

Eye on Water Customer Login Instructions

Water Utility customers who have an electronic reader installed now have the ability to monitor their home or business water usage online, with hourly readings, past usage graphing and other features. To start monitoring your usage, you will need your ZIP code and your account number.

Visit <https://eyeonwater.com/signup> on your computer using a web browser.

Steps to Create an EyeOnWater Account

1. Enter your service or billing address ZIP/Postal Code.
2. Enter your account number as it appears on your water bill. Don't have a copy of your water bill? Contact your utility.
3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the [Terms of Use](#).
6. Verify your email address in the confirmation email.
7. Enjoy using EyeOnWater!

WAIWATOSA WATER UTILITY
7725 W. North Avenue
Wauwatosa, WI 53213-1720
Phone (414) 479-8963
E-mail: water@wauwatosa.net

HOURS
Monday - Friday
8:00 a.m. - 4:30 p.m.
www.wauwatosa.net

UTILITY BILL
Customer Copy
Keep this portion for your records

CUSTOMER NAME	ACCOUNT # - CUSTOMER #	SERVICE LOCATION
JOHN & JANE DOE	123456-98765	7500 W NORTH AVE

BILL NUMBER	BILL DATE	PARCEL ID	ACCOUNTY TYPE	DUPLICATE
24660	09/01/2020	1234567890	RESIDENTIAL	09/20/2020

Service or Billing ZIP/Postal Code:

Account Number:

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.](#)

[Download on the App Store](#) [GET IT ON Google Play](#)

Enter your **service area** zip code

Enter the full account number (listed on your water bill with the account – customer number)

For Example: 123456-12345

Click 'Next'

Enter your e-mail address

Create and confirm a password

You will receive a confirmation e-mail from BEACON. You must verify your e-mail address by clicking the link. Once you do, you can sign in using your e-mail and password at the following website: <https://eyeonwater.com/>

There is a limitation, in that, there can only be one Eye on Water account per Water Utility account. We do have the capability to add multiple Water Utility accounts to one Eye on Water account. You must have the first Eye on Water account established before additional Water

Utility accounts can be added. You can click the link (Link More Accounts) above the *At a Glance* section or if you need assistance call 414-479-8963 and press 3 to set this up or you can also put in the request by e-mailing the information to water@wauwatosa.net. Please have all account numbers and addresses. After an Eye on Water account is set up, multiple forms of contact can be set-up for the leak alerts (via e-mail and/or SMS messaging).

Phone App Instructions:

1. Go to the App Store on your Android or iPhone and search for “eye on water”.
2. Download the free App to your iPhone or Android Phone.
3. Open the App.
4. Tap on ‘Login’ if you already have an account setup.

If you are setting up your Eye on Water account for the first time and want to use the Phone App:

1. Tap on the ‘Register’ button.
2. Tap on ‘Enter your account information manually’.
3. Enter your Zip Code.
4. Select your water provider.
5. Enter your Account ID.
6. Tap on the ‘Next’ button.
7. Enter a valid e-mail address.
8. Create and confirm a password.
9. Verify that you have read the ‘Terms of Service’.
10. Tap on the ‘Next’ button.
11. An e-mail will be sent to the address you provided.
12. Click or tap on the link in the e-mail to verify it is valid.
13. You can now sign into your account.

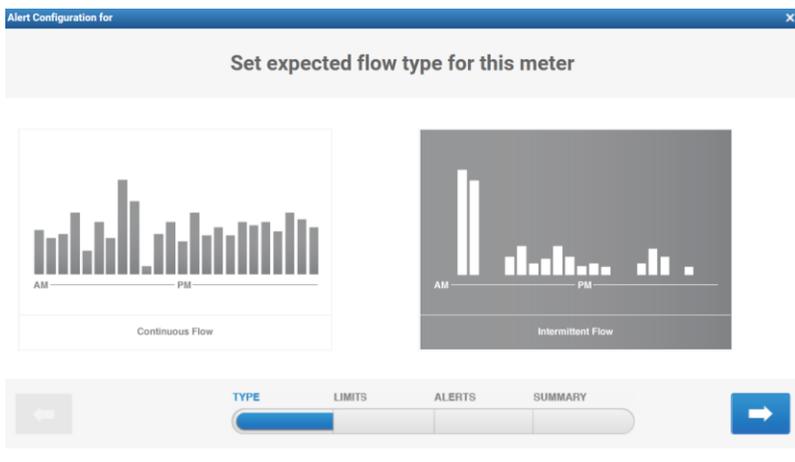
Set an Account Flow Alert (after an account has been created)

Users have the ability to set-up one Flow Alert per account, if desired. A Flow Alert notifies you if continuous flow exceeds (or drops below) a user-defined threshold every hour for 24 hours in a row. Accounts fall into two different categories, **Intermittent** Flow and **Continuous** Flow.

