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EYEONWATER is an app you can download from the Apple store or Google Play to your phone or home computer. Allows the you to see information about your water account and set alerts to show use.

App Store Preview

This app is available only on the App Store for iPhone and iPad.



EyeOnWater 4+

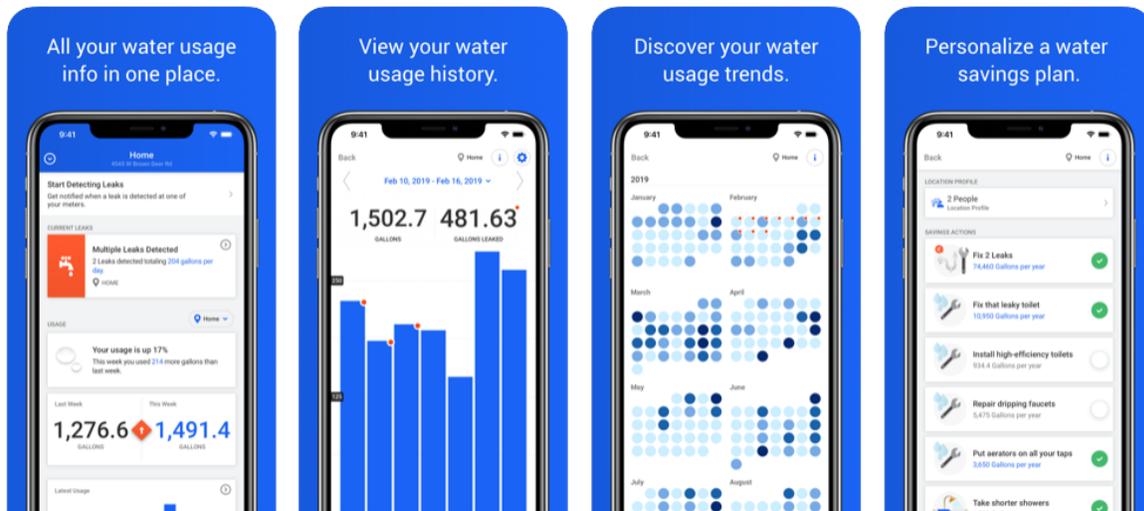
Making Water Visible.
Badger Meter, Inc.

★★★★★ 4.7, 6.2K Ratings

Free



Screenshots [iPhone](#) [iPad](#)



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EyeOnWater

Badger Meter Tools

Everyone

★★★★★ 117



Add to Wishlist

Install

All your water usage info in one place.

View your water usage history.

Discover your water usage trends.

Automatic leaks to re

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EYEONWATER HOME PAGE



[Contact Us](#)
[Help](#)
[Sign Out](#)


CITY OF AURORA

SERVICE ADDRESS
CITY, STATE
Account Number:
Meter ID:

[Link More Accounts](#)

Leaks



No leak detected. Great job!

Edit Leak Alert

At a Glance



6,134

Last 7 days
Gallons

6,108

Previous 7 days
Gallons

806

30 Day Average
Gallons



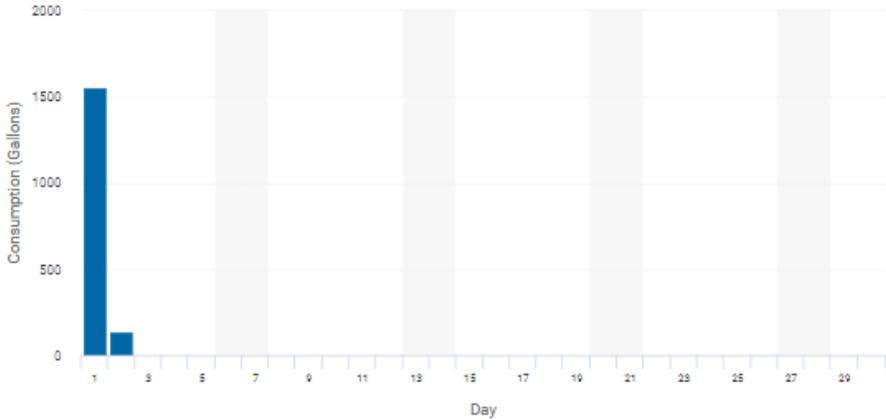
0% Increase

Total 1,693 Gallons

Minute Hour Day Month Year

◀ Today ▶
📅
📊
🌐

Print/Download
Daily for June 2020
More Options



Your Meter



Your meter measures the quantity of water used in your household. Flow is measured electronically at hourly intervals, and updated every 24 hours for billing and leak detection.

Read Frequency
Daily

Meter Read
4:59 PM on Jun 2
195.1485 KGAL

Next Update
5:10 PM on Jun 3

Export Data

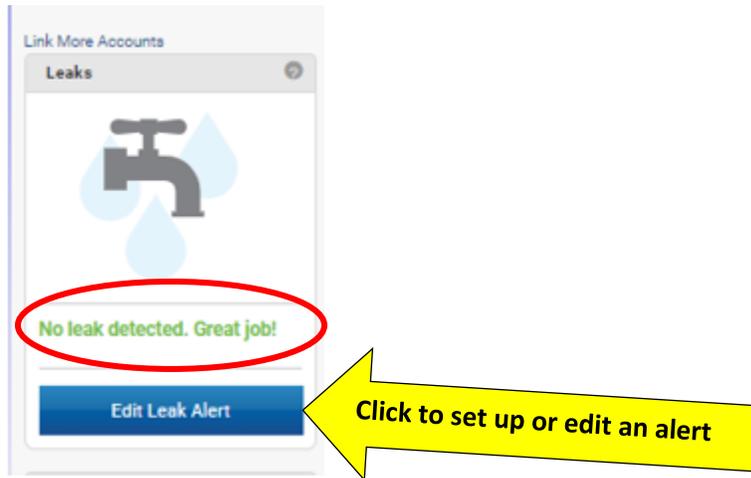




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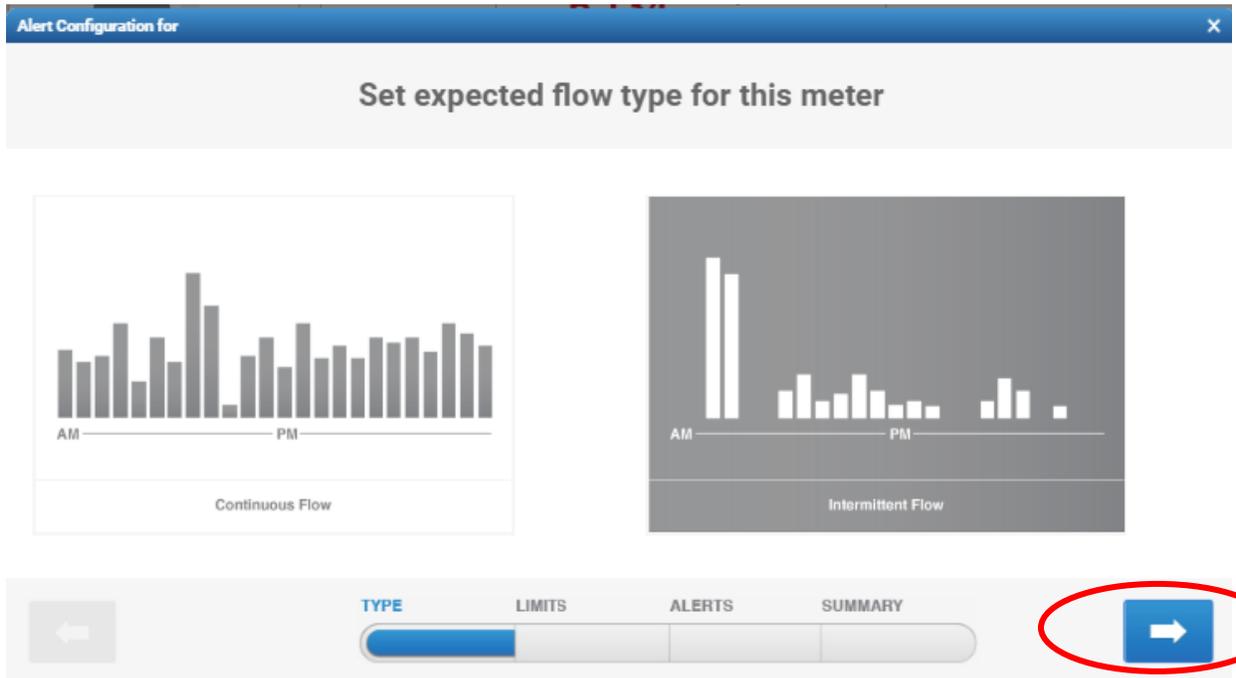
LEAKS

Shows if there are any leaks and also no leaks. You can set an alert to notify you via email of leaks.



