

Why am I getting a prorated HydroVu bill?

Prorated charges occur for most new HydroVu users. They happen when there's a gap between account setup and the addition of a telemetry device. Prorated charges can appear in HydroVu when you do any of the following:

- Add or remove any telemetry device
- Have a telemetry device that doesn't upload for 30 days
- Change HydroVu plans, billing frequency, or the day on which you receive your bill

Consider the following scenario.

You sign up for a HydroVu account on April 1st and choose a billing frequency of 30 days. Five days after creating your account, you add your first telemetry device. Fifteen days into the billing period, you add another. Here's what to expect on your first bill:

- Prorated charges for 25 days of activity on the first device
- Prorated charges for 15 days of activity on the second device

If you don't make any billing-related changes, you can expect your second bill to reflect a full month of charges for both devices.

What happens when I remove a telemetry device from HydroVu?

When you remove a telemetry device from your account, HydroVu adjusts your bill. Depending on the date you made the change, you may not owe a full month of charges for that device. Here's an example:

- You remove a telemetry device on the 15th of the month.
- The billing period is 30 days, and you receive your bill on the first of each month.
- When you remove the device, there are 15 days left in the billing period.
- You should see 15 days' worth of charges on your next bill.