



San Jacinto River Authority

Change of Online Reporting System for GRP Participants

August 25, 2015

Dear Participant,

The GRP Division has been working to transition the current online reporting system, PROS to a new online reporting system, TrueBill. The new system will be user friendly and provide Participants with enhanced features and information regarding their accounts.

Effective September 1, 2015, online reporting of pumpage data will no longer be through PROS. Instead, Participants should submit monthly pumpage data through TrueBill. This will begin with August pumpage data.

For information on how to proceed with reporting in the new online reporting system, TrueBill, please see the instructional document attached to this communication.

Sincerely,

SAN JACINTO RIVER AUTHORITY

A handwritten signature in blue ink that reads "Matt Corley".

Matt Corley
Customer Service & Compliance Supervisor

Enclosures:

TrueBill Online Reporting System

Instructional Document

- 1) To get started using the new online reporting system, go to <https://tpcippd.sjra.net/TrueCIP/Default.aspx>
- 2) To begin, you will need to create a username and password. To do this click “here”, as illustrated below next to the red arrow.

San Jacinto River Authority
P.O. Box 329
Conroe, Texas 77304
Phone: 936.588.1662
Email: customerservice@sjra.net

You are not currently logged in. Home

Log In

User Name:
Password:

Don't have a username and password? Get a login account [here](#)

Using the San Jacinto River Authority customer service portal you can:

- **Access** your monthly bills 24 hours a day
- **Know** what you've been spending historically
- **Download** your usage and bills

The San Jacinto River Authority provides this portal for the express use of its customers. By clicking on the login button above and/or by accessing or using this portal, you acknowledge that you have read and agree to be bound by the [Privacy Statement](#) for this portal. If you do not agree to all of the Terms, you are not authorized to access or otherwise use this portal.

[TruePoint Solutions](#)

- 3) The screen below will then appear.

Please fill out all information in the various fields below and click “submit”. “Comments” are not necessary.

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You are not currently logged in. Home : Apply for an Account

Create a User Account

Please enter the information below to finish creating your Services Portal profile.

User Name:
Full Name:
Password:
Confirm Password:
E-mail:
Security Question:
Security Answer:
Phone #:
Comments:

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4) As reflected below, the next screen will appear.

Click “continue” as illustrated below:



5) At this point, you have created your username and password. The next step is to associate the appropriate accounts to your username.

Click “Add a Participant to my login” as illustrated below:

Before you can begin using the portal, you will need to associate one or more Participants with your online profile.

To get started, obtain the required information listed below and click the Add a Participant to My Login link.

Required Account Information:

- The Customer # that appears on your bill
- A valid well number from your billing statement that is associated with the Participant Customer #.

 [Add a Participant to my Login](#)

6) The screen below will then appear.

Click “Add a Participant” as illustrated below:



7) The next screen below will appear:

At this point you will need to enter your unique customer number and any well number for the system(s) that you wish to add. For setup purposes, any well number from the system will work. If there are multiple systems, you will need to add each system. Unique customer numbers are provided below for you reference and use in setting up account information.

Add Participant

Enter the Customer # for the Participant you want to add as it appears on your billing statement.

Customer #

Enter a valid Well number from your billing statement. Any well number associated with the participant can be used to verify the assignment.

Well #

System Name(s) and Customer Number(s):

Clover Creek MUD - 20042

East MC MUD No. 3 - 20062

Pinehurst Decker Prairie WSC - 20195

MC MUD No. 119 - 20093