

# AGENDA ITEM SUMMARY SHEET

## City of Rollingwood

**Meeting Date: November 20, 2024**

**Submitted By:**

Staff

**Agenda Item:**

Presentation on residential participation with the EyeOnWater customer portal and discussion of the benefits of participation and ways to encourage and increase participation

**Description:**

In Summer 2024, we completed the City-Wide Electronic Meter Project. Now, all residential and commercial utility meters are electronic and are equipped with advanced metering infrastructure (AMI), which allows the city to automatically and electronically read meters. These readings are also uploaded to a customer portal called EyeOnWater. The customer portal lets customers connect to their water utility accounts from a secured website and provides daily information to each customer to view water usage and be alerted to possible leaks on their property.

[This link](#) will take you to the City Website where you can view instructions for creating an EyeOnWater Account, view a video about how to optimize your account and set up leak alerts, and read the FAQ's about the new meters.

As of November 14, we had 133 customer accounts set up in EyeOnWater out of our 610 total utility accounts. We aim to spread awareness of this however we can and have sent a bill flyer, city-wide Rave Alert, and have hard copies of the attached flyer regarding Watering Restrictions and signing up for EyeOnWater.

**Action Requested:**

No action requested at this time.

**Fiscal Impacts:**

No significant fiscal impacts anticipated at this time.

**Attachments:**

- Eye On Water Account Creation Poster (One Page)
- Full instructions for making an EyeOnWater Account
- Flyer - Watering Restrictions and signing up for EyeOnWater