SETUP AN ALERT

Select intermittent or continuous flow. Click the arrow to go the next page.



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SET THE LIMITS OF THE ALERT - Select the number of gallons/hr you want to be the limit for your alert. The example below will send an alert email if 1 gallon flows for 24 consecutive hours. Click the blue arrow to go to the next page or back to the previous page.

Alert Configuration for

Send an alert when

hourly flow exceeds Gallons/hr for 24 consecutive hours.

TYPE LIMITS ALERTS SUMMARY

◀ ▶

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SET THE EMAIL NOTIFICATIONS - Add multiple email address to send the alert to. Click the blue arrow to go to the next page or back to the previous page.

Alert Configuration for x

Send Email Notifications to

Add Email: +

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

Email address here

Day 2 Days 3 Days

←

TYPE LIMITS **ALERTS** SUMMARY

→

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PREVIEW - Allows you to see a summary of your alert, start the alert, set a reminder, or stop the alert. Click **Save** to begin the alert or the back arrow to go to the previous page.

Alert Configuration for

Preview alert

Alert Settings

Type of flow	Intermittent
Flow Threshold	Maximum 1 Gallons /hr
Reminder Frequency	Every day
Alert Status	<input checked="" type="checkbox"/> Active <input type="checkbox"/>
Test Alert	<input type="checkbox"/> Inactive <input checked="" type="checkbox"/>

Notifications ⓘ

Start Reminder Stop

Leak start alert in the past 24 hours, a leak of XXX /hr has been detected.

←

TYPE LIMITS ALERTS SUMMARY

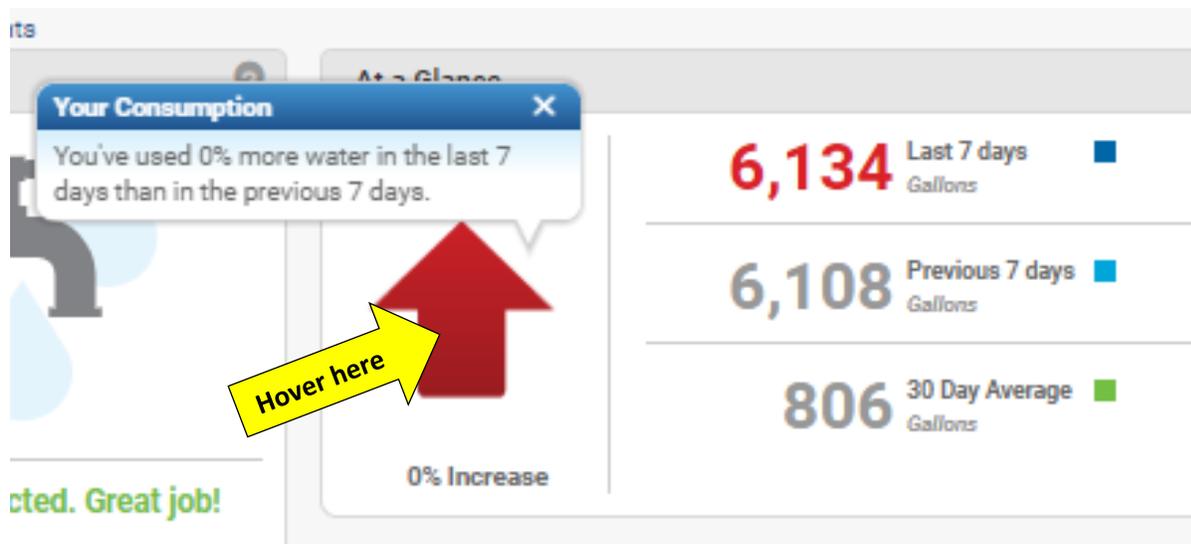
Save

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AT A GLANCE – Shows consumption information.

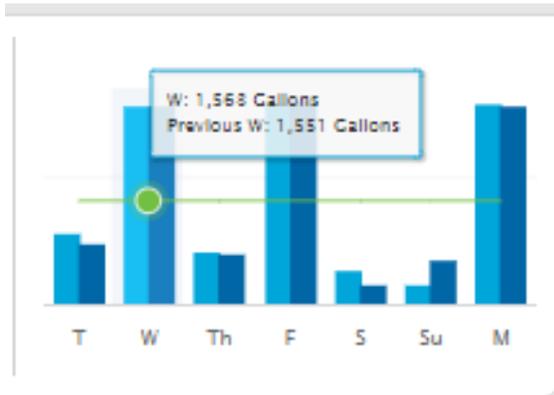


INCREASE OR DECREASE IN CONSUMPTION - Hover the mouse over the arrow to see the information.



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GRAPH - Shows use for the last seven days compared to the previous seven days (hover over the graph bars to see the information box for each day).



YOUR METER - Shows meter information (nothing to hover over or click on here).

The 'Your Meter' section provides information about the water meter. It includes a house icon and a meter icon. The text states: 'Your meter measures the quantity of water used in your household. Flow is measured electronically at hourly intervals, and updated every 24 hours for billing and leak detection.' Below this, there are three items:

- Read Frequency:** Daily. Callout: 'How often your AMI meter is read'
- Meter Read:** 4:59 PM on Jun 2, 195.1485 KGAL. Callout: 'The last time your AMI meter was read'
- Next Update:** 5:10 PM on Jun 3. Callout: 'The next time your AMI meter will be read'

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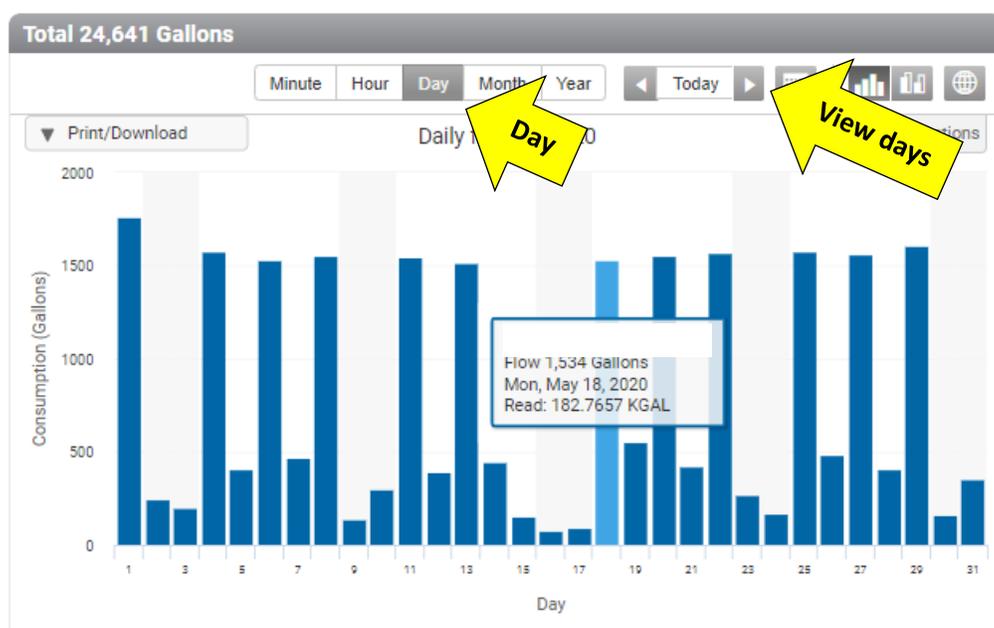
GRAPHS

The default graph shows daily use. Hover over any one of the blue graph bars to view the consumption for any hour.

- Click on any blue graph bar to view consumption information.
- Continuing to click on the bars will take the view to 15-minute increments.