Most accounts are **Intermittent** Flow and expect to have some time during the day when there is no water being used. Accounts are **Continuous** Flow if water is expected to be flowing 24/7; for example, in a cooling tower, hotel or apartment complexes.

For **Intermittent** Flow users, being able to set a maximum flow threshold allows you to be notified when the level of continuous flow in a 24 hours period warrants attention. For **Continuous** Flow users, in addition to a maximum flow threshold the option is given to set a minimum flow threshold to help identify insufficient flow in places where continuously flowing water is expected.

1. On the Eye on Water home screen, click “Edit Leak Alert” in the upper right hand side of the screen
2. Select either **Continuous** or **Intermittent** Flow and click on the next **arrow**.



NOTE: Most accounts are **Intermittent** Flow type.

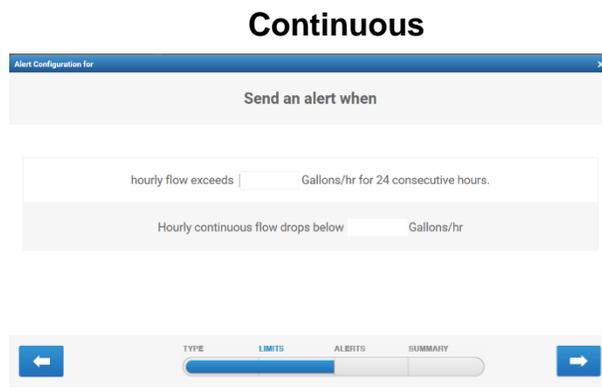
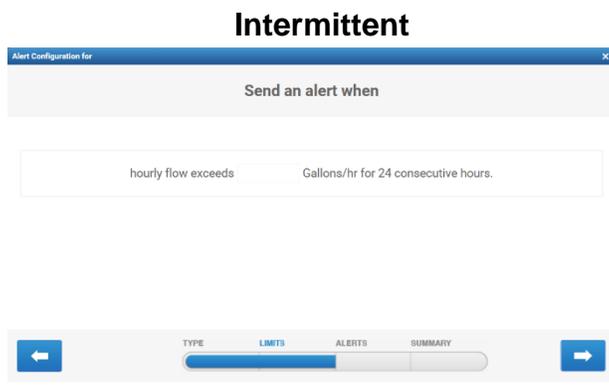
City residential average water consumption is approximately 200 gallons/day (based on an average of 25 ccf/quarter).

1 ccf = 748 gallons

Continuous Flow type users are accounts where the water is expected to be flowing 24/7.

****We are seeing an increase of reverse osmosis appliances that are using continuous water usage, if that is the case, then the continuous flow would be the better option****

3. If **Intermittent** Flow was selected, set a **Maximum** flow threshold. If **Continuous** Flow was selected, set a **Maximum** and **Minimum** flow threshold.



4. Click on the next **arrow**.



- Type the first e-mail address where you would like the Alert Notification sent into the Add E-mail box and click on the **plus** sign. You may enter multiple e-mail addresses where you would like to receive the Alert Notification by repeating this step. This section is also used if you would like to receive an SMS text to a phone.

For example: 4148675309@txt.att.net. Hover over the  to see a list of e-mail formats for popular carriers.



- Set the interval for the Alert Notification and click on the next **arrow**.

NOTE: Once an alert is saved it cannot be deleted, although it may be set to inactive if notifications are no longer desired. If you wish to change the way you receive the Alert Notification you may edit any of the parameters after the alert is saved in the Edit Leak Alert section.

- Verify that the alert is set up as desired in the preview and click on the **Save** button.

****Caution there are 3 different type of alerts, be sure to test & set the one you want to make sure you are notified as you are expecting****

- The Alert button changes to display Edit Alert after an alert is saved.
- The Wauwatosa Water Utility staff, will have the capability to log in and see what you see to assist with questions & alerts, but we are not primarily responsible for account set-up. This is a tool that provides the account holder real-time meter reading information and past consumption trends. If you choose not to participate, the Wauwatosa Water Utility staff will continue our customer service of sending out leak letters to those not using the on Eye on Water system.
- It is recommended to log on to your Eye on Water account periodically.
- Some information on Eye on Water is listed in gallons, but as a reminder we bill in CCF.
- If you are moving and want to shut down your account, call 414-479-8963 or send an e-mail to water@wauwatosa.net with account information.