also make a one-time payment without logging in by clicking Quick Pay.

[Login »](#)

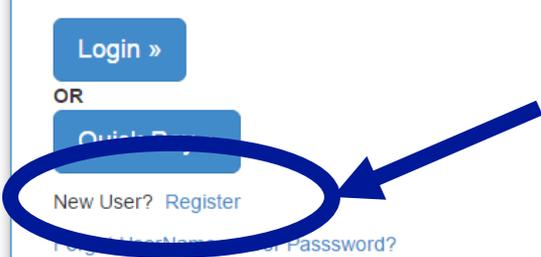
OR

[Quick Pay](#)

New User? [Register](#)

[Forgot My Username or Password?](#)

Click Here



Sign-Up for Bankdraft

Setup automatic payments with Bankdraft...

[Continue »](#)

Request Confidentiality

Complete and submit an online request form...

[Continue »](#)

Request Services

Other online forms to request services...

[Continue »](#)

Complete Registration Information

Register

Create a user profile to manage your City of Plano water utility account

Salutation	<input type="text" value="Mr."/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
User Name	<input type="text"/> ?
Password	<input type="password"/> ?
Confirm password	<input type="password"/>
Email	<input type="text" value="Ex: john.doe@email.com"/> ?
Confirm Email	<input type="text"/>
Address	<input type="text" value="Ex: 123 Main St"/> ?
City	<input type="text"/>
State	<input type="text" value="TX"/>
Zip	<input type="text"/>
Secret Question	<input type="text" value="What is your mother's maiden name?"/>

Add Your Account



Attach Water Accounts to User Profile

Important Information

Attach your water account to your online user profile. Simply use any statement from up to 15 months in the past and enter your **Account Number, Due Date, and Amount Due** and click **Attach**. Enter the data exactly as shown on your bill. The statement below is provided as an example to identify the 3 pieces of information that is required. By linking your water account to your user profile you will be able to view your water consumption, access your last 15 statements, and setup a recurring payment or store your credit card information if you choose to make monthly one-time payments.

You will not be able to setup a recurring payment or make a one-time payment as a registered user for 24-36 hours. This is due to security purposes as we update our payment processor daily with newly registered accounts. This information is then used to verify your identity when you transfer to the payment site. However, you will still be able to see all of the information that is available online that pertains to your water account. If you would like to make a payment before the 24-36 hour waiting period you can do so by using the [Quick Pay](#) feature.

NOTE: If you have more than one account you will only need to attach one account and all of your accounts will be attached to your user profile.

Attach Water Account

1 Account Number:

Ex: 275433

2 Due Date:

Ex: 01/30/2016

3 Amount Due:

Ex: 297.36

Attach

**** Example ****

Example using an older statement



Office Phone: 972-941-7105
Hours: Monday-Friday 8:00-5:00
Night depository available
Environmental Waste Services: 972-769-4150
After-Hours Emergencies: 972-727-1623

Pay online at www.plano.gov
Pay By Phone: 972-941-5040

ACCOUNT STATEMENT

SERVICE PERIOD FROM 08/21/2015 TO 01/05/2016

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
275433	01/30/2016	\$297.36

ACCOUNT **1** IE: **2**
SERVICE **3** IESS:
ACCOUNT TYPE:
CYCLE-ROUTE: 25-6121 BILLING DATE: 01/05/2016

ACCOUNT SUMMARY

LAST BILL	\$0.00
PAYMENT- THANK YOU	\$0.00
ADJUSTMENTS	\$0.00
BALANCE FORWARD	\$0.00

You're Ready to Start!

Accounts: 290553 [Attach Water Account](#)

Account Number: XXXXXX

Name: COP Test Account
Address: 1234 Plano Way
City/State/Zip: Plano, TX 75086
Cycle/Route: XX/XXX

[Cancel Service](#) | [Move Service](#)

Bill and Payment Summary [Enroll in Paperless Billing](#)

Amount Due:
Due Date: 7/26/16
Total Past Due:
Last Payment Received: 07/05/16
Pending Payment:

[Download Current Statement](#)

[Payment Options](#) | [View Previous Bills](#)

View your last 13 months of use

Meter: H51955603
Last Read: 08/01/16 10:53 PM

1875950

Read Date	Read Time	Reading
08/01/16	4:48 PM	1875250
08/01/16	10:43 AM	1874050
08/01/16	4:40 AM	1871750
07/31/16	10:36 PM	1871250
07/31/16	4:31 PM	1870450
07/31/16	10:26 AM	1866500
07/31/16	4:22 AM	1865900
07/30/16	10:17 PM	1865400
07/30/16	4:13 PM	1864900



[View More Reads](#)

Click Here for more options

Pick Your Timeframe

Meter Reads From:

07/1/2016

To: 08/02/2016

Search

Meter: H51955603

Last Read: 08/01/16 10:53 PM

1875950

Click "Search" to update the chart and graph.