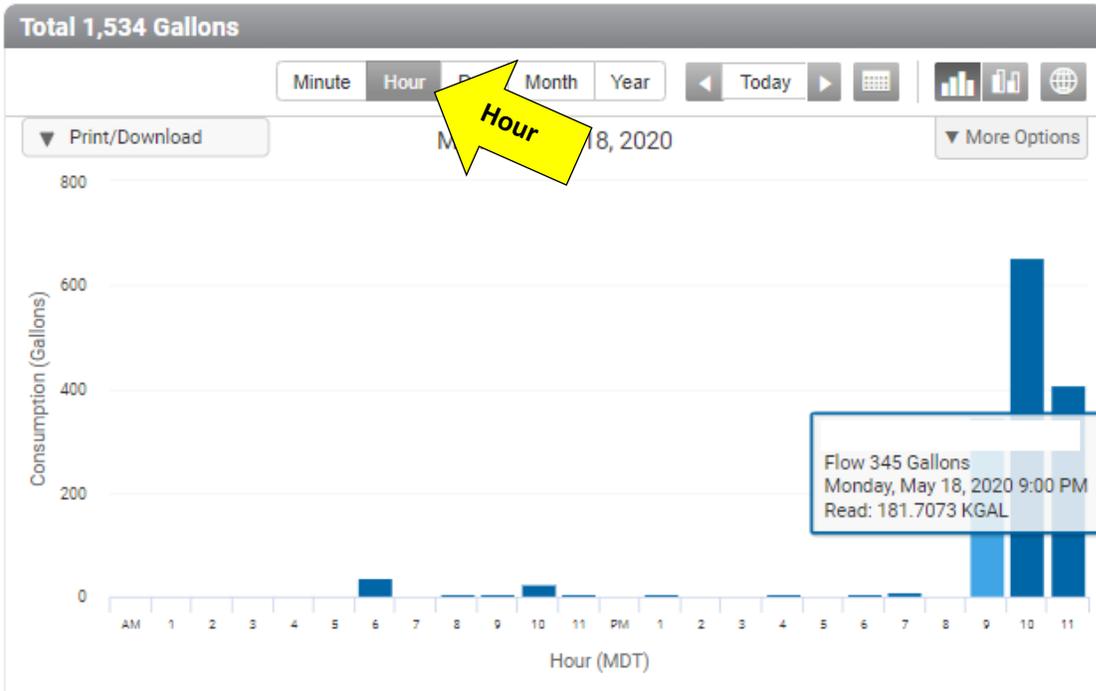
You can also use the **Minute, Hour, Day, Month, Year** buttons at the top to select a timeframe.

- Jump to the current day by clicking the **Today** button.
- Use the **arrows** to step backward and forward in time.
- Click the **Calendar** icon to open a calendar and jump to whatever date you select.



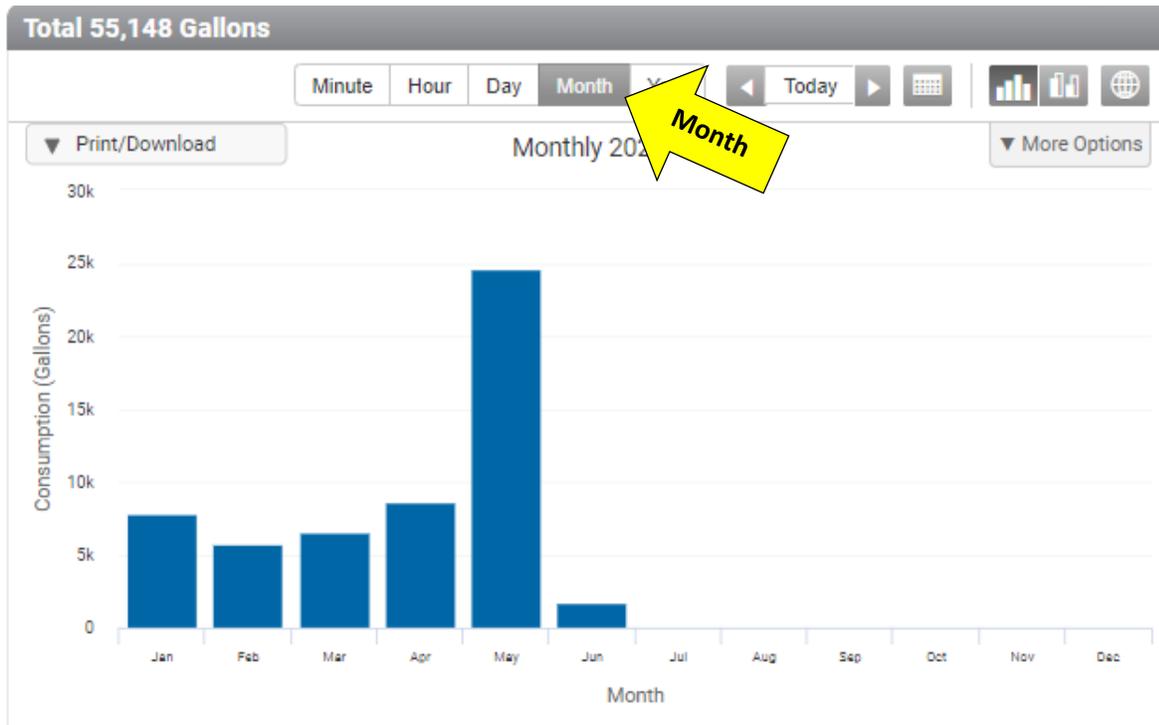
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HOUR VIEW - The example below shows 345 gallons from 9:00 – 10:00. This is useful when you are concerned you may have a leak. If there were a leak, water would be flowing at all times where in the graph below there is not water flowing most of the day.



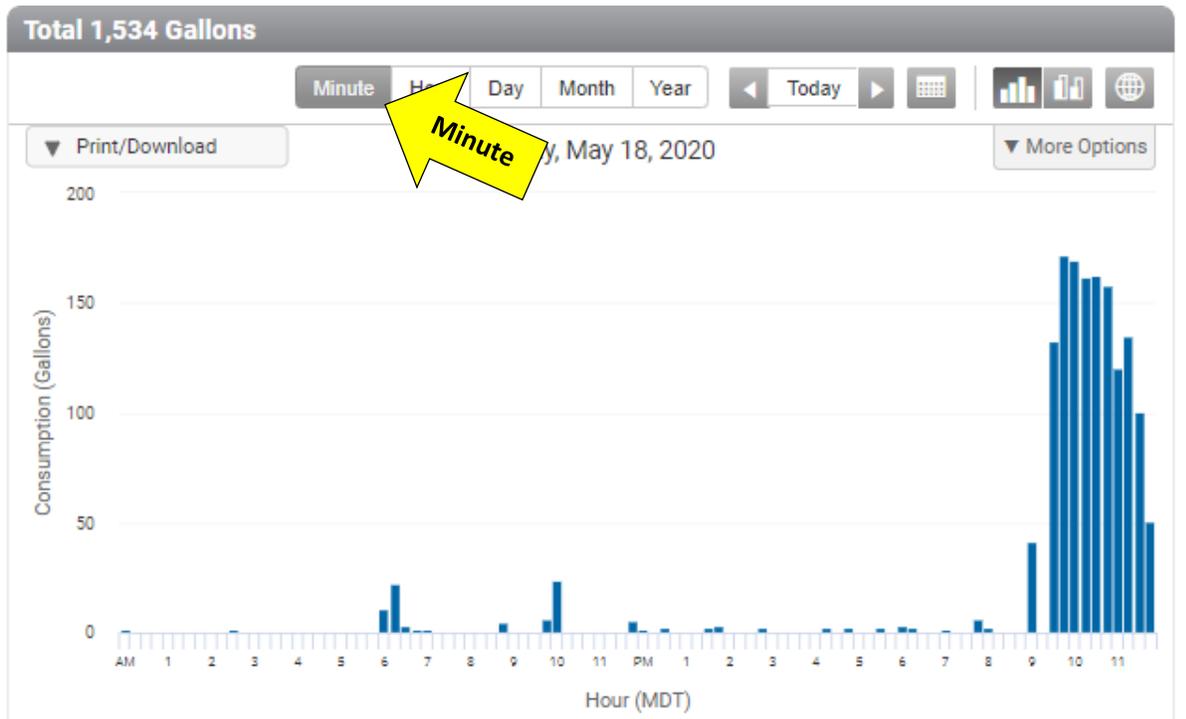
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MONTH VIEW - Shows consumption for each month of the year.



