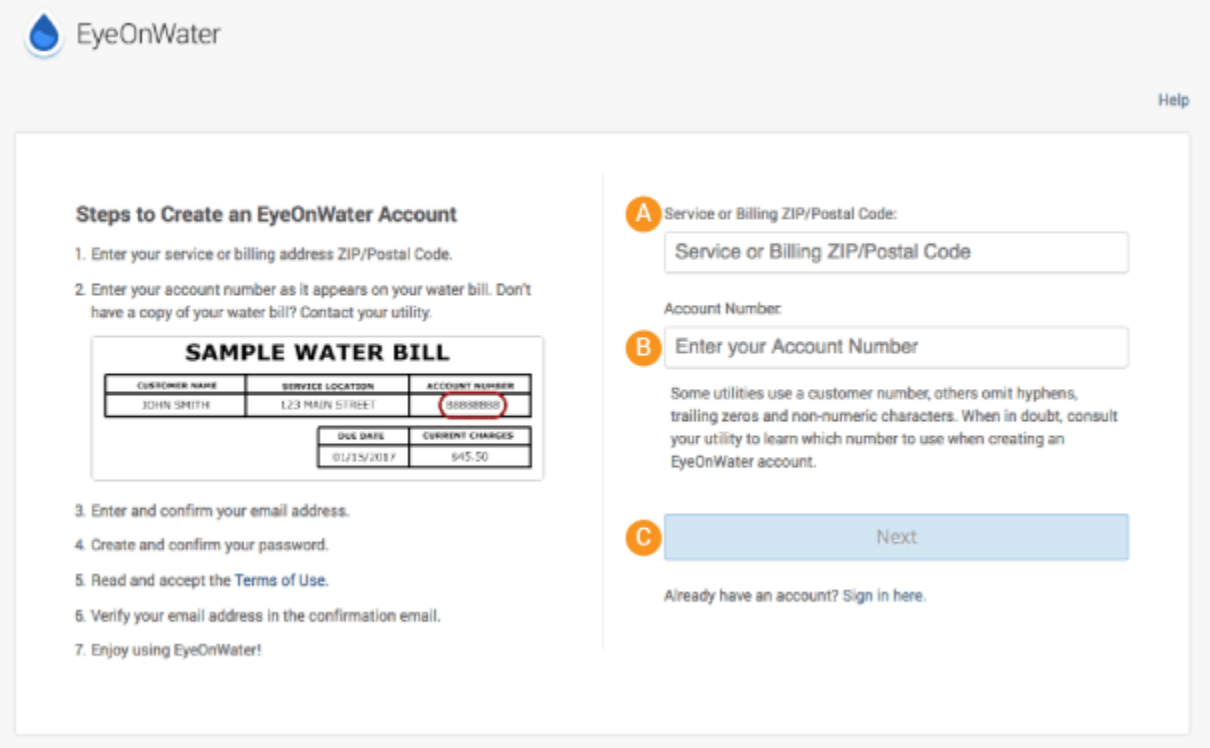
Using EyeOnWater

Welcome to the help pages for EyeOnWater, the service that gives you direct access to your water usage details and provides tools to help you use water more efficiently!

Visit https://eyeonwater.com/signup on your computer using a supported web browser to get started.



1. From the signup web page, enter your service or billing area ZIP or Postal Code in the field labeled (A) in the image above.
   TIP: The form on the right is for submitting feedback, not creating an account. We ask for similar information to verify your identify and protect your data.
2. Enter your account number on your water bill in the field labeled (B) in the image above.
   (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.)
3. Click Next (C).
4. Enter your email address.
5. Create and confirm a password.
   Passwords must be a minimum of 8 characters and no longer than 16

characters. While not required, we strongly recommend including at least 1 upper-case letter, 1 number and 1 special character (for example, ^&*%#).

6. You will get a confirmation email from Badger Meter, Inc. Verify your email address by clicking on the link in the confirmation email. When that's done, sign in using your email and password.

After sign in, EyeOnWater lets you see how much water you're using and provides tools to help you use water more efficiently.

