



REGIONAL DISTRICT OF CENTRAL KOOTENAY

EyeOnWater Sign-Up Information

EyeOnWater Sign-Up Information for Balfour Water Users

What is EyeOnWater?

EyeOnWater (EOW) is a Balfour Water System portal website that allows the customer to see water usage on their meters and accounts.

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 new 5-digit Balfour metered **account number** that begins with a “6”, and the **postal code** associated with the service/billing address.

The image shows two screenshots of the EyeOnWater sign-up process. The first screenshot shows the initial registration form with fields for Email Address, Password, and a Sign In button. A red arrow points to the 'Create Account' link. The second screenshot shows the next step form with fields for Service or Billing ZIP/Postal Code and Account Number, and a Next button. Red arrows point to these fields.

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.

The image shows a screenshot of the personal information form. It includes fields for Full Name, Email Address, Confirm Email Address, Password, Password Strength, and Confirm Password. A checkbox for Terms of Use is also present. Red arrows point to the Full Name, Email Address, and Password Strength 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.

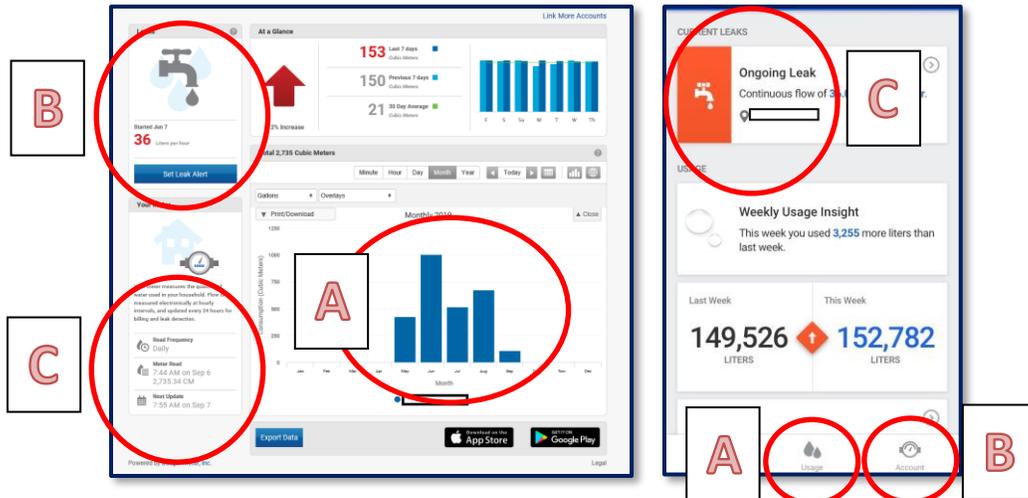
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Please Contact the Environmental Services Department at 250-352-8161 or 1-800-268-7325 (ext. 8161)

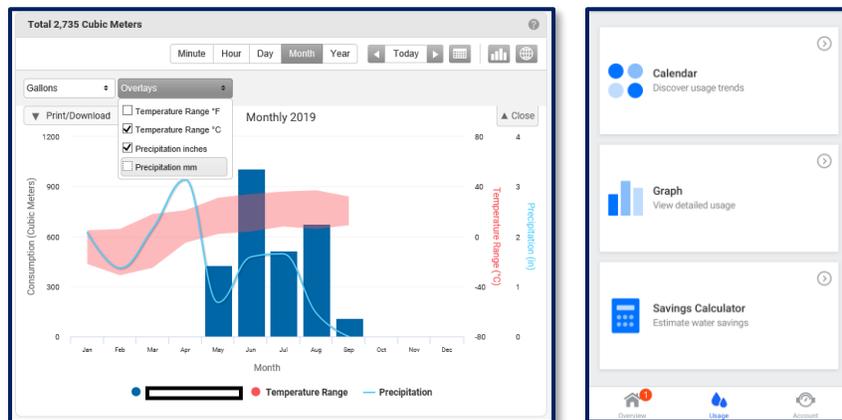
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What are some of the features of EOW?

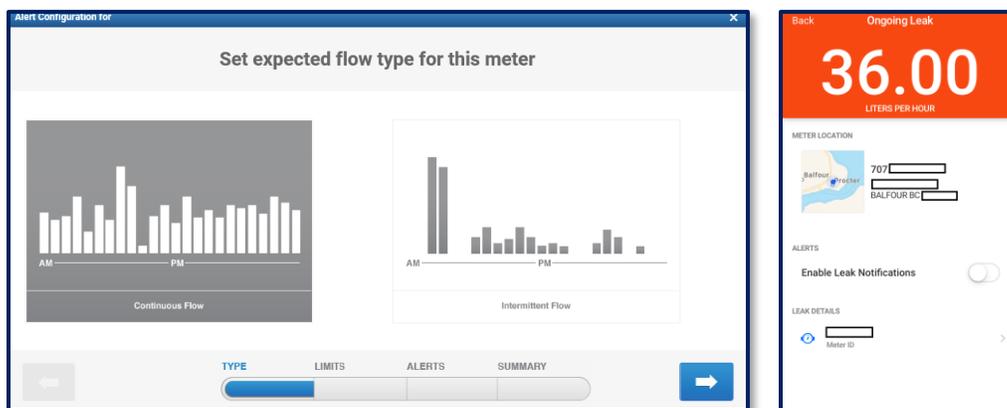
From the **home page**, users will see information on **water consumption (A)**, **leaks (B)**, and **meter activity (C)** on both the Web Browser and App:



EOW allows you to see your **water usage** over periods of years, months, days, hours, and minutes. 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:



Meter activity provides information on **Meter Read Frequency/Interval**, **Meter Location**, **Meter ID** and **Serial Number**.

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