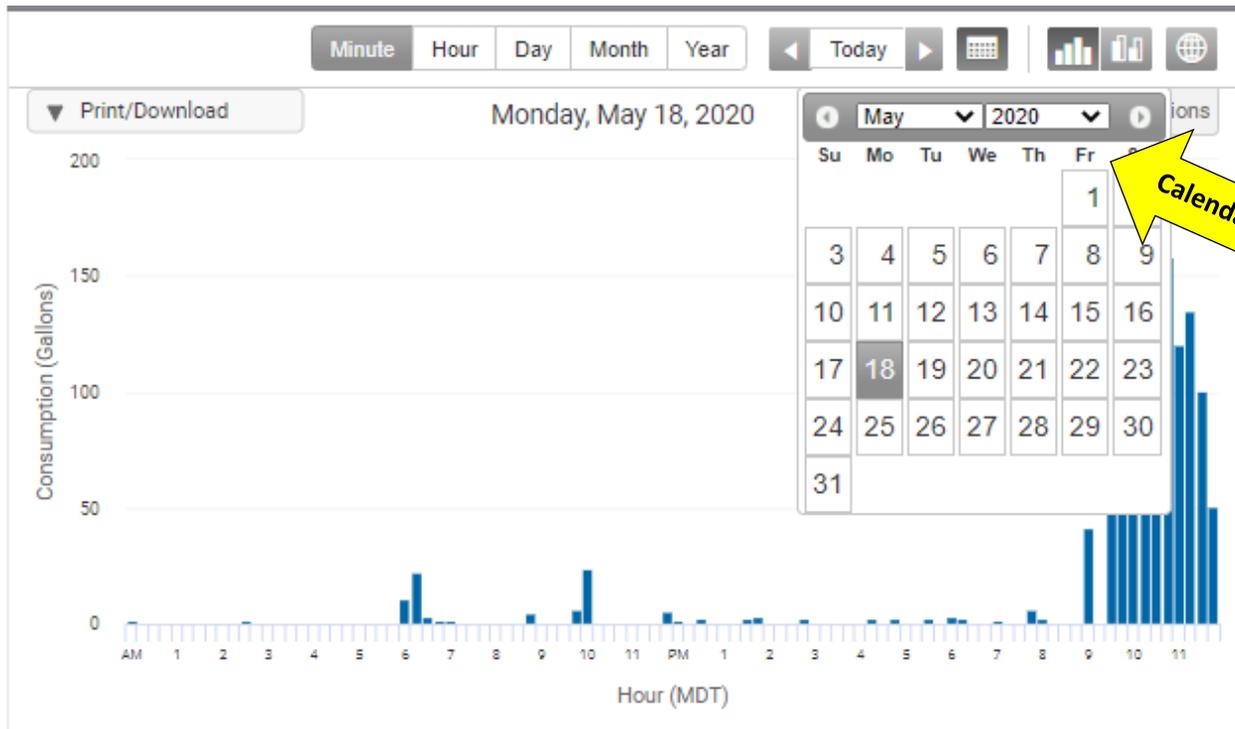
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MINUTE VIEW – shows consumption at 15-minute increments.



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CALENDAR – Select the day you would like to view.



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CHANGE THE GRAPH VIEW – To see average consumption and provide a history of water consumption.

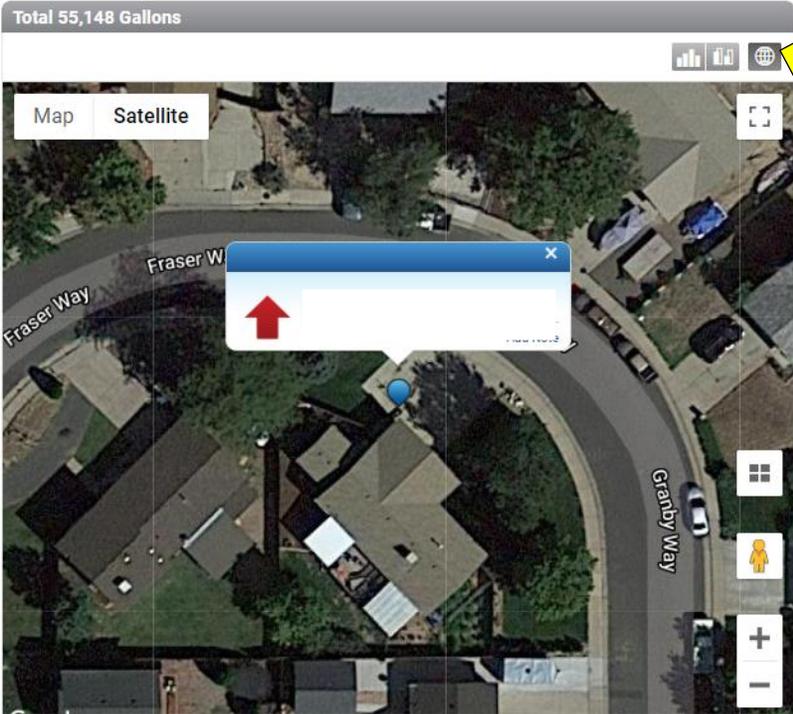
Clicking on the second graph shows:

- this year versus last year (when Month is selected)
- previous month (when Day is selected)
- previous day (when hour or minute are selected)



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The globe icon shows a satellite view of the house.



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EXPORT DATA – You can export the data to Excel.

- Click on Export Data, and a schedule box appears where the customer can schedule a daily, quarterly, hourly, or monthly export.

BEACON
Advanced Metering Analytics

Contact Us Help Sign Out

CITY OF AURORA

SERVICE ADDRESS
CITY, STATE
Account Number:
Meter ID:

Link More Accounts

Leaks

No leak detected. Great job!

Edit Leak Alert

At a Glance

6,134 Last 7 days Gallons

6,108 Previous 7 days Gallons

806 30 Day Average Gallons

0% Increase

Total 1,693 Gallons

Minute Hour Day Month Year Today

Print/Download Daily for June 2020 More Options

Consumption (Gallons)

Day

Export Data

Click to Export

Download on the App Store

GET IT ON Google Play

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Fill in the information for the information you want to be exported.

Export Data ✕

Start Date	End Date
<input type="text"/>	<input type="text"/>
Read Interval	Unit
<input type="text" value="Daily"/>	<input type="text" value="Gallons"/>
<input type="button" value="Start Data Export"/>	