A Welcome | **B** Leaks | **C** At a Glance | **D** Your Meter | **E** Consumption Graph | **F** Export Data

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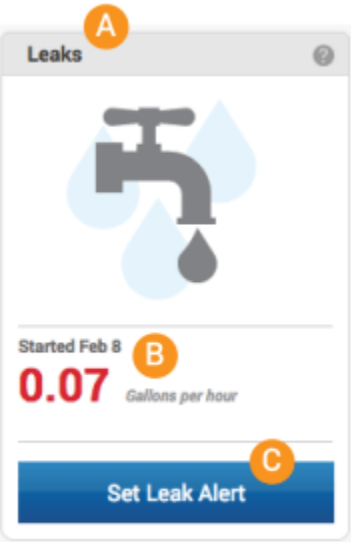
Leaks

When flowing water is detected every hour for 24 hours, the amount is displayed in the Leaks section of your personal EyeOnWater dashboard.

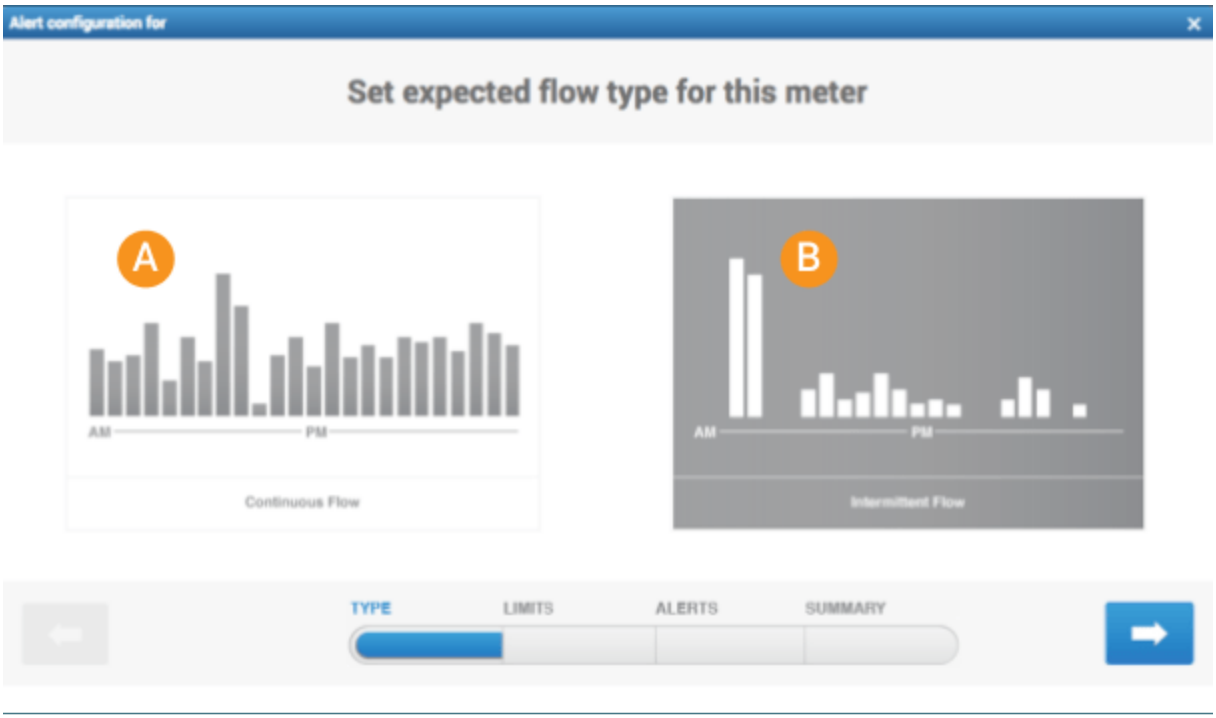


A Leak Module | **B** Leak Rate | **C** Set Leak Alert Button

You can set EyeOnWater to send you Leak Alerts as email or text messages.

To set a Leak Alert, do the following:

1. Click the **Set Leak Alert** button. The Alert Configuration Wizard for your meter opens.
2. Set the expected flow type for your meter by choosing **Intermittent Flow.** (Continuous flow is virtually never expected in homes, so we advise against choosing this option.)



A Continuous Flow I **B** Intermittent Flow

3. Click the right **arrow** to move to the next step.
4. Set a maximum flow threshold. An alert will be sent when flow exceeds that threshold for 24 consecutive hours.