Read Date	Read Time	Reading	Previous Reading	Change
08/01/16	4:48 PM	1875250	1874050	1200
08/01/16	10:43 AM	1874050	1871750	2300
08/01/16	4:40 AM	1871750	1871250	500
07/31/16	10:36 PM	1871250	1870450	800
07/31/16	4:31 PM	1870450	1866500	3950
07/31/16	10:26 AM	1866500	1865900	600
07/31/16	4:22 AM	1865900	1865400	500
07/30/16	10:17 PM	1865400	1864900	500
07/30/16	4:13 PM	1864900	1864300	600
07/30/16	10:12 AM	1864300	1861400	2900
07/30/16	4:05 AM	1861400	1860900	500
07/29/16	10:01 PM	1860900	1860300	600
07/29/16	3:58 PM	1860300	1859800	500
07/29/16	9:52 AM	1859800	1859650	150
07/29/16	3:49 AM	1859650	1859650	0

Graph at the bottom will update...

07/30/16	4:13 PM	1864900	1864300	600
07/30/16	10:12 AM	1864300	1861400	2900
07/30/16	4:05 AM	1861400	1860900	500
07/29/16	10:01 PM	1860900	1860300	600
07/29/16	3:58 PM	1860300	1859800	500
07/29/16	9:52 AM	1859800	1859650	150
07/29/16	3:49 AM	1859650	1859650	0
07/28/16	9:44 PM	1859650	1859650	0
07/28/16	3:41 PM	1859650	1858600	1050
07/28/16	9:40 AM	1858600	1858550	50
07/28/16	3:33 AM	1858550	1858550	0

<< 1 2 3 4 5 6 7 8 9 >>

Chart Type Chart Scenario

Meter Reads Daily Consumption



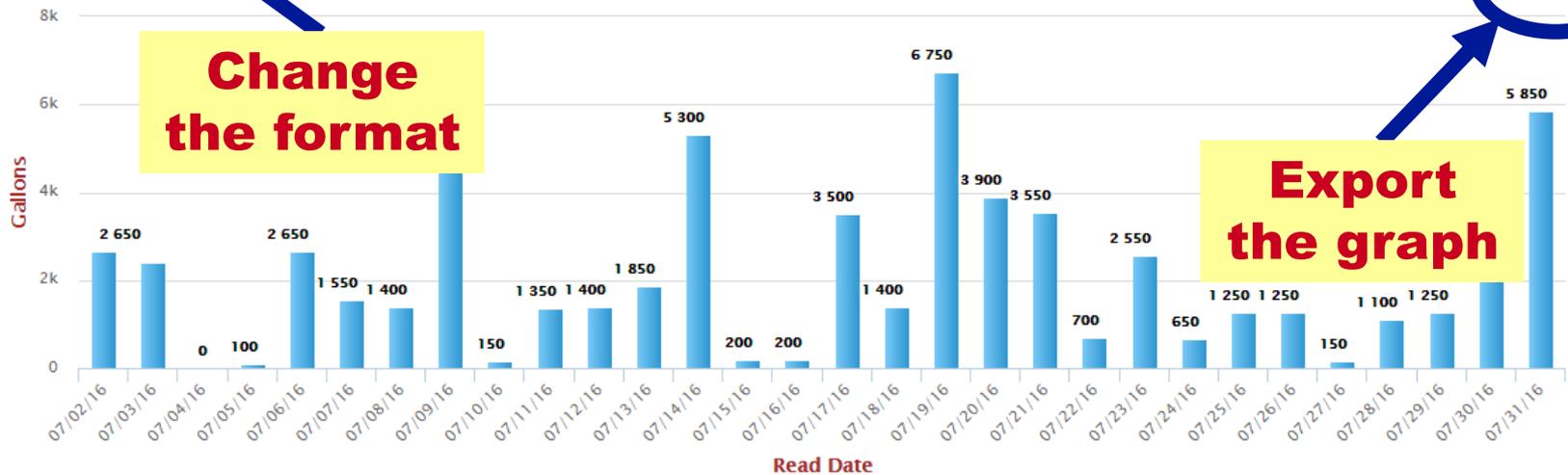
Change the format and export...

07/28/16	8:43 AM	1859650	1859650	0
07/28/16	9:44 PM	1859650	1859650	0
07/28/16	3:41 PM	1859650	1858600	1050
07/28/16	9:40 AM	1858600	1858550	50
07/28/16	3:33 AM	1858550	1858550	0

