

# MY WATER ADVISOR<sup>™</sup> 2.0

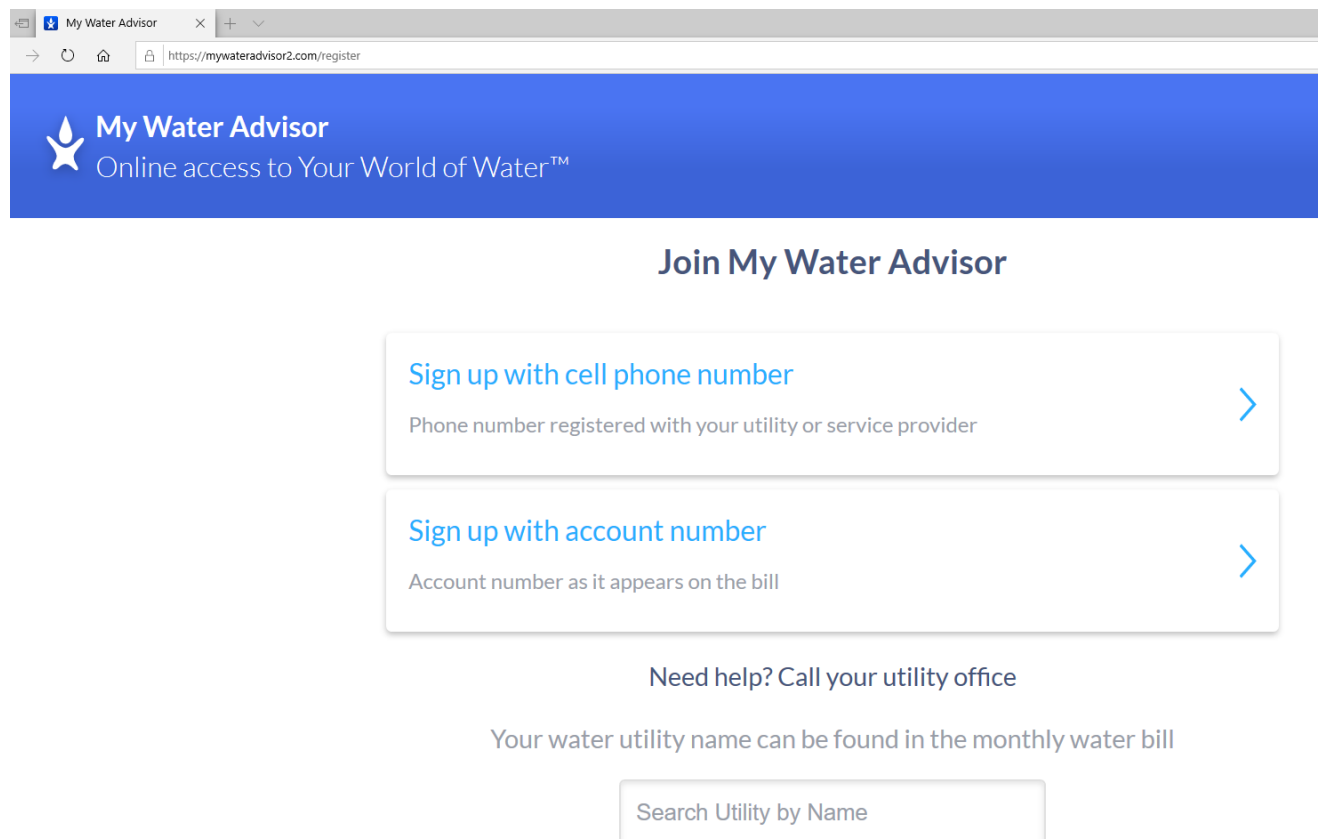
## USER GUIDE



**My Water Advisor**

Online access to Your World of Water<sup>™</sup>

## 1.0 CREATING AN ONLINE ACCOUNT



My Water Advisor  
Online access to Your World of Water™

### Join My Water Advisor

[Sign up with cell phone number](#)  
Phone number registered with your utility or service provider