About Leak Detection
Because EyeOnWater has no way of knowing whether someone left the water on accidentally or turned it on purpose, the system detects *potential leaks* by looking for 24 consecutive hours of flowing water. When you set an alert threshold, the system looks back 24 consecutive hours from the most recent meter communication. If your threshold was exceeded during each hour of 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 low threshold of no more than 1 to 5 gallons per hour. This will help you spot the most common sources of household leaks including dripping faucets, leaky toilets and broken sprinkler pipes.

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5. Click the right **arrow** to move to the next step or click the left **arrow** to go back one step.
6. In the **Add Email** box, type the email address of the person you want to receive alert notifications and click the **plus** (**+**) sign.

The email will move from the **Add Email** box to the box below. Repeat this step for all the emails addresses you want an alert sent to.

To get alerts delivered as text messages on your mobile phone, enter the phone number as an email address in the format supported by your service provider:

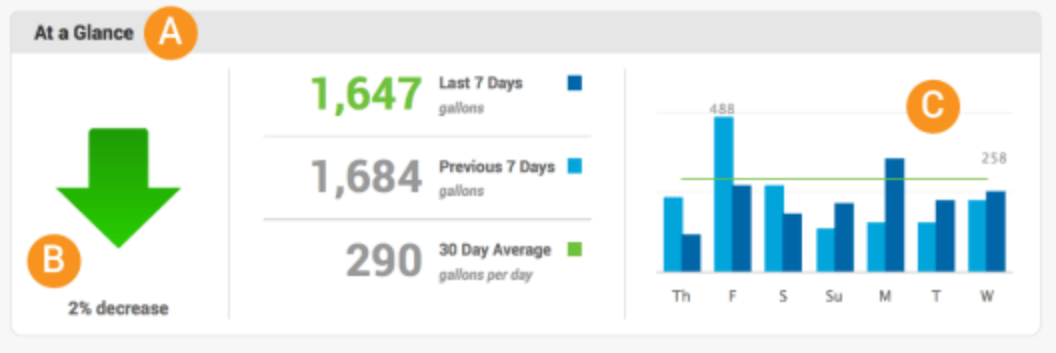
Service Provider	**Format**
AT&T	cellnumber@txt.att.net
Verizon	cellnumber@vtext.com
T-Mobile	cellnumber@tmomail.net
Sprint PCS	cellnumber@messaging.sprintpcs.com

Consult your phone service provider or Wikipedia for other formats.

7. Click one of the buttons to send an alert once every Day, 2 Days or 3 Days. If you previously set an alert for every Week or every Month, it will automatically update to once every 3 Days.
8. Click the right **arrow** to move to the next step or click the left **arrow** to go back one step.
9. From the **Preview Alert** menu:
   • Click the **Start**, **Reminder** and **Stop** buttons to preview each notification.
   • Use the **Alert Status** switch to activate and deactivate the alert.
10. When you are satisfied, click **Save**. Or click the left **arrow** to go back one step.

At a Glance

From this section of your EyeOnWater dashboard, you can quickly see whether you are using more or less water than you used in the previous seven days.



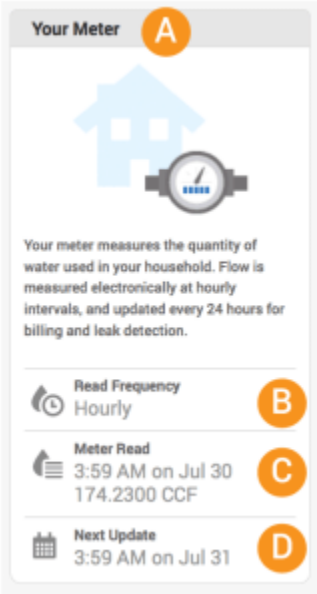
A At a Glance | **B** Weekly Comparison as a Percentage | **C** Previous Week/Current Week Daily Usage Comparison Graph

The middle portion of the At a Glance section shows you exactly how much water you consumed during the last seven days compared to what you used during the seven days before that. Your average daily use is also shown.

The bar graph on the right (C) shows even more detail. Hover your cursor over the bars to see how much water you used on a given day and compare it to the same day of the previous week. The horizontal green line shows your 30-day average use.

Your Meter

Under Your Meter, see how often your meter is read, the last time it was read, the current reading and when the next reading is scheduled.



