

# Creating an Account

Welcome to EyeOnWater, the service that gives you direct access to your water usage details and provides tools to help you use water more efficiently!

To use EyeOnWater and see your water use, follow these easy steps:

1. Visit <https://eyeonwater.com/signup> on your computer using a supported web browser.
2. Enter your service or zip code
3. Enter your account number on your water bill
4. Click NEXT
5. Enter your email address.
6. Create and confirm a password. Passwords must be a minimum of 8 characters and no longer than 16 characters. The best passwords are easy to remember and difficult to guess. We suggest using a simple phrase or life-long goal as the basis of your password. Remove spaces, randomly capitalize letters and include at least 1 number.
7. You will get a confirmation email from Badger Meter, Inc. Verify your email address by clicking on the link in the confirmation email. When that's done, sign in using your email and password.

That's all there is to it. Enjoy!

You can set EyeOnWater to send you **Leak Alerts** as email or text messages.

Because EyeOnWater has no way of knowing whether someone left the water on accidentally or turned it on purpose, the system detects *potential leaks* by looking for 24 consecutive hours of flowing water. When you set an alert threshold, the system looks back 24 consecutive hours from the most recent meter communication. If your threshold was exceeded during each hour of that time, an alert will be sent. If flow dropped below the threshold or dropped to zero, even if your threshold was exceeded one or more times in that 24-hour period, no alert will be sent.

## What threshold should you set?

While there is no one-size-fits-all answer to that question, we recommend setting a low threshold of no more than 1 to 5 gallons per hour. This will help you spot the most common sources of household leaks including dripping faucets, leaky toilets and broken sprinkler pipes.

If you have **more than one water account** with your utility and want to link them all to your EyeOnWater dashboard, do the following:

- Log into EyeOnWater.com
- Click the text that says Link More Accounts above the consumption Graph on the right side of the screen.
- Enter the Account Number
- Enter the service location zip code
- Click NEXT
- If the account displayed belongs to you, Click Link Account
- Repeat steps 2-6 as needed to link additional accounts.

The Eye on Water App is available on the Apple App Store or Google Play.