EyeOnWater®

Welcome to EyeonWater! Minnehaha Community Water has an automatic meter equipment at your location. Your water readings will now be recorded on an hourly basis and then once a day those readings will be transmitted in to the cell network where they will be posted to your account. You will have the capability to see your water usage using the Eye on Water customer portal.

1. Accessing your account

Visit www.eyeonwater.com/signup on your computer using a supported web browser.

You will need to enter your zip code and your account number.

Your account number can be found on your on your billing statement. If your unable to find your account number. Please call the office and we will be able to provide you with your account number. The account number will contain a dash and will be in this format – 0000000-0 (ie 0000100-0)

2. Create a Login Account

Fill in your name and email address and create a password. Accept terms of agreement – click next.

Check your email for confirmation and click on the link back to the "Eye on Water" website. If you did not receive an email double check to make sure it didn't go into your Spam folder. After you have confirmed your account you will be able to use your user id (email address) & password to log in.

If you have more than one account that you want to attach to the same email address you will need to call the office and we will add the other accounts to your EyeOnWater account.
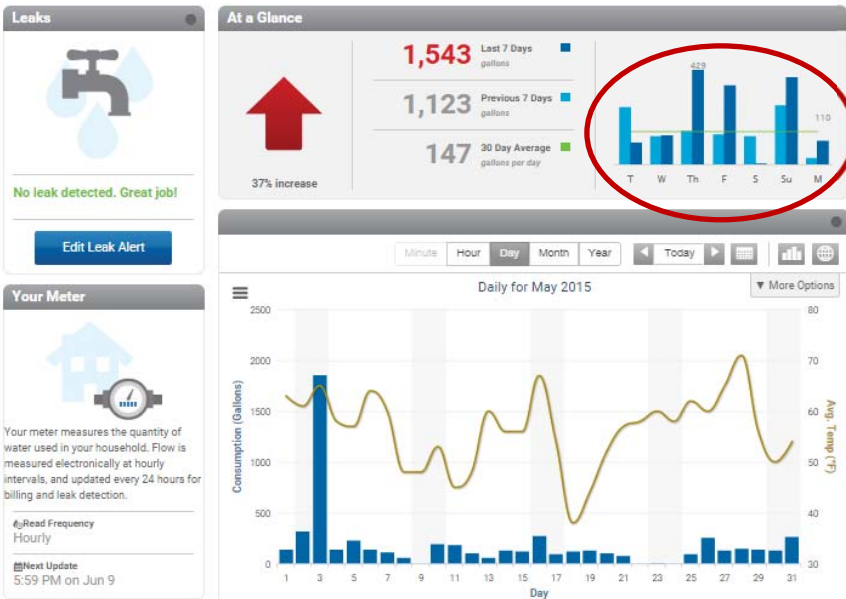
3. Main Account Screen

This is the main account screen. The top right shows a comparison of the last 7 days with the previous 7 days. The large graph shows daily usage for the current month. Top left indicates the leak alert area that you can set parameters. Bottom left gives information on reading frequency, last update and when the next update will occur.

