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**EyeOnWater Web Setup Instructions**

1. Visit [**https://eyeonwater.com/signup**](https://eyeonwater.com/signup) on your computer using a supported web browser.
2. Enter your full account ID # - ##### - ##
3. Click Next
4. Enter your email address.
5. Create and confirm a password.
6. You will receive a confirmation email from BEACON. You must verify your email address by clicking on this link. Once you do, you can sign in using your email and password at the [**https://eyeonwater.com**](https://eyeonwater.com) website.

**Link More Accounts**

If you have more than one water account and want to link them all to your EyeOnWater, do the following:

1. Use a web browser to log into [**https://eyeonwater.com**](https://eyeonwater.com)**.**
2. Click “Link more accounts” link.
3. Enter your account number and Service Location Postal Code.
4. Click Next.
5. Confirm that the system located your account by clicking Link Account.
6. Click Continue to complete the process.
7. After the system has finished processing the additional links, you can view each additional account via the app by tapping the top portion of the app screen and selecting the meter of interest.

**Set or Change Leak Alerts**

About Leak Alerts

While EyeOnWater is constantly on the look out for leaks, whether you are using EyeOnWater on the web or one of the mobile apps, to be notified that you have a potential leak, you need to set a Leak Alert. If you have more than one meter on your account, you will need to set an alert for each meter.

Leak Detection

Because EyeOnWater has no way of knowing whether someone left the water on accidentally or turned it on intentionally, the system detects potential leaks by looking for 24 consecutive hours of flowing water above a specified limit called an alert threshold. When you set an alert threshold, the system looks back 24 consecutive hours from the most recent time your meter communicated with EyeOnWater. If your threshold was exceeded during that time, an alert will be sent. If flow dropped below the threshold or dropped to zero, even if your threshold was exceeded one or more times in that 24-hour period, no alert will be sent.

What threshold should you set?

While there is no one-size-fits-all answer to that question, Beacon recommends setting a threshold of 1 Gallon per hour. This will help you spot the most common sources of household leaks including dripping faucets, leaky toilets and broken sprinkler pipes.

**To set or change a Leak Alert:**

To set a Leak Alert, use a supported web browser to go to https://eyeonwater.com, sign in and do the following:

1. Click the Set Leak Alert button in the upper left corner. The Alert Configuration Wizard for your meter opens.
2. Set the expected flow type for your meter by choosing Intermittent Flow. (Continuous flow is virtually never expected in homes, so we advise against choosing this option.)
3. Click the right arrow to move to the next step.
4. Set a maximum flow threshold. An alert will be sent when flow exceeds that threshold for 24 consecutive hours. For residential customers, Beacon advises setting the threshold at 1 Gallon per hour.
5. Click the right arrow to move to the next step or click the left arrow to go back one step.
6. In the Add Email box, type the email address of the person you want to receive alert notifications and click the plus (+) sign. Repeat this step for all the emails addresses you want an alert sent to.
7. **To Add Text Message Alerts** – There are directions to add text message by adding an email address by hovering the  icon beside “Want to get alerts delivered as test messages directly on your phone?
8. Click one of the buttons to send an alert once every Day, 2 Days or 3 Days.
9. Click the right arrow to move to the next step or click the left arrow to go back one step.
10. From the Preview Alert menu:

* Click the Start, Reminder and Stop buttons to preview what each notification looks like.
* Use the Alert Status switch to activate and deactivate the alert.
* Use the Test Alert switch to send a test alert to all the email addresses and text numbers entered on the previous screen. Click Save to send the alert. Note: The test message will only be sent if the Save was successful.
* When you are satisfied, click Save. Or click the left arrow to go back one step.

When a leak ends, EyeOnWater tells you how long the leak lasted, its start and end date along with its base flow rate and how much water was lost. You can also answer three brief questions about the leak to help Beacon analyze leaks and notifications. Your anonymous answers train our leak detection algorithms to spot leaks with similar characteristics and help identify the source of future leaks.

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**EyeOnWater App Setup Instructions**

1. Download the app from the [**https://eyeonwater.com**](https://eyeonwater.com) website or Go to the App Store on your Android or iPhone and search for “eye on water”.
2. Download the free App to your iPhone or Android Phone.
3. Open the App.
4. Tap on Login if you already have an account setup from the web.

**If you are setting up your Eye on Water account for the first time and want to use the Phone App:**

1. Tap on the “Sign Up” button.
2. Enter the ZIP or Postal Code of the location where your utility delivers water or with Location Services on tap Use my current location to allow EyeOnWater to look up City of Elkton Utilities.
3. Select your water utility.
4. Enter your Account ID.
5. Review and verify your account number by tapping Yes, That’s Me or tap Go Back to enter a different account number.
6. Finish creating your account by entering a username, email address and a password that meets the criteria.
7. Read and check the box to accept the Terms of Use and tap Submit.
8. Follow the on-screen instructions to send a verification email. After opening the verify link in the email, return to the EyeOnWater app and, if prompted, tap I’ve Verified My Email, or login from the Welcome screen using your Username and Password, then tap Log In.

**Link More Accounts**

1. Click on the drop-down arrow to the left of your name.
2. Tap the gear-shaped Settings icon.
3. Click on Link more accounts.
4. Enter your account number and Service Location Postal Code.
5. Tap Continue.
6. Confirm that the system located your account by tapping Link Account.
7. Tap Continue to complete the process.

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**To set or change a Leak Alert:**

To set or change a leak alert, do the following:

1. Tap the Account icon.
2. Tap the Meter you would like to configure under the Account Location.
3. Toggle Leak Notifications on and then click Configure.
4. The Alert defaults to Normal. This value depends on the meter resolution. For a residential customers meter, Normal should be 1 Gallons per hour.
5. Review the options under the Basic tab to see if any other options is best for you. Or, you can click the Advanced tab to set your own gallons/hour option.
6. When a leak is detected, EyeOnWater will email a notification to you.
7. **To Add Text Message Alerts** – Add an additional email address using a cell phone number. You may need to contact or look up how to do this with your cell provider, but for AT&T you would use [XXXXXXXXXX@txt.att.net](mailto:XXXXXXXXXX@txt.att.net), Verizon [XXXXXXXXXX@vtext.com](mailto:XXXXXXXXXX@vtext.com) (SMS) or [XXXXXXXXXX@vzwpix.com](mailto:XXXXXXXXXX@vzwpix.com) (MMS), T-mobile [XXXXXXXXXX@tmomail.net](mailto:XXXXXXXXXX@tmomail.net) or Sprint PCS [XXXXXXXXXX@messaging.sprintpcs.com](mailto:XXXXXXXXXX@messaging.sprintpcs.com). XXXXXXXXXX in the examples above are the cell phone number you want to receive the leak notification text messages.

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