A Your Meter I **B** Read Frequency I **C** Meter Read I **D** Next Update

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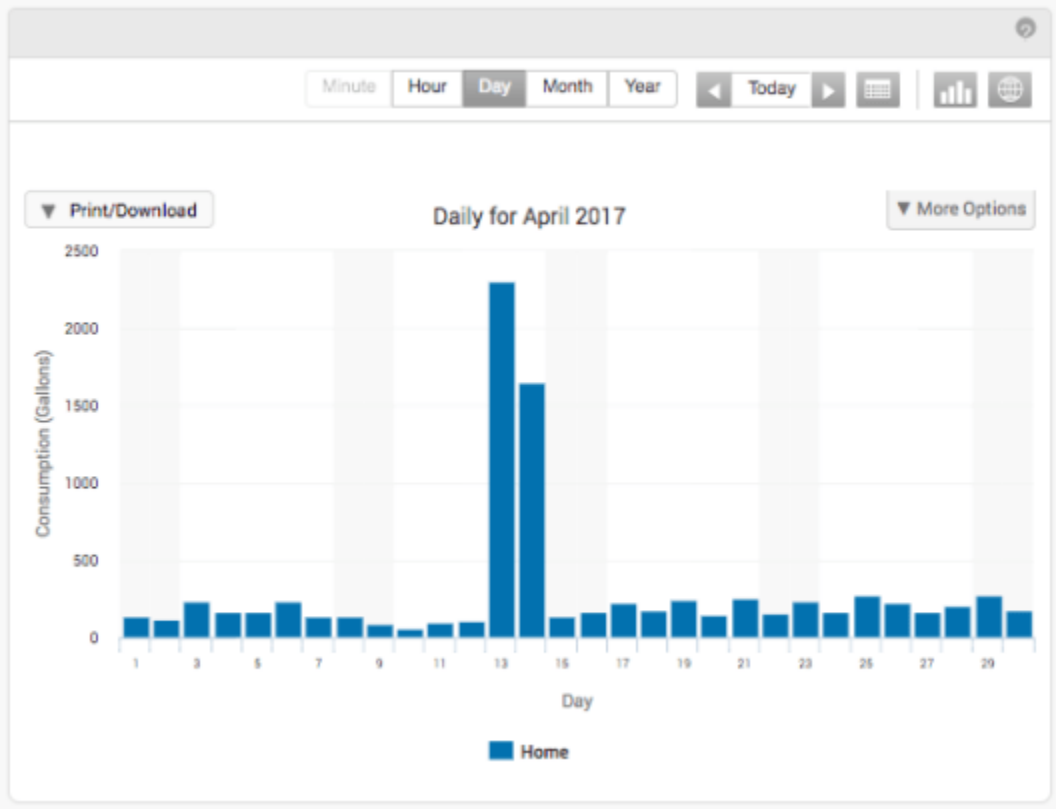
CCF stands for Centum (100) Cubic Feet. 1 CCF = 748 gallons. CCF is a standard measure of volume used by some utility companies when billing households for water usage.

The Consumption Graph

The graph on your EyeOnWater dashboard lets you see your water use for a period of time. Whenever you login to EyeOnWater, the Consumption Graph defaults to displaying your daily water use.



Buttons located along the top of the Consumption Graph let you change the timeframe to minutes, hours, days, weeks and months. Some timeframes require certain metering technology and may not be available. When this occurs, the option will be grayed out as shown above for Minute.

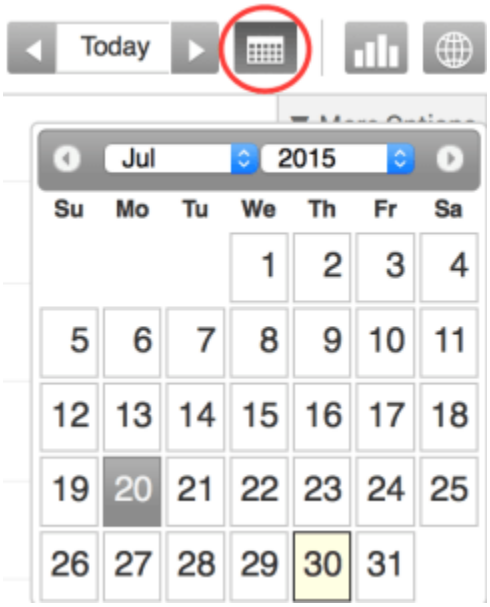
To change the timeframe of your Consumption Graph, click the **Minute**, **Hour**, **Day**, **Week** or **Month** button.

Use the arrows to step back or forward or click **Today** to jump to the current day.