4. Show Usage by Day

If you click on day it will show you the usage for that day. You can also use the arrows to toggle between days.
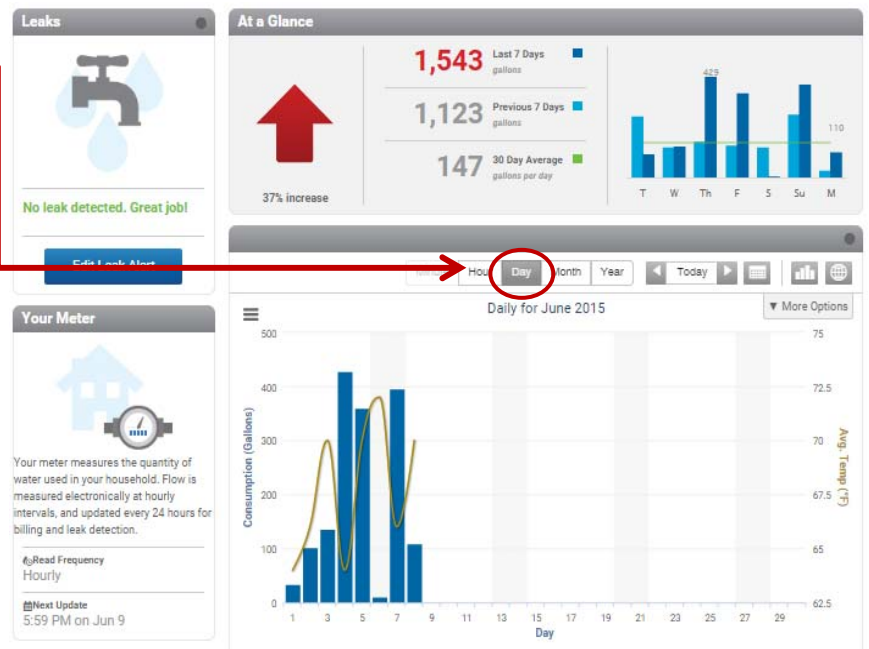
Click on the "?" for a tutorial video on how to navigate through the customer portal.
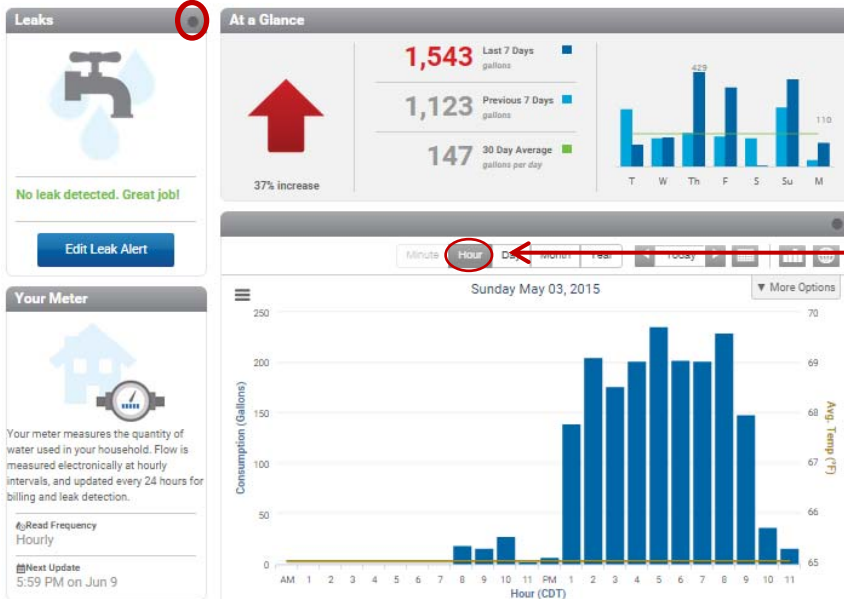
5. Hourly Water Usage

Clicking on hour and it will show you the hourly water usage for a certain day. You can use the arrows to look at various days. This chart is useful in showing a leak. No household without livestock should show continuous usage every hour of the day. If you do, something is probably leaking. Common culprits include dripping taps, hydrants or toilets running.

6. Set up Leak Notices

Regular service for a household – you would expect intermittent flow or usage – click on that.

Alert configuration for Paul/Tanya Schmidt

Set expected flow type for this meter

Continuous Flow

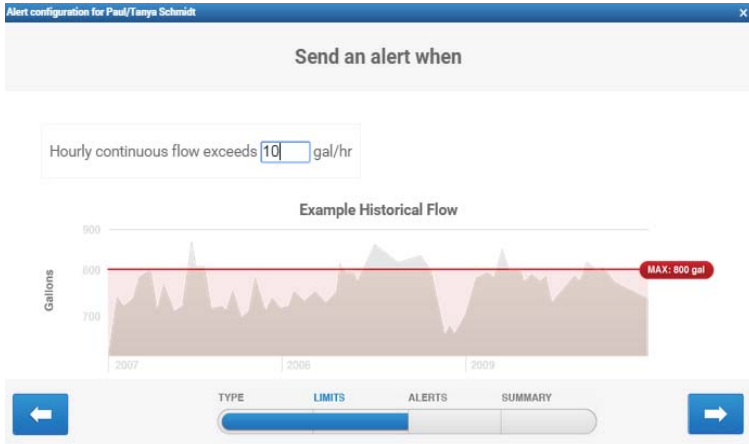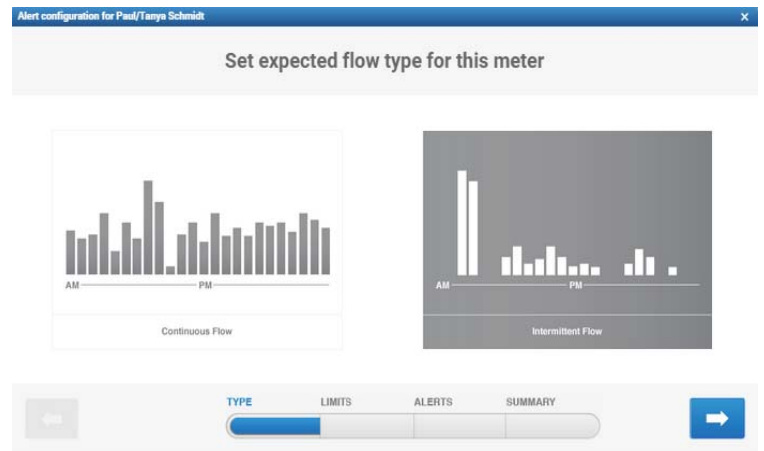Intermittent Flow

