


# Eye on Water Customer Portal

Welcome to EyeonWater! Crestview Mutual Water Company has installed automatic meter equipment at your location. Your water readings will now be recorded on a daily basis and those readings will be transmitted in to the cell network where they will be posted to your Eye-On-Water account. You will have the capability to see your water usage using the Eye on Water customer portal.

## 1. Accessing your account

Visit <https://eyeonwater.net/signup> on your computer using a supported web browser. You will need to enter your zip code and Under Service Account number you will enter your account number for South Central Regional Water District. This can be found on your bill. 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 hyphen and will be in this format – 00000000-00 (ie 00001001-01; 00001675-04)

Help

### 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!

SAMPLE WATER BILL		
CUSTOMER NAME	SERVICE LOCATION	ACCOUNT NUMBER
JOHN SMITH	123 MAIN STREET	88888888
DUE DATE		CURRENT CHARGES
01/15/2017		\$45.50

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.

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

Powered by [Badger Meter, Inc.](#) Legal

## 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.

Full Name

Email Address

Confirm Email Address

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.](#)  
Powered by [Badger Meter, Inc.](#)

Help

### 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!

CUSTOMER NAME	SERVICE LOCATION	ACCOUNT NUMBER
JOHN SMITH	123 MAIN STREET	88888888
	DUE DATE	CURRENT CHARGES
	01/15/2017	\$45.50

Full Name

Email Address

Confirm Email Address

Password

**Password Strength**

Confirm Password

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

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

Powered by [Badger Meter, Inc.](#) Legal

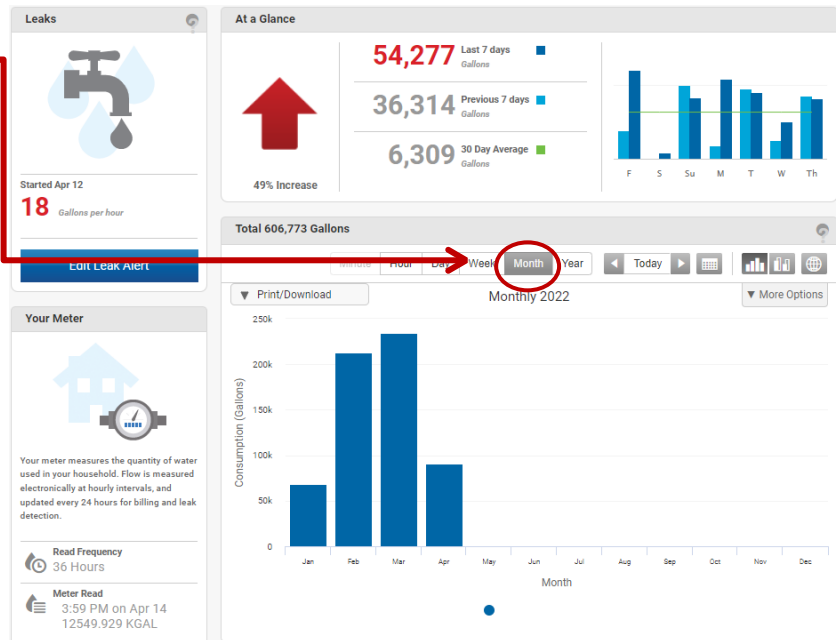


### 3. Main Account Screen

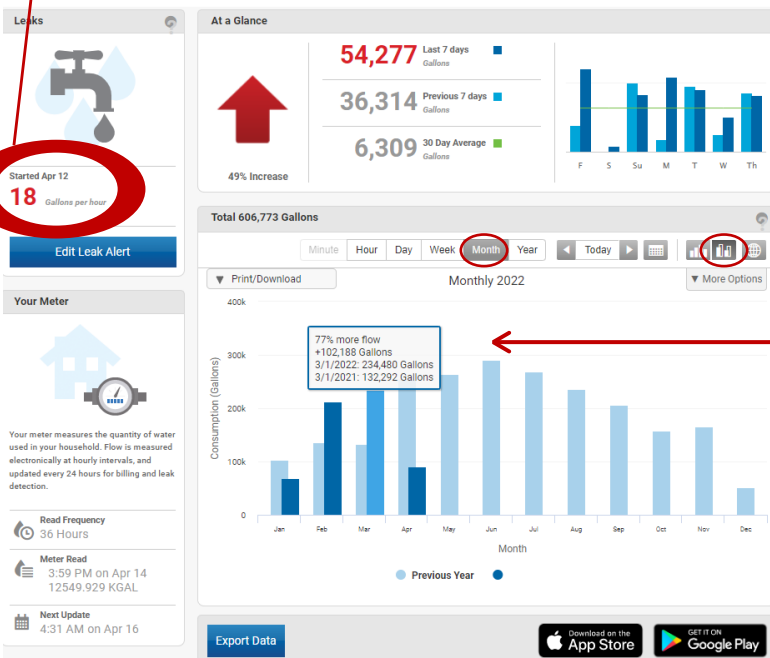
This is the main account screen. The top right shows a comparison of the last 7 days with the previous 7 days. The large graph shows daily usage for the current month. Top left indicates the leak alert area that you can set parameters. Bottom left gives information on reading frequency, last update and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

### 4. Show Usage by Month

If you click on month it will show you the usage for that day. You can also use the arrows to toggle between days.



