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.

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.
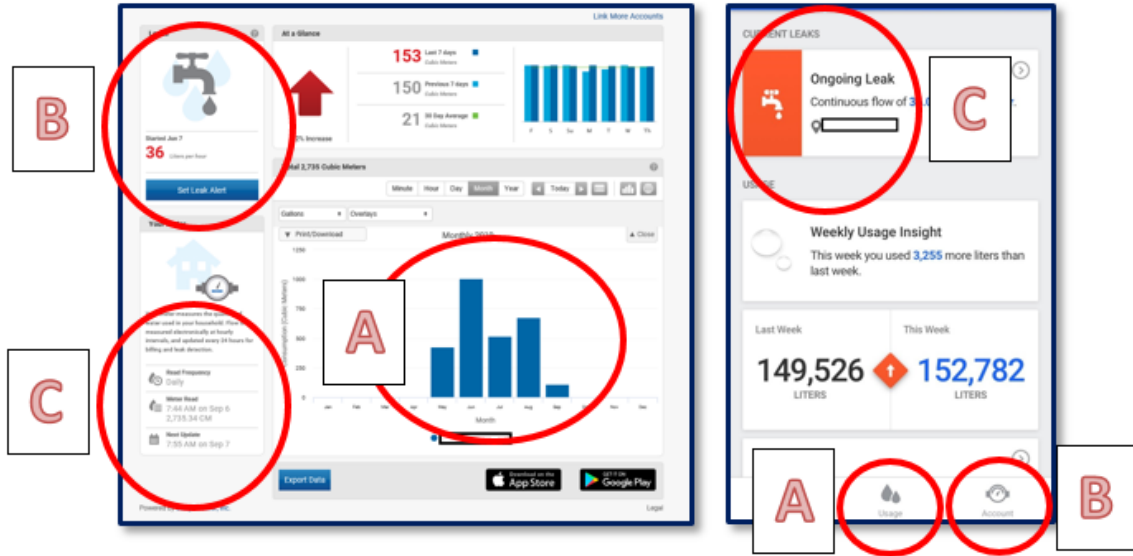

3. When you receive the confirmation email from EOW, follow the instructions and "Click Here" to verify your email. You will then be prompted to sign in using your email address and the password you've created. You will also be given the option to download the App to your smartphone.

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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: