

## November 4, 2020

Dear Customer,

Congratulations on your new electronic water meter! Your new electronic meter offers the following advantages over the previous mechanical meters.

- 1. Meter reads are electronic instead of manual
- 2. Electronic meters offer a 10-year warranty
- 3. More accurate water reading than mechanical meters
- 4. Customers can view their water usage 24/7

With electronic water meters, you know have direct access to your water usages data via a mobile and desktop application called, **EyeOnWater**. The District's EyeOnWater tool provides a platform for residents to review and analyze their usage patterns. The application also offers the ability to identify and monitor potential leaks and set notification alerts.

To access the website and set up your personal account, simply click on the link below <a href="https://eyeonwater.com/signup">https://eyeonwater.com/signup</a> and follow the instructions to create your personal account.

You will need the following to get started.

- 1. Zip code
- 2. Email address
- 3. Account number from your water bill

  If you do not have your water bill, you can call the water utility office at 512-402-1990

  M-TH from 8am-4:30pm, or Friday until 4pm

You can also download the EyeOnWater app from Apple App Store or Google Play.

Below are helpful YouTube videos on how to set up and use the EyeOnWater software for both mobile and desktop applications.

Desktop: <a href="https://www.youtube.com/watch?v=1">https://www.youtube.com/watch?v=1</a> 7L6fnDi I

Mobile: <a href="https://www.youtube.com/watch?v=9xzSZ0ImI-s">https://www.youtube.com/watch?v=9xzSZ0ImI-s</a>

We encourage you to take advantage of the EyeOnWater application.

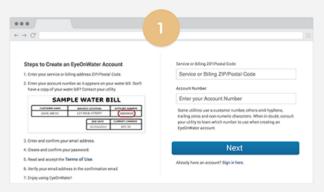
Sincerely,

The City of Rollingwood

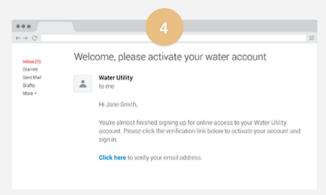


## See Your Water Usage

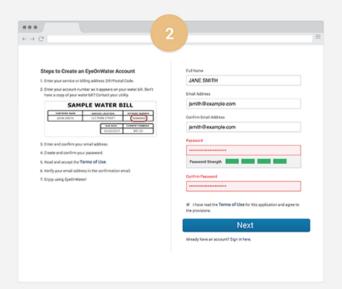
Follow these simple instructions to see your water usage information online.



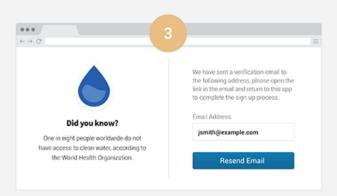
Visit https://eyeonwater.com/signup to create your online account. Enter your service or billing ZIP/postal code and your account number.



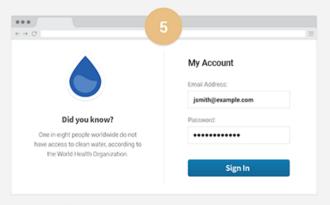
Click on the link in the email to verify your email address.



Enter your name and email address. Confirm the address, and then create and confirm a password. Passwords must be 8 to 16 characters long.



Check your email for the verification message that has just been sent.



After clicking the link in your email, enter your email address and password to sign in.



Once you're logged in, you'll be able to view your water consumption and even set a leak alert.