Identifies leak and how fast the leak is

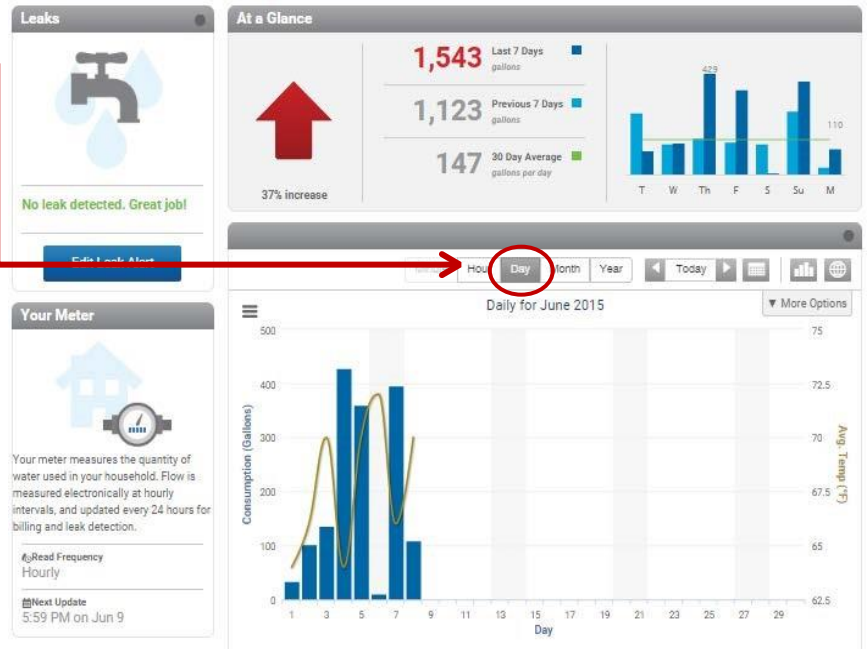


### 5. Monthly Water Usage with Previous Year Delta

Clicking on Month and selecting the Year over Year graph it will show you the monthly water usage with along side the previous years water usage. Hover over the graph and it will give you the usage for both current and previous year in the given month.

## 6. 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.

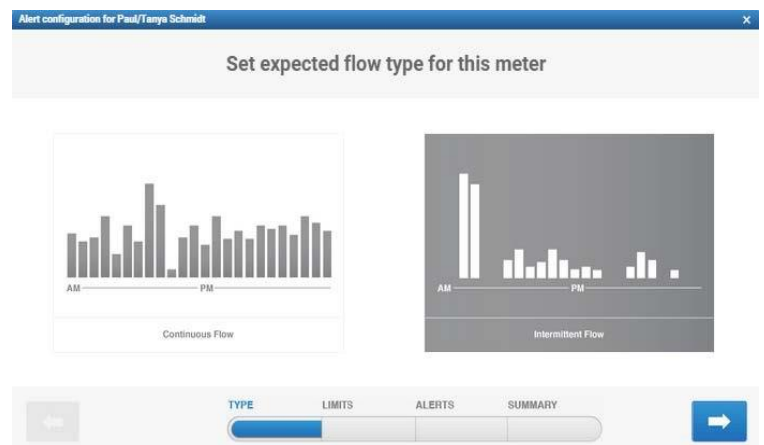


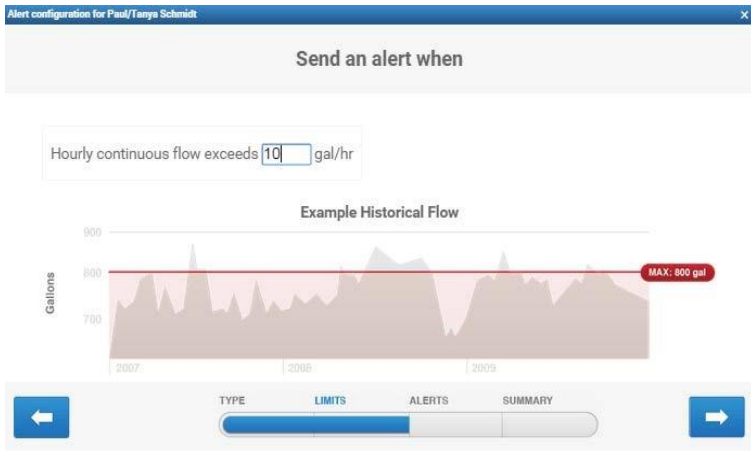
## 7. Hourly Water Usage

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.

## 8. Set up Leak Notices

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





## 9. 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.

## 10. 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

## 11. 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

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.