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CLICK ON HELP

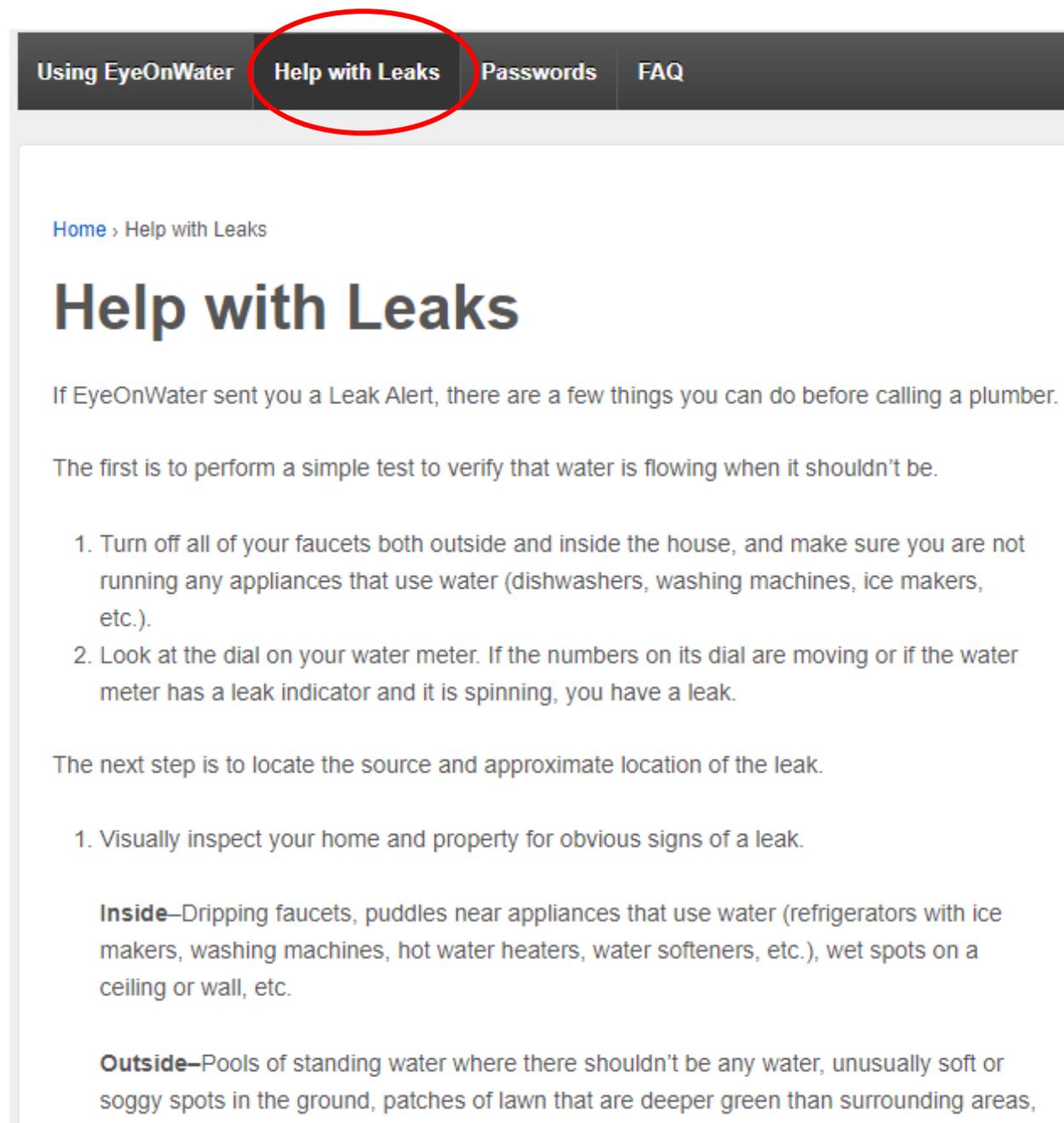


USING EYEONWATER in the help screen - provides links to general app assistance for using EyeOnWater.

A screenshot of a help page. At the top is a dark grey navigation bar with four tabs: 'Using EyeOnWater' (circled in red), 'Help with Leaks', 'Passwords', and 'FAQ'. Below the navigation bar is the main content area. It starts with a large blue water drop icon. To its right is the heading 'Welcome to EyeOnWater' followed by a paragraph: 'Powered by Badger Meter in association with your water utility, EyeOnWater lets you connect to supported water utility accounts to you see how much water you're using and can even alert you to possible leaks on your property.' Below this is a list of three expandable sections: 'What you'll need to use EyeOnWater', 'Supported browsers', and 'Smartphone apps'. A line of text says 'Use the links below to learn more about using EyeOnWater.' Below this is a two-column layout. The left column is titled 'Web' and contains three links: 'Creating an Account', 'Using EyeOnWater', and 'Setting Leak Alerts'. The right column is titled 'App' and contains three links: 'Creating an Account', 'Using EyeOnWater', and 'Setting Leak Alerts'. On the right side of the page, there are three vertical grey bars, likely representing a scrollbar or a sidebar.

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HELP WITH LEAKS in the Help screen – Explains what to do if you receive a leak alert or if you suspect you may have a leak after reviewing your consumption history.



Using EyeOnWater **Help with Leaks** Passwords FAQ

[Home](#) › [Help with Leaks](#)

Help with Leaks

If EyeOnWater sent you a Leak Alert, there are a few things you can do before calling a plumber.

The first is to perform a simple test to verify that water is flowing when it shouldn't be.

1. Turn off all of your faucets both outside and inside the house, and make sure you are not running any appliances that use water (dishwashers, washing machines, ice makers, etc.).
2. Look at the dial on your water meter. If the numbers on its dial are moving or if the water meter has a leak indicator and it is spinning, you have a leak.

The next step is to locate the source and approximate location of the leak.

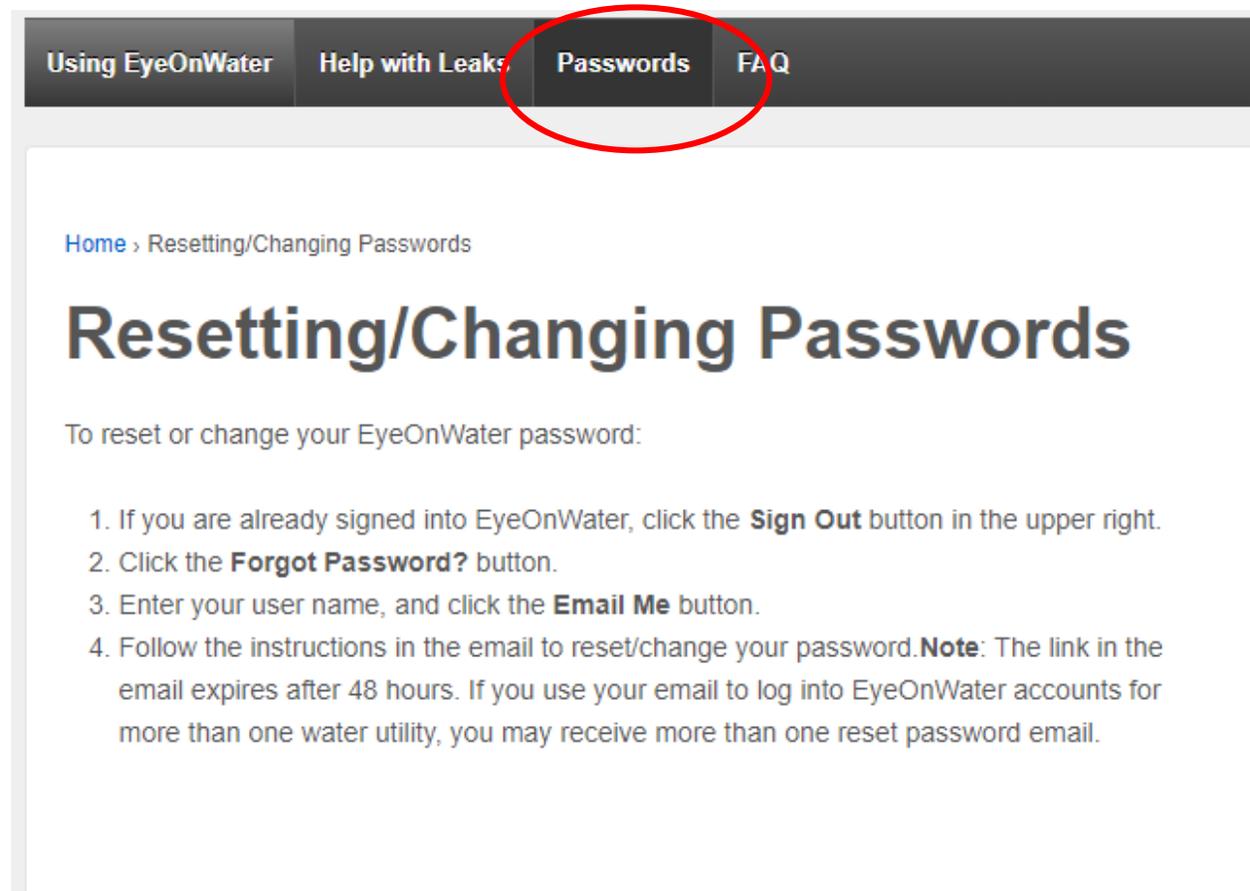
1. Visually inspect your home and property for obvious signs of a leak.

Inside—Dripping faucets, puddles near appliances that use water (refrigerators with ice makers, washing machines, hot water heaters, water softeners, etc.), wet spots on a ceiling or wall, etc.

