



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 now have direct access to your water usage 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 <https://eyeonwater.com/signup> 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: https://www.youtube.com/watch?v=I_7L6fnDi_I

Mobile: <https://www.youtube.com/watch?v=9xzSZ0lml-s>

We encourage you to take advantage of the EyeOnWater application.

Sincerely,

The City of Rollingwood



EyeOnWater

See Your Water Usage

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

1

Steps to Create an EyeOnWater Account

1. Enter your service or billing address ZIP/Postal Code.
2. Enter your account number as it appears on your water bill. Don't have a copy of your water bill? Contact your utility.
3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the Terms of Use.
6. Verify your email address in the confirmation email.
7. Enjoy using EyeOnWater!

SAMPLE WATER BILL

CUSTOMER NAME	SERVICE LOCATION	ACCOUNT NUMBER
JANE SMITH	123 MAIN STREET	123456789

Service or Billing ZIP/Postal Code
Service or Billing ZIP/Postal Code

Account Number
Enter your Account Number

Some utilities use a customer number, others omit hyphens, trailing zeros and non-numeric characters. When in doubt, consult your utility to learn which number to use when creating an EyeOnWater account.

Next

Already have an account? Sign in here.

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

4

Welcome, please activate your water account

Water Utility
to me

Hi Jane Smith,

You're almost finished signing up for online access to your Water Utility account. Please click the verification link below to activate your account and sign in.

[Click here](#) to verify your email address.

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

2

Steps to Create an EyeOnWater Account

1. Enter your service or billing address ZIP/Postal Code.
2. Enter your account number as it appears on your water bill. Don't have a copy of your water bill? Contact your utility.
3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the Terms of Use.
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7. Enjoy using EyeOnWater!

SAMPLE WATER BILL

CUSTOMER NAME	SERVICE LOCATION	ACCOUNT NUMBER
JANE SMITH	123 MAIN STREET	123456789

Full Name
JANE SMITH

Email Address
jsmith@example.com

Confirm Email Address
jsmith@example.com

Password
Password Strength: [Progress Bar]

Confirm Password
[Progress Bar]

☒ I have read the Terms of Use for this application and agree to the provisions.

Next

Already have an account? Sign in here.

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

5

My Account

Email Address:
jsmith@example.com

Password:
[Masked Password]

Sign In

Did you know?
One in eight people worldwide do not have access to clean water, according to the World Health Organization.

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

3

Did you know?
One in eight people worldwide do not have access to clean water, according to the World Health Organization.

We have sent a verification email to the following address, please open the link in the email and return to this app to complete the sign up process.

Email Address:
jsmith@example.com

Resend Email

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



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