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EyeOnWater Leak Alert Set-Up

We hope you're finding your EyeOnWater system helpful and easy to use. Please don't hesitate to call us at 480-488-9100 or e-mail us at office@carefreewaterco.com if you have any questions or issues with your new service.

This document is intended help you with setting up a "Leak Alert". We think that the "Leak Alert" function is the most important and powerful feature of EyeOnWater that can help you catch leaks early, saving you water and money.

The "Leak Alert" function may not be as easy to understand as some of the other features of EyeOnWater, so don't feel alone if it left you scratching your head – we're here to help. With that said, let's jump right into and getting your "Leak Alert" setup!

1. Enter <https://eyeonwater.com> on your computer's web browser.
2. Log into EyeOnWater using your Email Address and Password. Click on "Sign In".

EyeOnWater

Help

Did you know?

Water shortage effects not only state budgets and water bills but also job markets, crop production, and fire risk.

My EyeOnWater Account

Email Address:

Password:

Sign In

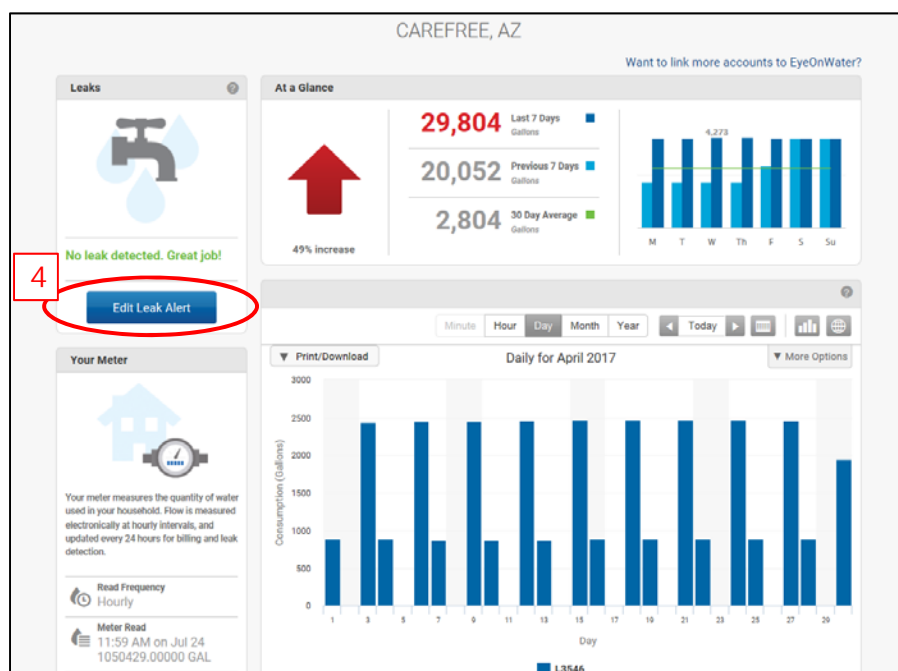
Create Account

Forgot Password?

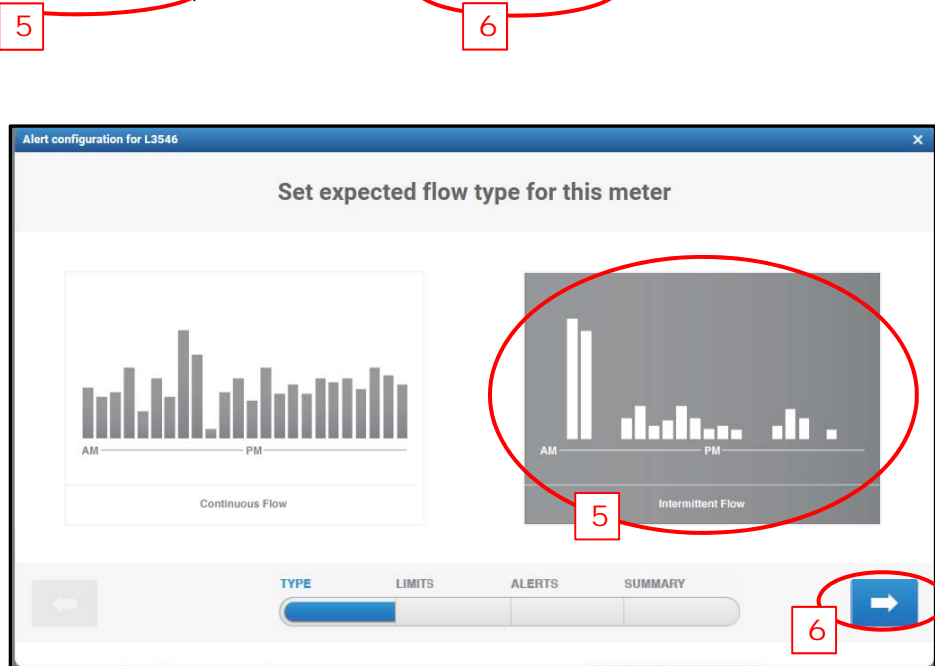
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Legal

3. Click on **Edit Leak Alert**. Note: If you have never set-up a Leak Alert before, this box will read, **Set Leak Alert**.



