

Welcome to Neptune My360

Sign up through the new customer portal and monitor your water usage today!

The District is pleased to introduce Neptune My360, a new online platform that allows residents to monitor water consumption. This innovative tool gives customers greater control and visibility of water consumption to support water conservation efforts, detect potential issues, and monitor daily usage.

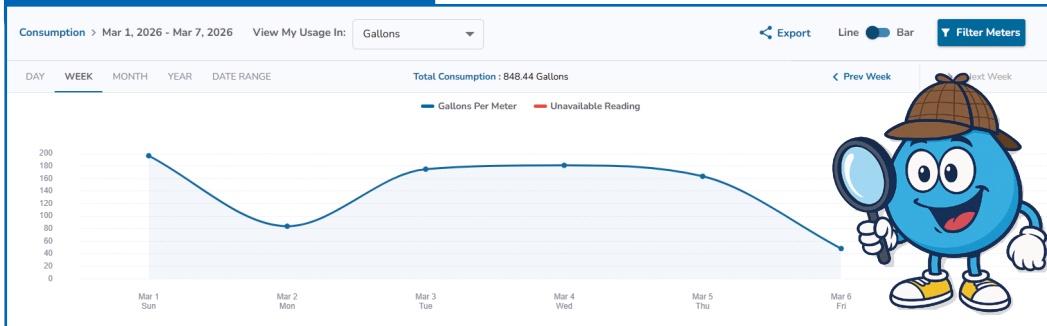
BENEFITS OF NEPTUNE MY360

- ✓ View daily water usage details 24/7 with easy-to-understand charts and graphs.
- ✓ Set water usage thresholds and receive real-time alerts for potential leaks or abnormal activity.
- ✓ Reduce high bills and emergency service calls by monitoring your water habits.
- ✓ Access the online account from desktops, laptops, tablets, or smartphones – always up-to-date and user-friendly.
- ✓ Help promote water conservation through better awareness of your water consumption.

GETTING STARTED IS SIMPLE

- To get started, go to NCCWD.my360-app.com
- Click [Create an account](#) and agree to the terms and conditions.
- Enter the account number, full name, and street address of the property (reference utility bill).
- Enter email address and set up the security questions.
- Check email for **New User Registration** from Neptune360 to create your password.
- Start monitoring the water consumption dashboard and customize personalized alerts.

CUSTOMER DASHBOARD EXAMPLE



MOBILE FRIENDLY!



Alerts

View and change your alert notifications preferences on the Profile Page.

Usage Threshold

ACCOUNT

This account's average daily usage for the last 30 days was 24.268 Cubic Feet

Enabled

Send me an alert when my account uses more than Cubic Feet per day.

Save Settings

Out of Town (per meter)

MILEMETER

Enabled

From: 3/5/2026 to: 3/6/2026 Please send me an alert when my Total usage is

Save Settings

ALERT OPTIONS!

USAGE THRESHOLD ALERT
Get an email from the system as soon as your alert is triggered.

OUT OF TOWN ALERT
Select the days you'll be out of town, and no water should be used.

GET STARTED TODAY AT

NCCWD.my360-app.com

When registering, enter the name and account information as it appears on your water bill.