



# EyeOnWater

## Portal-website Service Information

### What is EyeOnWater?

EyeOnWater (EOW) is a portal-website that allows the customer to see information regarding their metered water service.

### How do I sign up for EOW?

Signing up for EOW is a simple process that can be completed in the following steps:

1. Go to <https://eyeonwater.ca> to **create an account**. You will need your 5-digit metered **account number** that begins with a “6”, and the **postal code** associated with the service/billing address.

The first screenshot shows the 'Create Account' page. It features a large blue water drop icon on the left. Below the icon are links to download the app on the App Store and Google Play. The main form has two input fields: 'Email Address' (with a red asterisk and 'This field is required' message) and 'Password'. Below these fields is a blue 'Sign In' button. At the bottom of the form are links for 'Create Account' and 'Forgot Password?'. A red arrow points to the 'Create Account' link.

The second screenshot shows the 'Service or Billing ZIP/Postal Code' and 'Account Number' fields. The 'Service or Billing ZIP/Postal Code' field has a red arrow pointing to it. The 'Account Number' field has a red arrow pointing to it. Below these fields is a 'Next' button. At the bottom of the form is a link for 'Already have an account? Sign in here.'.

2. You will be prompted on the next page to complete the **name** associated with the account and enter an **email address** and **password**. Your password must be a minimum of 8 characters and no longer than 16 characters. Your email address is used to send a confirmation email and complete the set up.

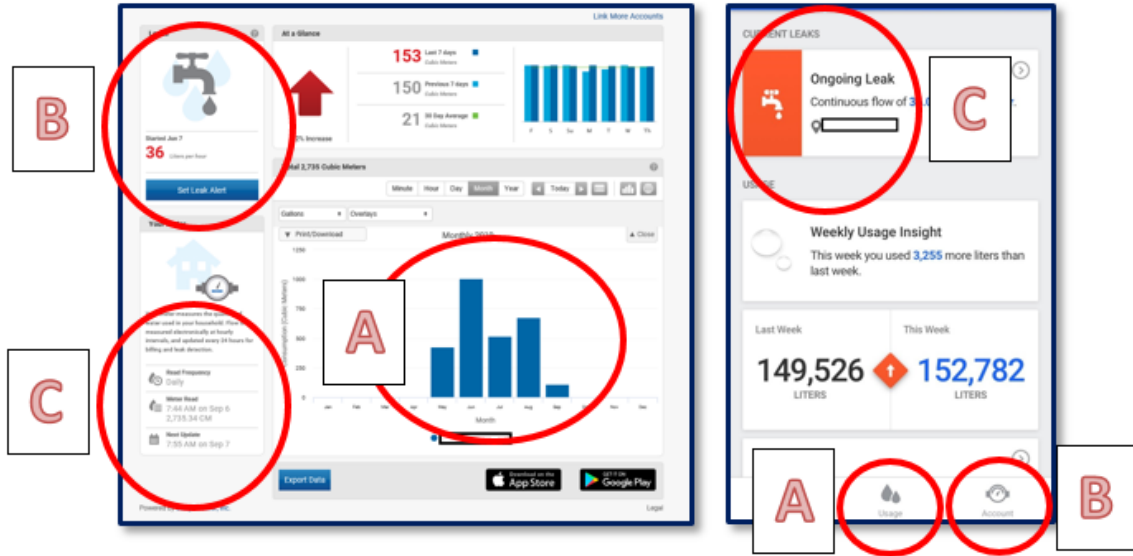
This screenshot shows the 'Create Account' page. It features a large blue water drop icon on the left. Below the icon are links to download the app on the App Store and Google Play. The main form has five input fields: 'Full Name', 'Email Address', 'Confirm Email Address', 'Password', and 'Confirm Password'. The 'Password' field has a 'Password Strength' indicator below it. Below the form is a checkbox for 'I have read the Terms of Use for this application and agree to the provisions.' and a 'Next' button. At the bottom of the form is a link for 'Already have an account? Sign in here.'.

Red arrows point to the 'Full Name', 'Email Address', and 'Password' fields.

3. When you receive the confirmation email from EOW, follow the instructions and “Click Here” to verify your email. You will then be prompted to sign in using your email address and the password you’ve created. You will also be given the option to download the App to your smartphone.

**What are some of the features of EOW?**

From the **home page**, users will see information on **water consumption (A)**, **leaks (B)**, and **meter activity (C)** on both the Web Browser and App:



EOW allows you to see your **water usage** over periods of minutes to years. You can change the settings to show volumes in various units. The Web Browser allows you to overlay temperature and precipitation trends on the usage graph, and the App includes a calendar usage trends and savings calculator:



EOW also allows you to set **Leak Alerts**, which can be configured on the Web Browser and turned on in the App:

