



# Steps to Create an EyeOnWater Account

1

Once you receive your first bill, go to [www.eyeonwater.com/signup](http://www.eyeonwater.com/signup) or download the mobile app and enter in your Service Address zip code & Utility Billing Account number with the dashes found on your bill and select Next.

Service or Billing ZIP/Postal Code:

95018

Account Number:

012345-000

Some utilities use a customer number, others omit hyphens, trailing zeros and non-numeric characters. When in doubt, consult your utility to learn which number to use when creating an EyeOnWater account.

Next

Already have an account? [Sign in here.](#)

## ACCOUNT INFORMATION

CUSTOMER: JAMES DEAN  
ACCOUNT NUMBER: 012345-000  
METER NUMBER/SIZE: 98761234 (5/8")  
SERVICE ADDRESS: 1234 SAN LORENZO AVE  
ROUTE NUMBER: 81  
SERVICE TYPE: WATER  
BILLING PERIOD: 02/01/2018 to 02/28/2018  
BILL DATE: 02/20/2018  
DUE DATE: 03/13/2018

SAMPLE BILL

2

Enter your full name, email address, and create a password. Check the box to accept the Terms of Use. Select Next. You will then be sent a verification email. Verify your email address in the confirmation email.

Full Name

James Dean

Email Address

jamesdean@slvwd.com

Confirm Email Address

jamesdean@slvwd.com

Password

\*\*\*\*\*

Password Strength



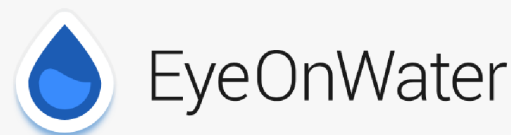
Confirm Password

\*\*\*\*\*

☒ I have read the [Terms of Use](#) for this application and agree to the provisions.

Next

Already have an account? [Sign in here.](#)



Welcome, please activate your water account

Inbox x

Inbox (1)

Starred

Sent Mail

Drafts

More v



Department of Utilities

to me v

Hi Jonny Goldberg,

You're almost finished signing up for online access to your City of Yakima Utility Services Division water account. Please click the verification link below to activate your account and sign in.

[Click here](#) to verify your email address.

3

After clicking the link in your email, enter your email address and password to sign in. Once you've logged in, you'll be able to view your water consumption, set leak alerts, and monitor your usage.

EyeOnWater

Help

English v

Email Address:

jamesdean@slvwd.com

Password:

\*\*\*\*\*

Sign In

Create Account

Forgot Password?



Did you know?

One in eight people worldwide do not have access to clean water, according to the World Health Organization.

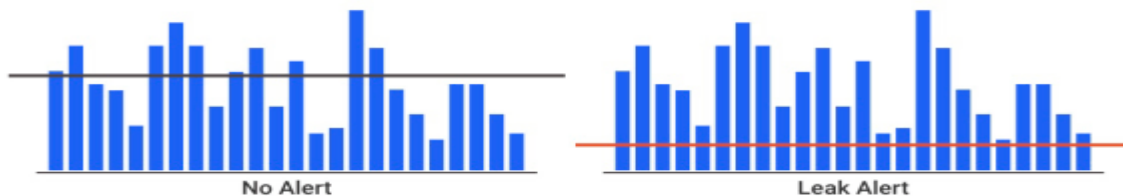
## EYE ON WATER ACCOUNT AND LEAK ALERTS

### About EyeOnWater

EyeOnWater works with certain water meters (like yours) to see your latest water usage or set leak alerts. Understand how much water you use, detect leaks, and discover trends for when you use the most water. You can use EyeOnWater on the web or one of the mobile apps, but to be notified that you have a potential leak you need to set a Leak Alert. If you have more than one meter on your account, you will need to set an alert for each meter.

### Leak Detection

Because EyeOnWater has no way of knowing whether someone left the water on accidentally or turned it on intentionally, the system detects potential leaks by looking for 24 consecutive hours of flowing water or flowing water above a specified limit called an *alert threshold*. When you set an alert threshold, the system looks back 24 consecutive hours from the most recent time your meter communicated with EyeOnWater. If your threshold was exceeded during that time, an alert will be sent. If flow dropped below the threshold or dropped to zero, even if your threshold was exceeded one or more times in that 24-hour period, no alert will be sent.



### What threshold should you set?

While there is no one-size-fits-all answer to that question, we recommend setting a threshold of 1.0 Gallon per hour. This will help you spot the most common sources of household leaks including dripping faucets, leaky toilets and broken sprinkler pipes.

### Setting a Leak Alert (using the App):

1. Tap the **Account** icon.
2. Tap the Meter icon in the Account Location section.
3. Toggle the Leak Notification On using the switch in the Alert Settings section.  
The Alert defaults to Normal, which detects leaks of more than 1.0 Gallon per hour.
4. Tap Configure to change the alert setting if desired.
5. Select one of the following alert options:
  - Sensitive - Detects leaks of greater than 0.10 Gallons per hour for 24 consecutive hours from the time your meter most recently communicated with the system.
  - Normal (Recommended) - Detects leaks of greater than 1.0 Gallon per hour for 24 consecutive hours from the time your meter most recently communicated with the system.
  - Large Only - Detects leaks of greater than 10 Gallons per hour for 24 consecutive hours from the time your meter most recently communicated with the system.
  - Custom: Enter a value greater than 0 - Ignores leaks of less than the amount per hour specified.