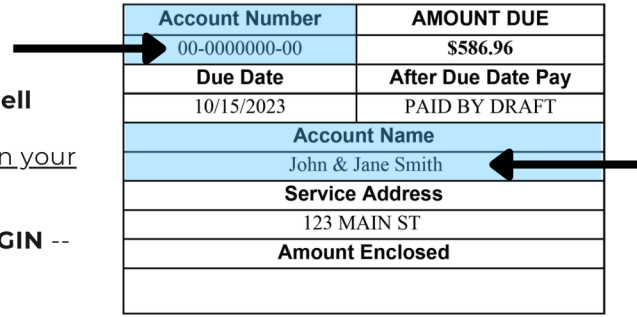


User Guide

Register & Login

- Go to www.mywateradvisor2.com
- Click **Join My Water Advisor**
- Select “Sign up with **ACCOUNT NUMBER**” (**DO NOT select the cell number option**)
- Enter the account number and full name exactly as it appears on your water bill (including upper and lowercase letters, or special characters), then select **CONTINUE**.
- Enter your email address and create a password, then select **LOGIN** -- Be sure to save your password for future reference.
- Download the My Water Advisor 2.0 free mobile app from your favorite app store and use the same email and password to view usage and set alerts from your mobile phone.*



Account Number	AMOUNT DUE
00-0000000-00	\$586.96
Due Date	After Due Date Pay
10/15/2023	PAID BY DRAFT
Account Name	
John & Jane Smith	
Service Address	
123 MAIN ST	
Amount Enclosed	

*Please note: You must register on the webpage before the mobile app can be used.

View Water Use

- On the home page, you can view consumption in the following ways:
 - Water usage to date for the current billing cycle;
 - Forecasted water usage by the end of the billing cycle (based on the pattern of water usage over the previous days); and
 - Monthly, Daily or Hourly consumption.*
- When viewing hourly consumption, you will see when your household or business is consuming the most water.
 - For example, you will see a spike in the usage chart during the times your irrigation system is running, you are refilling your swimming pool or your family is taking showers.
 - If you see a spike in use during a time when water was not being used, this may indicate a leak that needs to be investigated, or your sprinkler system may have reset to run at a time when you weren't aware it was watering. (SEE EXAMPLES on Page 2)
- Select the timeframe for the usage data to view. You can also print consumption charts or export the data into a Microsoft Excel spreadsheet file.
- Once a full year of usage data has been populated into the My Water Advisor portal, select “**Compare to Previous Year**” to see how current usage compares to the same time the previous year.

*Historic water consumption data going back to the initial installation of the new advanced meters will be available soon. Until then, customers may view water consumption for the current billing period.

Establish Settings & Alerts

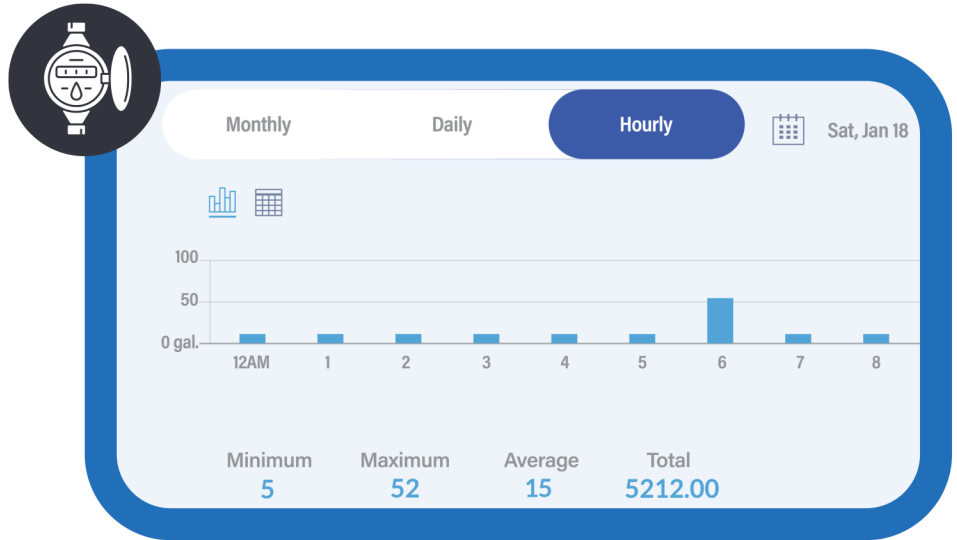
- Set a limit on the amount of water you want to use each month by clicking on “**Set Billing Cycle Limit**” (located under the Current Billing Cycle amount on the home page), then entering the maximum number of gallons of water you want to use in a month. Set an alert to be notified when you reach this limit, so you can adjust as needed.
- Under **SETTINGS** in the navigation bar across the top of the page, you can select how to be notified (by email or text):
 - about suspected leaks,
 - when your maximum usage limit is reached, and
 - the amount of water being used while away from home.
- On the home page, click the **DEFINE DAYS** blue button to set a daily usage limit and the dates you will be away from home.
 - If usage exceeds the daily limit you set for while you're away, you will receive a notification, and this may indicate a potential leak to investigate.
- In addition to the option to receive alerts by email or text, you can view your alerts under the **ALERTS** tab.

CONSUMPTION EXAMPLES

POSSIBLE LEAK OR RUNNING WATER

When the water consumption chart in My Water Advisor looks like this, it could mean a potential leak or water running for an extended period. This example shows a consistent amount of water is being registered by the meter even during overnight hours when water use is typically low (if not zero). Causes may include: a running toilet, faulty sprinkler system, or water hose left running.

Customers who set alerts in My Water Advisor can receive a text or email after 24 hours of continuous water consumption. To confirm a leak, make sure no water is being used over two to three hours, then check the My Water Advisor water consumption chart to see if water was still being registered during that time.



IRRIGATION

When customers observe a big spike in water use during a short duration, this may indicate when the irrigation system was running. By monitoring the consumption chart in My Water Advisor, customers may also discover if a sprinkler system is running more often or at different times than intended.

Be sure to water landscapes during cooler times of the day (early morning or late evening) to minimize evaporation.

Visit www.waterisawesome.com and click on [Weekly Watering Advice](#) to find out when and how much to water. For most of the year, twice per week is typically adequate to supplement rainfall. In winter months, lawns can go dormant and require even less water each week.