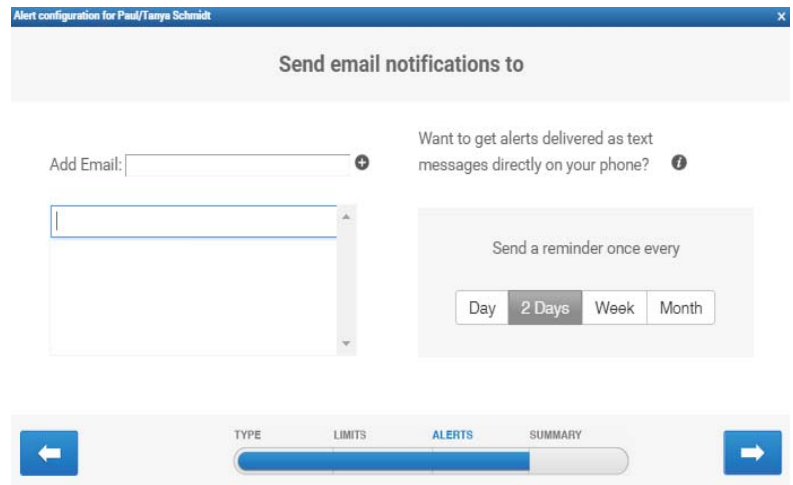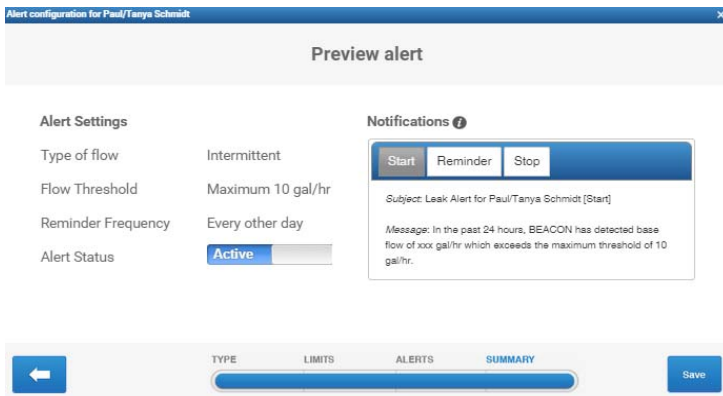TYPE   LIMITS   ALERTS   SUMMARY

7. Set Alarm

Enter your lowest flow to alarm at – here is showing to set at 10 gallons per hour or a little over a pint per minute – may not alarm a dripping tap, but would alarm a running toilet.

Alert configuration for Paul/Tanya Schmidt

Send an alert when

Hourly continuous flow exceeds [10] gal/hr

Example Historical Flow

MAX: 800 gal

TYPE   LIMITS   ALERTS   SUMMARY

8. Email Notifications

Enter how you wish to be contacted. They can email or text, and at what frequency.

Alert configuration for Paul/Tanya Schmidt

Send email notifications to

Add Email: [   ]

Want to get alerts delivered as text messages directly on your phone?

Send a reminder once every

Day | **2 Days** | Week | Month

TYPE   LIMITS   **ALERTS**   SUMMARY

9. Preview your settings for alarms

Alert configuration for Paul/Tanya Schmidt

Preview alert

Alert Settings

Type of flow	Intermittent
Flow Threshold	Maximum 10 gal/hr
Reminder Frequency	Every other day
Alert Status	**Active**

Notifications

Start | Reminder | Stop

Subject: Leak Alert for Paul/Tanya Schmidt [Start]

Message: In the past 24 hours, BEACON has detected base flow of xxx gal/hr which exceeds the maximum threshold of 10 gal/hr.

TYPE   LIMITS   ALERTS   **SUMMARY**   Save

Smartphone Users

There is an app for both iPhone and android available. Search "EyeonWater" in the Apple Store or Google Play Store.