

## INSTRUCTIONS FOR USING THE KULUTUS-WEB SERVICE

### Kirjaudu= login:

Enter the consumer number (=kuluttajanumero in Finnish) and meter number (=mittarinumero in Finnish) and press "Kirjaudu".

The login information can be found in the upper right corner of the water bill.

### 1. "Tee lukemailmoitus" = submit a reading:



ETUSIVU

KULUTUSILMOITUS

RAPORTIT

PALAUTE

KIRJAUDU ULOS

### Etusivu

Tervetuloa Kulutus-Web -palveluun!

Syötä mittarilukemat vaivattomasti!

**Tee lukemailmoitus**

### 2. The mandatory information for the reading report is the date of the meter reading in section 1 and the new reading in section 2 (full cubes only).



ETUSIVU

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### Vedenkäyttöilmoitus

Pakollisia tietoja (\*)

Vesimittari

Edellinen lukema

Päivämäärä:

Lukema:

Uusi lukema

\* 1. Lukeman päivämäärä: the date of the meter reading d.m.yyyy

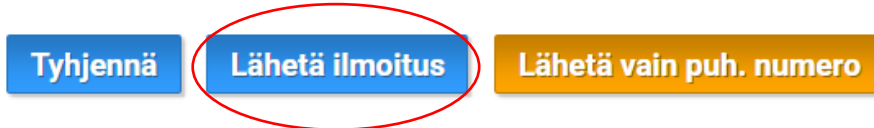
p.k.vvvv

\* 2. Lukema:  new reading

Kokonaiset kuutiot

When saving the meter reading, you may receive an error message. The relevant notification concerns the measurement deviation ( $\pm 30\%$ ) in annual consumption. Check the accuracy of the reading if needed.

### 3. Press “Lähetä ilmoitus” = send notification



All information on the page is saved with the “Lähetä ilmoitus” -button. The information is updated to the billing system with a delay of few days.

### 4. Log out = Kirjaudu ulos

You must log out of the service with the “Kirjaudu ulos” -button in the top bar.



### Other features

#### **Lisätiedot= additional information:**

In section 3, you can send information about changes affecting water billing (e.g. name, address, consumption changes). Remember to also provide a reply email address in section 4.

In section 5, you can provide a phone number. With the help of the SMS service, we want to make it more efficient to inform customers in case of disturbances.

#### **Raportit= reports:**

The reports allow you to monitor water consumption and make water consumption forecasts based on the distribution of costs in euros. The unit prices of the reports do not include value added tax.

#### **Palaute= feedback:**

With this form, you can send a question or feedback about the service to the water supply company.

#### **Customer Service:**

Mikkelin kaupungin Asiointipiste

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