Outside—Pools of standing water where there shouldn't be any water, unusually soft or soggy spots in the ground, patches of lawn that are deeper green than surrounding areas,

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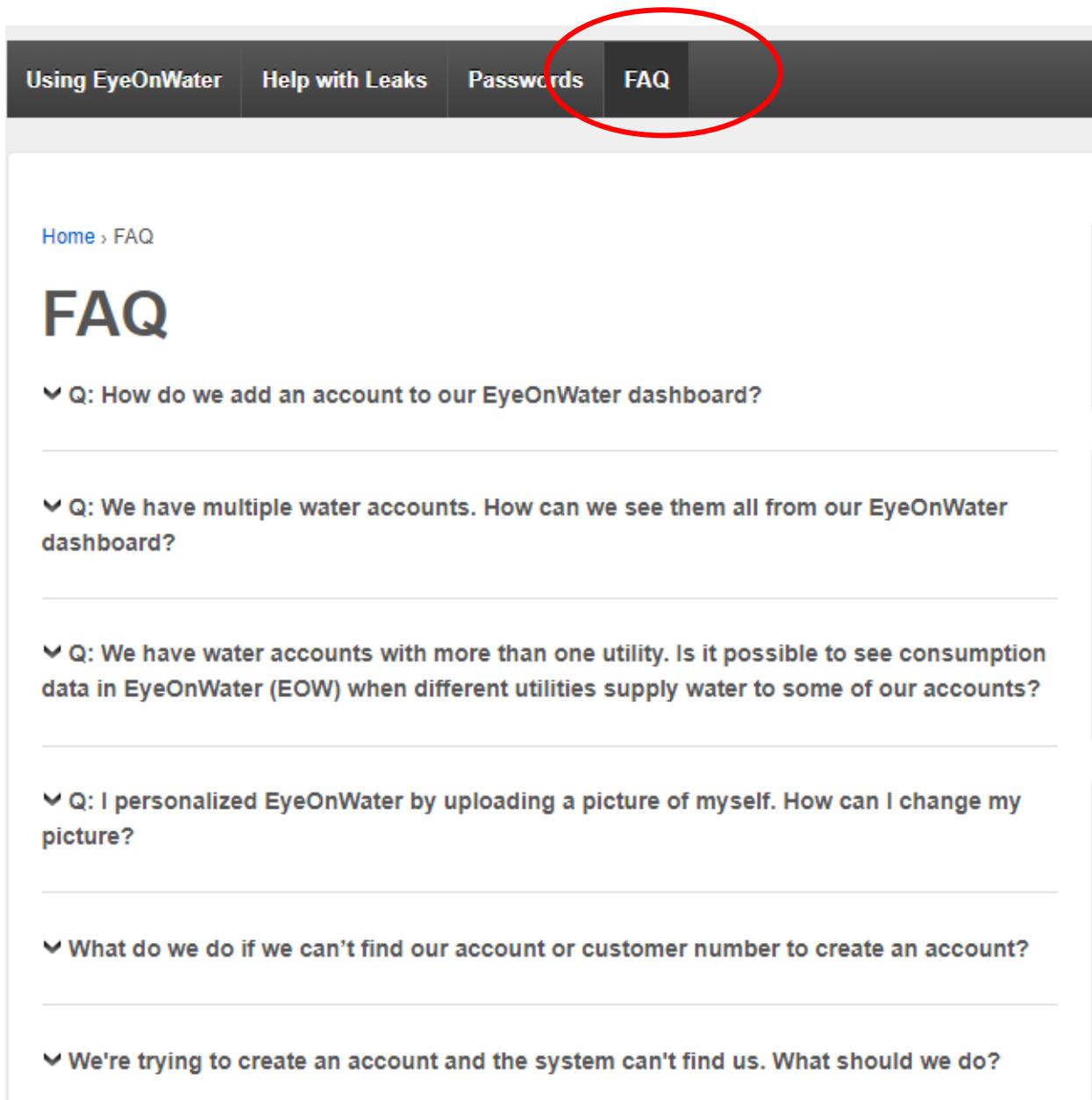
PASSWORDS in the help screen - Provides step by step instructions to reset a user password.



The screenshot shows a dark grey navigation bar at the top with four menu items: "Using EyeOnWater", "Help with Leaks", "Passwords", and "FAQ". The "Passwords" item is circled in red. Below the navigation bar, the breadcrumb "Home › Resetting/Changing Passwords" is visible. The main heading is "Resetting/Changing Passwords". The text below the heading reads: "To reset or change your EyeOnWater password:". This is followed by a numbered list of four steps: 1. If you are already signed into EyeOnWater, click the **Sign Out** button in the upper right. 2. Click the **Forgot Password?** button. 3. Enter your user name, and click the **Email Me** button. 4. Follow the instructions in the email to reset/change your password. **Note:** The link in the email expires after 48 hours. If you use your email to log into EyeOnWater accounts for more than one water utility, you may receive more than one reset password email.

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FAQ in the Help screen – Answers to frequently asked questions.



Using EyeOnWater Help with Leaks Passwords **FAQ**

[Home](#) › [FAQ](#)

FAQ

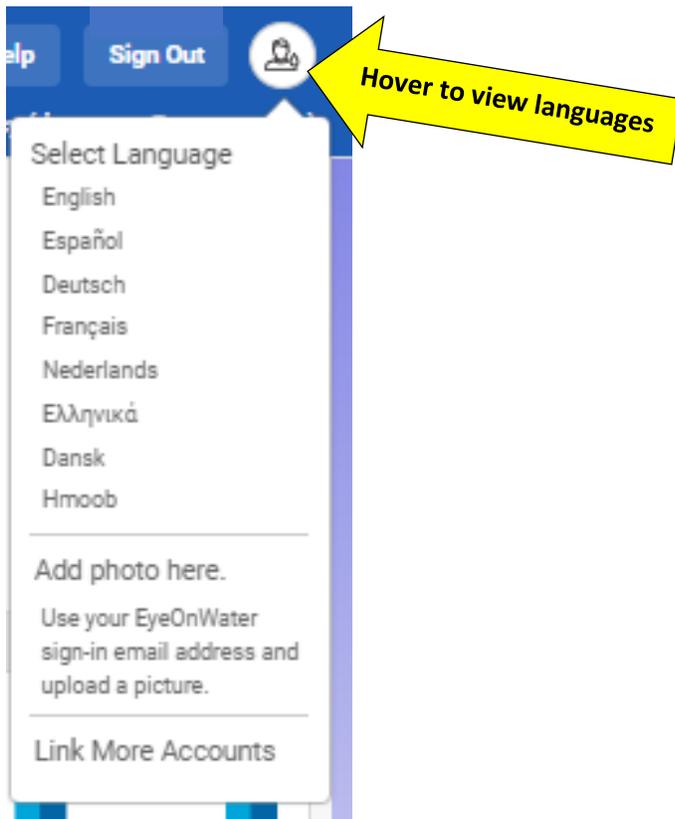
- ▼ Q: How do we add an account to our EyeOnWater dashboard?
- ▼ Q: We have multiple water accounts. How can we see them all from our EyeOnWater dashboard?
- ▼ Q: We have water accounts with more than one utility. Is it possible to see consumption data in EyeOnWater (EOW) when different utilities supply water to some of our accounts?
- ▼ Q: I personalized EyeOnWater by uploading a picture of myself. How can I change my picture?
- ▼ What do we do if we can't find our account or customer number to create an account?
- ▼ We're trying to create an account and the system can't find us. What should we do?

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SIGN OUT – Click to close the app.



SELECT LANGUAGE - Hover over the Select Language icon and click on a preferred language.



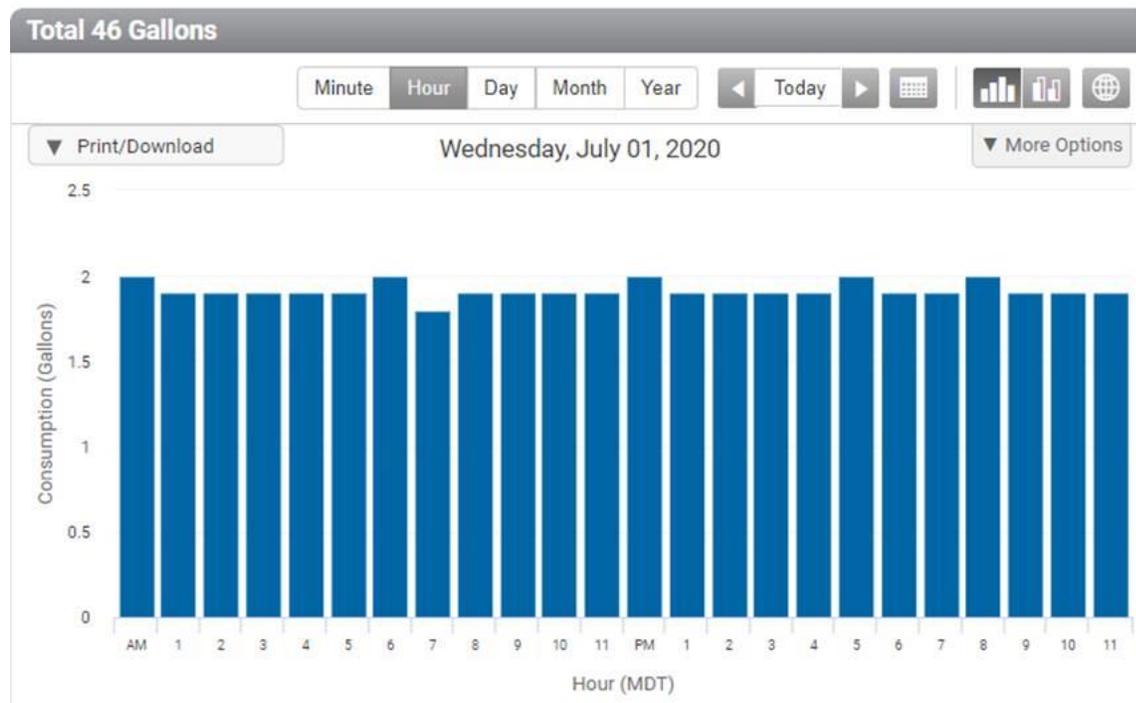
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TIPS WHEN DETERMINING IF YOU HAVE A LEAK

