

# GUARD – Creating a New Login

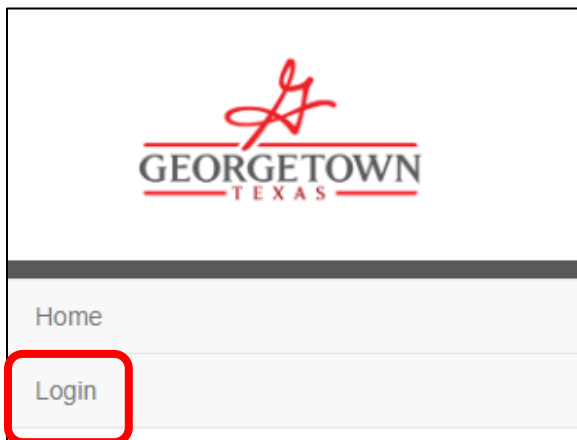


You will need the following Items:

- Name
- Account #
- Email Address

<https://guard.georgetowntexas.gov/>

- Please click **LOGIN**



- Please click **CREATE USER**

**LOGIN**

**Username**

**Password**

- Please enter your information in the registration form.

**EXAMPLE:**

**USER REGISTRATION**

**Full Name** (As it appears on bill. For commercial, provide full company name.)

**Account Number**

**Username**

**Password**

**Re-Enter Password**

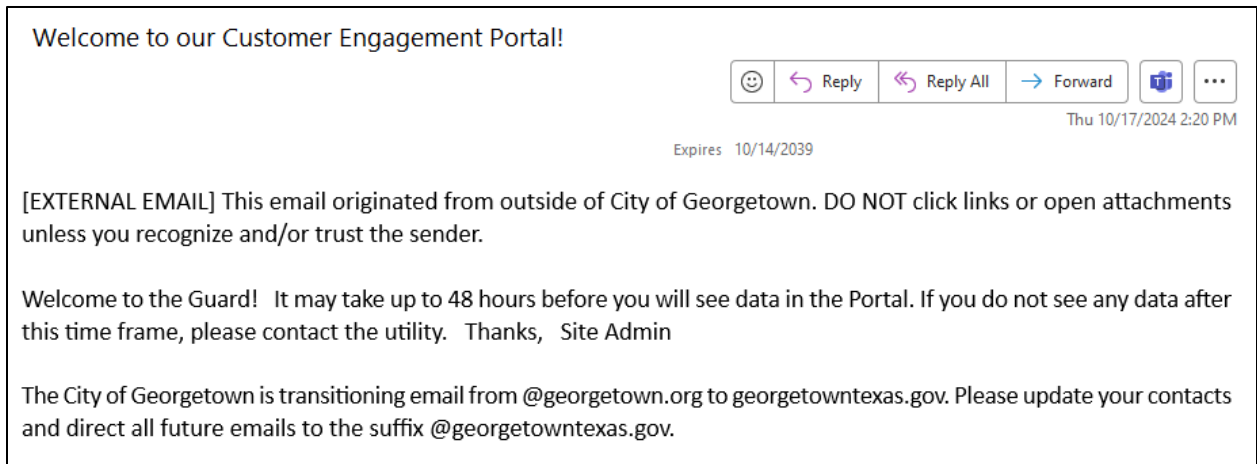
**Email Address**

**Phone Number**

**Cell Phone Carrier**

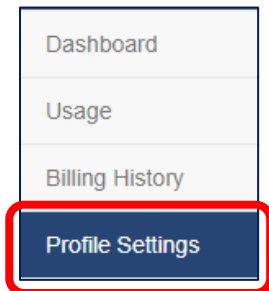
- **Please keep your password in a secure location.**
- Once you click submit, you will receive a confirmation email and be directed back to the main screen to login as a user.

**Example:**

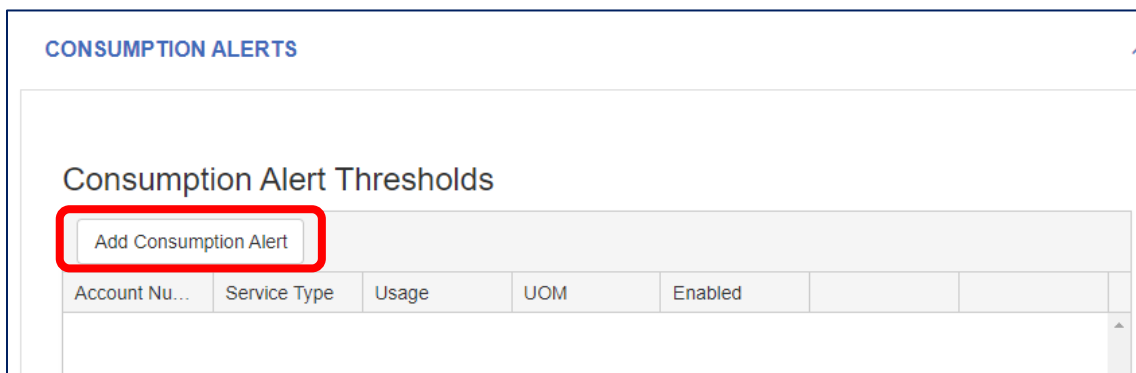


## Creating Consumption Alerts

- Please click on the Profile Settings tab



- On the right side of the screen, you will see the Consumption Alert Thresholds
- Please click Add Consumption Alert



Consumption Alert

Account Number  
12349999

Service Type  
Electric

UOM  
kWh

Usage

Enabled

Submit

- You can select the service for which you want to receive an email alert once your consumption reaches a specific threshold.

**Water is measured in gallons**  
**Electric is measured in kWh (kilowatt hours)**

### ***What usage amount do I choose?***

Some things to consider in choosing your threshold amounts:

- What is your average usage?
- What is your maximum usage?
- Would you prefer to be notified only if there is usage over your maximum?
  - This could indicate a water leak or a malfunctioning HVAC system
- Or maybe you'd like to be alerted when your usage simply pushes you into the next water rate tier?
  - This alert could serve as an early warning for a potential leak, or perhaps your primary concern is managing your usage to stay within specific budget limits.

### **Residential Water Rate Tiers**

0 to 7,000 gallons

7,001 to 15,000 gallons

15,000 to 25,000 gallons

25,000 and more

### ***Water***

For residential, a good place to start is 15,000 gallons. That will tell you that any additional water use would move you into tier 3 rates. If you have an irrigation system, that might not be high enough. Use your usage history as a guide. You can see this history in your CSS portal account.

### ***Electric***

According to the U.S. Energy Information Administration, the average Texas household uses approximately 1,094 kWh of electricity per month. Factors such as the number of people in your household, the size of your home, your heat source, or even maintaining livestock can all contribute to higher energy consumption and might be worth considering when evaluating your own usage.

**The good news is that if you get too many alerts or not enough, you can simply log back in and edit your thresholds.**

CONSUMPTION ALERTS						
Consumption Alert Thresholds						
Add Consumption Alert						
Account Nu...	Service Type	Usage	UOM	Enabled		
12345699	Water	10000	Gallons	<input type="checkbox"/>	Edit	Delete
12345699	Water	18000	Gallons	<input type="checkbox"/>	Edit	Delete
12345699	Electric	2000	kWh	<input type="checkbox"/>	Edit	Delete

If you need additional assistance, please feel free to contact our Customer Care Team:

[customercare@georgetowntexas.gov](mailto:customercare@georgetowntexas.gov)

512-930-3640

or via your CSS portal