



[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 to read water meters automatically and electronically, improving efficiency and accuracy. These readings are also made available through EyeOnWater, a customer portal designed to provide access to water usage data.

I am pleased to confirm that your property at [Property Address] has been successfully enrolled in the EyeOnWater customer portal. This advanced system allows you to monitor your water usage in real time and receive immediate alerts for potential leaks within your home's water system. By utilizing this tool, you can proactively detect and address leaks before they cause significant damage, reducing the risk of costly water-related claims. Additionally, real-time monitoring promotes more efficient water usage, leading to potential cost savings and supporting our city's ongoing conservation efforts.

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

Best regards,

Veronica Hernandez
Utility Billing Manager
City of Rollingwood



THE CITY OF ROLLINGWOOD

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