- Not all leaks are visible, toilets and sprinkler leaks cannot always be seen but there are ways to address them.
- Wet spots near sprinkler heads that have not recently run can indicate a stuck zone valve.
- Food Coloring can be added to the tank on the toilet to see if it is making its way into the tank. Just put a few drops in the tank and leave the toilet for a few minutes 5-10 if there is color in the bowl after that time there is a leak in your toilet.
- Not all toilet leaks are visible or audible especially with newer toilets they are designed to be quiet filling.

COMMON GRAPHS

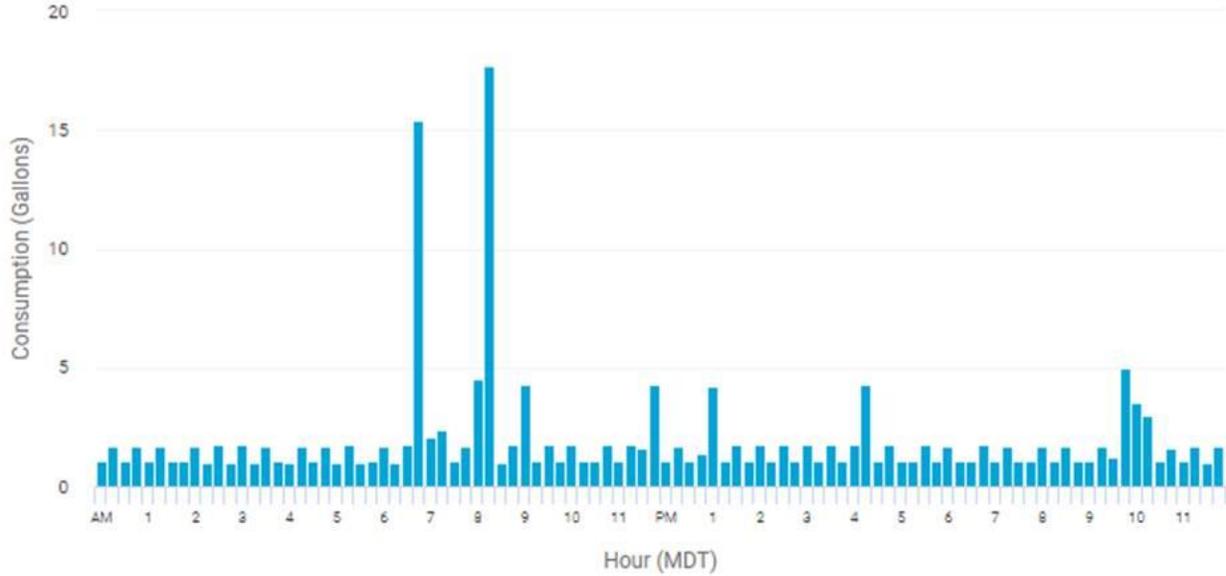
When looking at any of the charts below be mindful of the scales. Consumption changes are based on the max rate.



Leaks are identified by a uninterrupted flow up water for a period of 24hrs. The rate of the leak is identified by the lowest rate of flow during that time. When there is no usage for a period of 15 minutes that will clear the alert from EyeOnWater. The chart above is likely a vacant home with a leak.

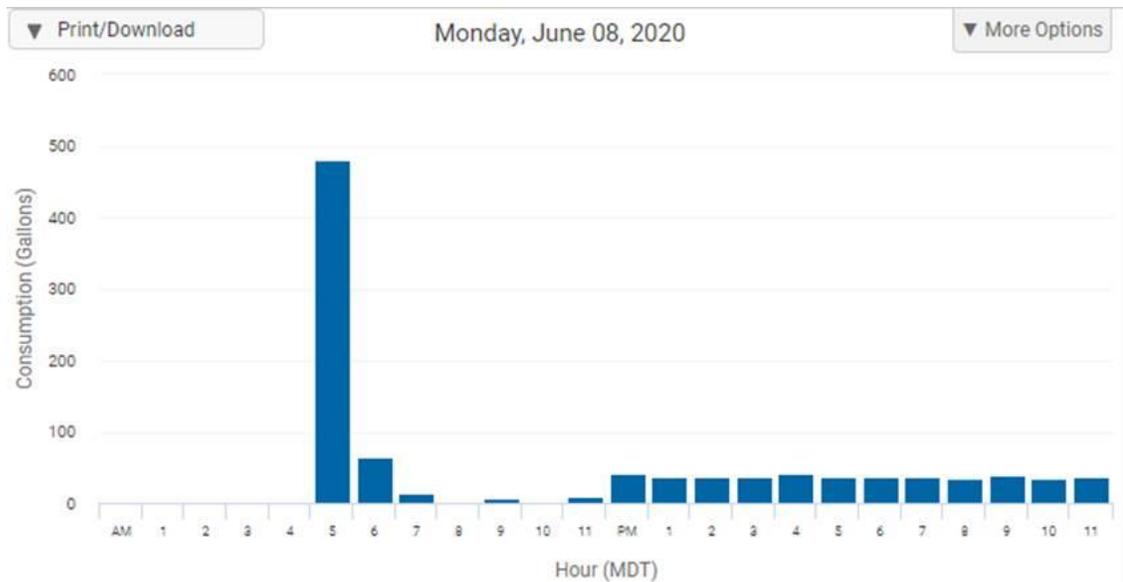
The Following charts are from different types of leaks and how they may look on the usage chart. From how it starts/behaves can help identify what may be leaking and give people a good idea of where to start looking.

Toilet leak



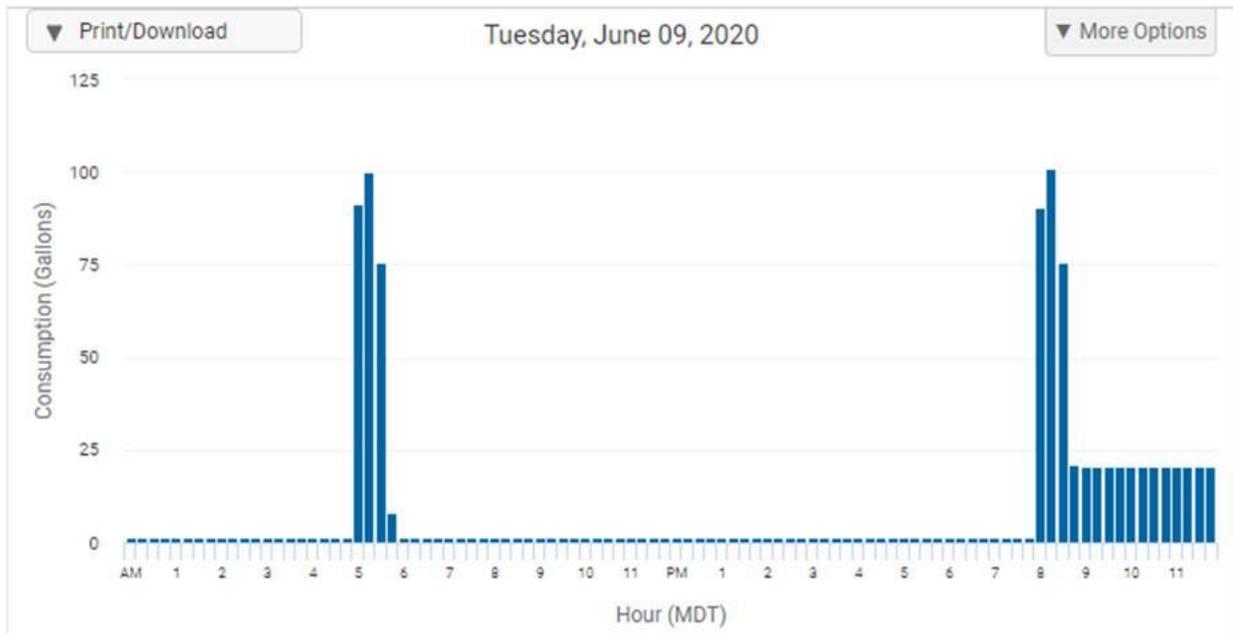
Possible toilet leak. The consistent variation in flow indicates there is likely a toilet leaking, since a flush can be triggered once the bowl reaches a certain height of water.