<< 1 2 3 4 5 6 7 8 9 >>

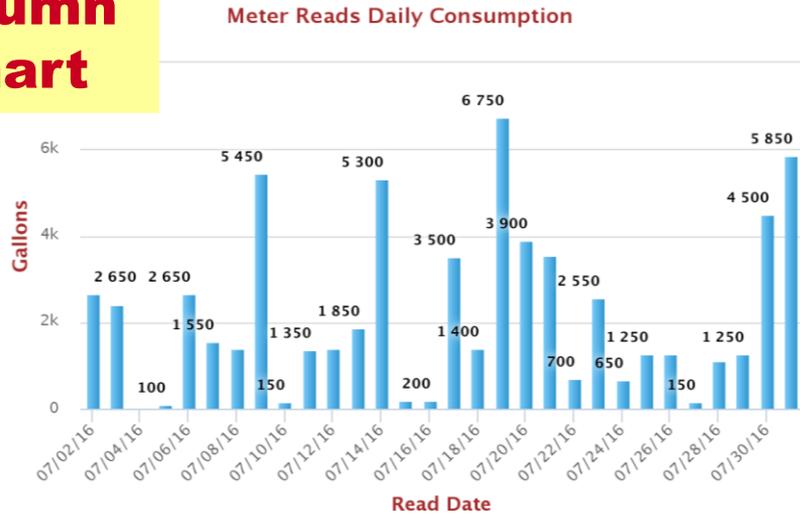
Chart Type **Column** Chart Scenario **Daily Consumption**

Meter Reads Daily Consumption

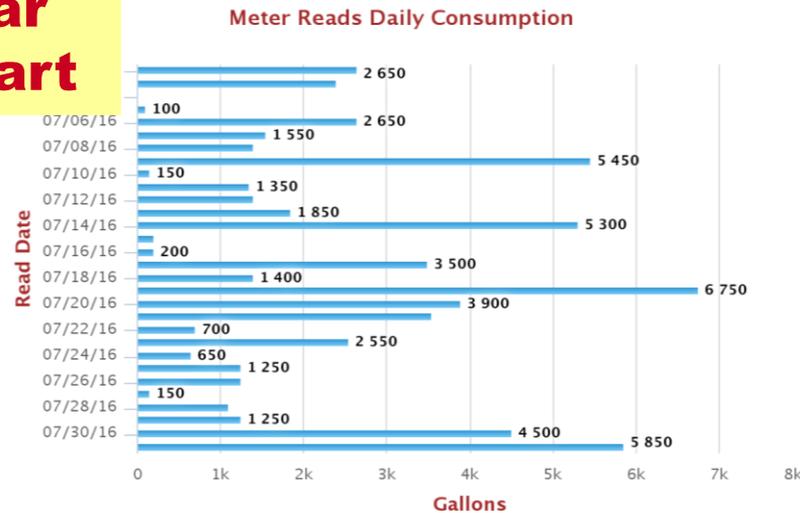


Available graph formats...

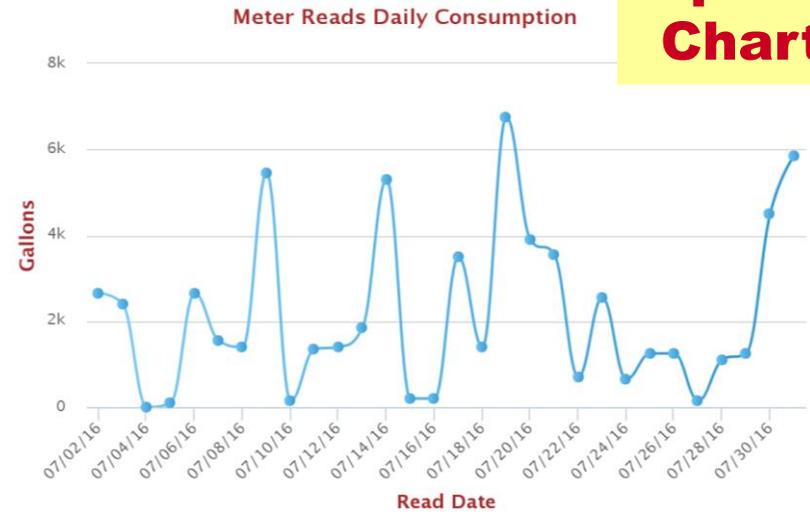
Column Chart



Bar Chart



Spline Chart



Have a leak?

Meter Reads From: To:

Meter:

Last Read: 07/31/16 10:36 PM

If there are "0" values in the "Change" column during a 72 hour period, a constant leak is unlikely.

1871250

Read Date	Read Time	Reading	Previous Reading	Change
07/31/16	4:31 PM	1870450	1866500	3950
07/31/16	10:26 AM	1866500	1865900	600
07/31/16	4:22 AM	1865900	1865400	500
07/30/16	10:17 PM	1865400	1864900	500
07/30/16	4:13 PM	1864900	1864300	600
07/30/16	10:12 AM	1864300	1861400	2900
07/30/16	4:05 AM	1861400	1860900	500
07/29/16	10:01 PM	1860900	1860300	600
07/29/16	3:58 PM	1860300	1859800	500
07/29/16	9:52 AM	1859800	1859650	150
07/29/16	3:49 AM	1859650	1859650	0
07/28/16	9:44 PM	1859650	1859650	0
07/28/16	3:41 PM	1859650	1858600	1050
07/28/16	9:40 AM	1858600	1858550	50
07/28/16	3:33 AM	1858550	1858550	0

Now what? How do I use this?

- Why did my bill go up?
- Check for leaks
- Did you fixed the right leak?
- Effects of water saving behaviors
- How much water does your sprinkler use?
- Do you have any broken heads?
- Did I set my irrigation controller right?