



[Date]

Dear [Resident's Name],

In June 2024, the City of Rollingwood upgraded from mechanical meters to electronic meters equipped with advanced metering infrastructure (AMI). This technology enables the City and its utility customers to monitor water usage in real time and receive immediate alerts for potential leaks within a home's water system.

In March 2025, at the recommendation of the City's Utility Commission, the City Council approved an amendment to the City's leak adjustment policy. Under the new policy, in order to be eligible to appeal their utility bill, utility customers must now meet two new conditions. Firstly, they must be enrolled in EyeOnWater, the City's customer portal for utility accounts, for each electronic water meter associated with the utility account being appealed. Secondly, the customer must have elected to receive leak alerts for each of their account's electronic water meters through EyeOnWater.

Some insurance companies offer discounts for homes with an active water leak detection system, and the City of Rollingwood is pleased, upon request, to provide residents with a letter confirming their account's enrollment in EyeOnWater leak alerts.

If you have any questions about EyeOnWater or need further assistance, please do not hesitate to contact me.

Best regards,

Veronica Hernandez
Utility Billing Manager
City of Rollingwood



THE CITY OF ROLLINGWOOD

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