4. You will have a choice to select **Continuous Flow** or **Intermittent Flow**. All residential customers should click on **Intermittent Flow** then click on the **forward arrow**.



5. In the next screen, EyeOnWater asks you when you want a “Leak Alert” sent to you. You do this by entering what we call a “Threshold Number”. Here’s a table of some typical “Threshold Numbers” that can be used. If you want a better understanding of the “Threshold Number,” see the discussion at the end of this document.

Description	“Threshold Number”
Low	1 (gallon/hour)
Normal	5 (gallons/hour)
Moderate	7 (gallons/hour)
High	10 (gallons/hour)
Very High	20 (gallons/hour)

Enter your “Threshold Number” (in gallons per hour) and click on the forward arrow.

6. The next screen will ask you where to send the Leak Alert message to. These can be in form of emails or text messages. You can have multiple messages sent. For example, you can send one to your email address, one to your cell phone, and one to your spouse’s cell phone.

9 Click within the box to the right of “Add Email”. Type in your email address in standard email format as follows: [xxxxxx@xxx.xxx](#). Click on the plus sign. 10

For a text alert, use the following format depending upon your cell phone service provider (mobile carrier):

Mobile Carrier	Text Format
AT&T	cellnumber@txt.att.net
Sprint	cellnumber@messaging.sprintpcs.com
T-Mobile	cellnumber@tmomail.net
Verizon	cellnumber@vtext.com

Everytime you enter a new email address or text address, click on the plus sign. 10 The addresses should all appear in the box below the input line. The example below shows 2 addresses that “Leak Alerts” will be sent to; one email address and one cell phone for a text alert. 11

Determine how often reminder “Leak Alert” messages are sent if the leak continues. The options are every day (default), every 2 days, or every 3 days. Click on your choice (Day, 2 Days, 3 Days). 12

When you’ve completed this screen, click on the forward arrow. 13

Alert Configuration for L4753

Send Email Notifications to

Add Email: +

Want to get alerts delivered as text messages directly on your phone? ⓘ

6027228753@text.com
greg@carefreewaterco.com

Day 2 Days 3 Days

TYPE LIMITS ALERTS SUMMARY

← →

7. You’re now ready to finalize your “Leak Alert”. In the next screen on the “Alert Status” line, click on the box next to “Inactive”. It should turn blue and read “Active”. 14

On the “Test Alert” line, click on the box next to “Inactive”. It should also turn blue and read “Active”. 15

Click “Save”. 16 This will save your “Leak Alert” settings and send you test emails and/or text messages. If you do not receive an email and/or text alert, go back through the process and check all of your settings.

Alert Configuration for L4753

Preview alert

Alert Settings

Type of flow Intermittent

Flow Threshold Maximum 1 Gallons /hr

Frequency Every day

Alert Status Inactive Inactive

TYPE LIMITS ALERTS SUMMARY

← →

Congratulations! You’ve set up your “Leak Alerts”. Please call our office if you have any questions or problems (480-488-9100).

“Threshold Number” Discussion

How EyeOnWater Uses the “Threshold Number”

The “Leak Alert” function is only intended to catch continuous leaks, such as a faulting irrigation valve, running toilet, or faucet that has been left on. EyeOnWater will compare the number you input as the “Threshold Number” (in gallons per hour or “gph”) to your water usage every hour for the past 24 hours. If all of your hourly readings are greater than the “Threshold Number”, then a Leak Alert will be sent to you. If even one of your hourly water usage figures falls below the “Threshold Number” for the last 24 hours, you will not meet the criteria for a “leak” and a “Leak Alert” will not be sent out.

Understanding Your Water Usage

Most residential customer's water usage should be very low if not zero during certain hours of the day (for example at 2:00 a.m. when everyone's asleep). If you're unsure, check your EyeOnWater data for between the hours of 10 p.m. and 6 a.m. to see what your water usage looks like when everyone's asleep. If your water usage typically goes to zero or close some time during these hours, you can set your "Threshold Number" low – for example 1 gph. If you set it at 1 gph and your water usage is above 1 gph for 24 consecutive hours, you'll get a "Leak Alert" sent to you.

Those customers with large pools, spas, water features, or other usage that may be continuous throughout the day may want to set their "Leak Alert" threshold higher; for example 5 or 10 gallons per hour. Just remember, a continuous usage of 10 gallons per hour is 240 gallons per day, or 7200 gallons per month! Please call our office if you need more guidance here – we're happy to help.

Description	"Threshold Number" (gallons/hour – gph)	Monthly Water Usage at the "Threshold Number"
Low	1 gph	720 gallons
Normal	5 gph	3,600 gallons
Moderate	7 gph	5,040 gallons
High	10 gph	7,200 gallons
Very High	20 gph	14,400 gallons