How far the arrows step in time depends on the selected timeframe, as shown in this table:

Timeframe	**Increment**
Minute	< Previous hour
	> next hour
Hour	< Previous day
	> Next day
Day	< Previous month
	> Next month
Month	< Previous year
	> Next year
Year	< All years
	> All years

Click the Calendar icon (circled in red) and select a month, year and date to jump to a specific day.



Click **More Options** to display a different unit of measure (Gallons, Cubic Feet or CCF) and toggle Temperature Range and Precipitation overlays on and off.

Hover your cursor over any of the overlays to see the value at that point. (Shown below is the precipitation at that particular location on March 22.)

At any time, you can click any of the items listed along the bottom of the Consumption Graph to toggle it on and off. In this example, the Temperature Range overlay has been toggled off by clicking the words Temperature Range, which caused them to be grayed out.

Double-click one of the bars to get more detail. For example, start with a monthly view:

Double-click the bar for a month to display daily reads.

Double-click the bar for a day to get hourly reads. Notice the Temperature Range display is flat. That is because temperature is measured daily.

You can also click and drag to select an area to zoom-in on. In the example below, a blue box shows the area being selected.

On release, the Consumption Graph zooms to display more detail.

To return to the previous view, click **Reset Zoom**.

Hover your cursor over a bar in the Consumption Graph to see the total amount of flow at that point.

In addition to displaying water consumption data, the graph lets you see where your water meter is located.

To view your meter's location:

Click the **Globe** button in the upper right corner of the Consumption Graph.

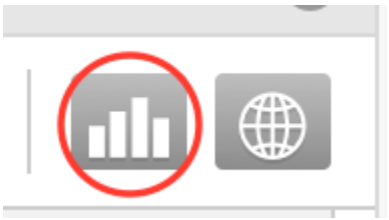
Click the **Satellite** button to view the location via satellite imagery.

Click the **Map** button to get a street map view of the location.

Hover the cursor over the **Map** or **Satellite** buttons to change the angle of view and toggle street labels on and off.

Use the controls on the left to navigate and zoom in and out.

To return to the Consumption Graph, click the **Graph** button.



Export

To export the data used to create your EyeOnWater consumption graph:

1. Click the **Export Data** button
2. In the Export Data dialog box, enter a **Start Date** or use the popup calendar to pick a date

• If desired, select a different **Read Interval** using the drop-down menu.
• If desired, use the **Unit** drop-down menu to change the unit of measure.

3. When satisfied, click **Start Data Export**. When the export is complete, download the Results File by clicking the **Click to download** link.
4. View the file using a spreadsheet program such as Microsoft® Excel® or Google Sheets™.

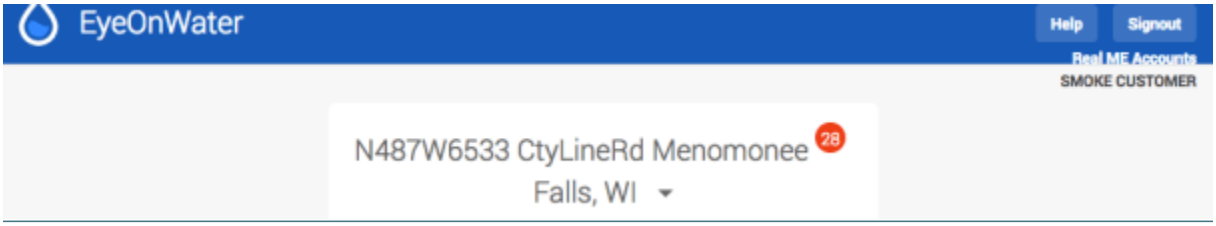
NOTE: To compare the serial numbers (SN) on your water meter and its endpoint (the device used to send information from your meter to the utility company), the Endpoint_SN, Meter_ID and Meter_SN are located in columns C, D and E of the spreadsheet file.

Viewing Multiple Accounts in EOW

To monitor multiple accounts in EyeOnWater, do the following:

1. Contact your utility and ask them to add all of your accounts to your EyeOnWater dashboard. Once that is done, do the following:
2. Sign into EOW.

3. The number circled in red next to the address shows the total number of meters connected to your dashboard.



4. Click the address at the top of your dashboard to reveal all of the meters associated with your account.
5. Select the meter you want to monitor by clicking the appropriate box. In the image below, the upper-middle box is highlighted indicating that it is the meter being displayed.