Swamp cooler leak



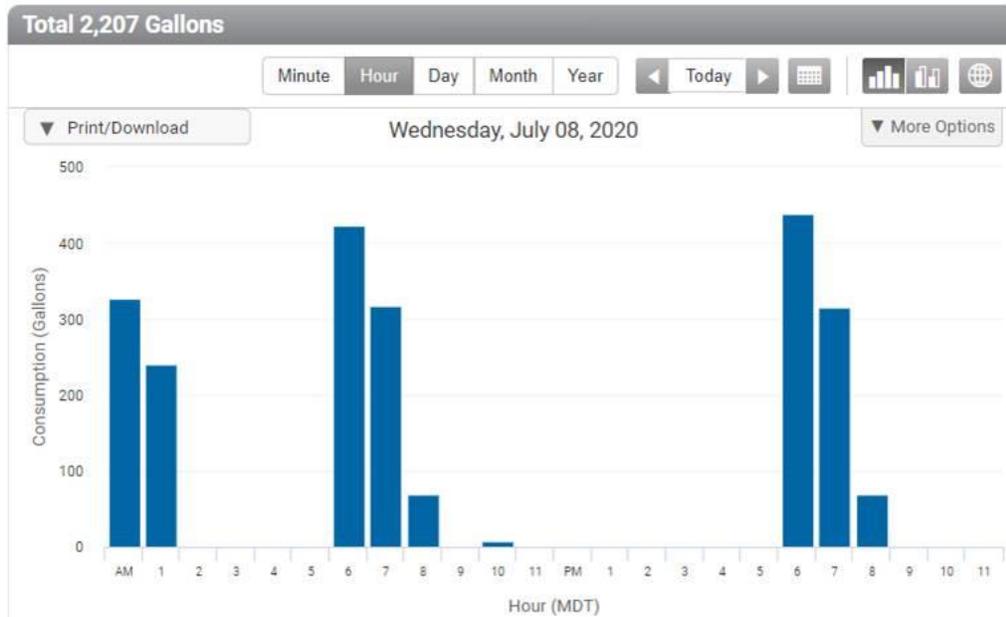
This is not likely a sprinkler. After talking with the customer, they had their swamp (Evaporative) cooler turned on at 1130 on Monday which matches almost perfectly with when their leak began.

Small leak, increased after watering



Small leak but increased after watering, this is likely a stuck sprinkler valve, flow remains after sprinklers ran in the pm.

New build, watering too much – need a permit



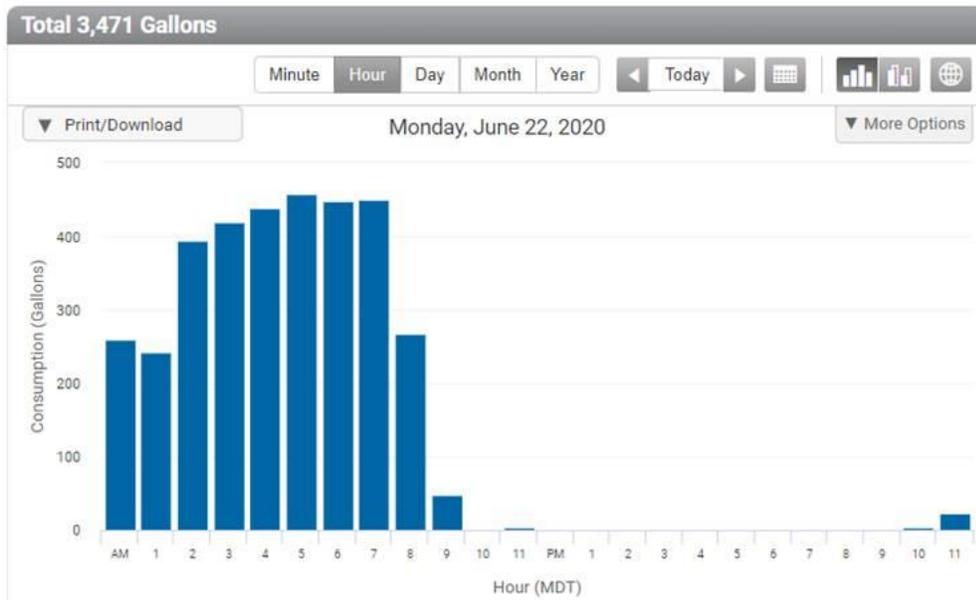
This is a snip from a single day of watering. The amount of 2,207 gallons is the total shown on this graph. The account shown above is watering this much daily. This is a new build, so they should have a permit for new sod. Even with the permit though this is most likely too much water. They will receive a bill for over 60k gal used.

Watering too much



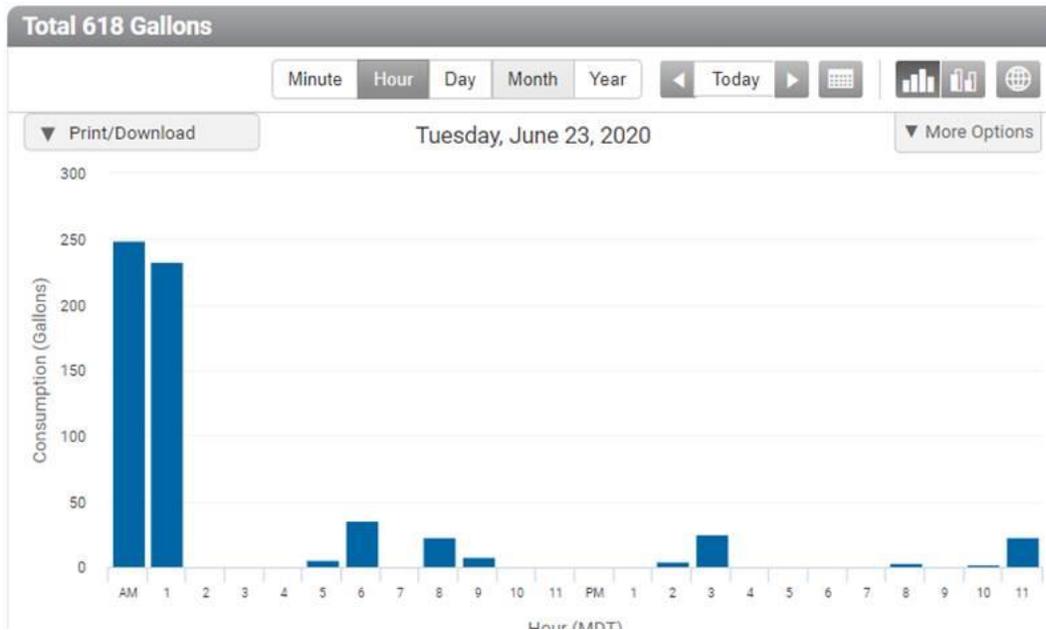
They appear to be compliant in watering 3x a week but the amount they are watering is likely too high.

Watering too long



This is the hourly chart for the account above for a day that they watered. The amount of time watering is too long.

Watering 12-2 AM – Not in compliance



This is for a day that it looked like they do not water in the daily graph. But they are watering from 12 to 2 AM. Which takes them out of compliance for watering. Once again being aware of the scale is important. 500 gallons a day on their “not watering” days is a lot of usage that alone will be 15kgal on their monthly bill.

Leak Rates

Gallons Per Hour	Daily Leak total	Monthly total
5	120	3600
10	240	7200
15	360	10800
20	480	14400
25	600	18000
30	720	21600
35	840	25200
40	960	28800
45	1080	32400
50	1200	36000
60	1440	43200
70	1680	50400
80	1920	57600
90	2160	64800
100	2400	72000