



Mayor & Council of Berlin

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October 28, 2025

Subject: Introducing Your New Town of Berlin Consumer Water Portal!
Attention: Town of Berlin Residents

Mayor

Zack Tyndall

Vice President

Dean Burrell

Council Members

Steve Green

Jay Knerr

Shaneka Nichols

Jack Orris

Town Attorney

David Gaskill

Town Administrator

Mary Bohlen

Dear Town of Berlin Residents,

We are excited to introduce the Town of Berlin Consumer Water Portal. The portal is easy-to-use and allows you to monitor your water consumption on-demand, 24/7, with intuitive charts and graphs. You'll also be able to find answers to questions about your water consumptions without having to call or visit the utility.

With the Town of Berlin Consumer Water Portal, you'll be able to:

- View and manage your water usage at any time, from anywhere, on any device with internet access.
- Set out-of-town alerts to monitor consumption and detect potential leaks.
- Create water threshold alerts to set a water budget, help save water, and eliminate bill surprises.

To create and access your My360 Consumer Water Portal, you will need to go to:
<http://townofberlin.my360-app.com>

To create an account, you will need your account number, account name, and service address (all this information can be found on your utility bill). You will then have to provide an email address and select 3 security questions with answers. Once these steps have been completed, you should receive an email to create your password (this does take several minutes for the email to come through and will likely come to your junk/spam folder- so be sure to keep an eye out for it there)!

If you have multiple water accounts, you can add each account to the same login. To do this, you will need to click the arrow down button next to the account number in the upper right-hand corner. Then you'll click on "Manage Accounts". Lastly, you will click "+ Add Account" in the upper right-hand corner of the page.

If you have any questions during the set-up process or questions regarding the My360 Consumer Water Portal, please reach out to Hannah Brittingham via email at hbrittingham@berlinmd.gov or by phone at the Water Resources Department 410-641-3845.