[Sign up with account number](#)  
Account number as it appears on the bill

Need help? Call your utility office

Your water utility name can be found in the monthly water bill

**Fig 1:** My Water Advisor 2.0 – Registration

### REGISTRATION INSTRUCTIONS

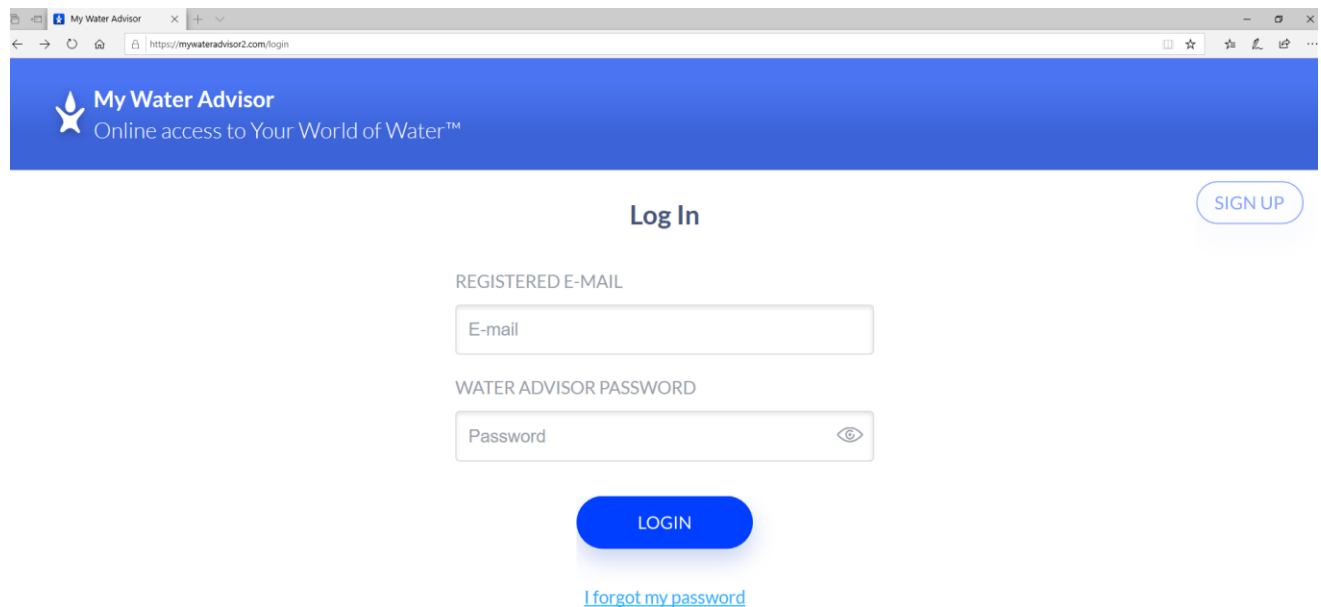
Before any of the features of My Water Advisor 2.0 can be used, the user needs to first register via web portal. Utility customers can easily create an account through My Water Advisor 2.0's online portal by following the steps identified below:

1. On a desktop computer, navigate to <https://mywateradvisor2.com/register>
2. Click on the **SIGN-UP button**, located on the top right of the page
3. Select either one of the following options:
  - Sign up with cell phone number **OR**
  - Sign up with account number

**NOTE:** if signing up via cell phone does not work, try using account number instead; the corresponding water utility may not have the customer's phone number stored in their database.

Double check the submitted data, and ensure that the entered **Account Number** is correct, and that the **Full Name** is entered exactly as it is listed on the water bill.

Next, enter a valid **Email Address** and create a **Password**; save these for later use.



My Water Advisor  
Online access to Your World of Water™

Log In [SIGN UP](#)

REGISTERED E-MAIL  
E-mail

WATER ADVISOR PASSWORD  
Password

[LOGIN](#)

[I forgot my password](#)

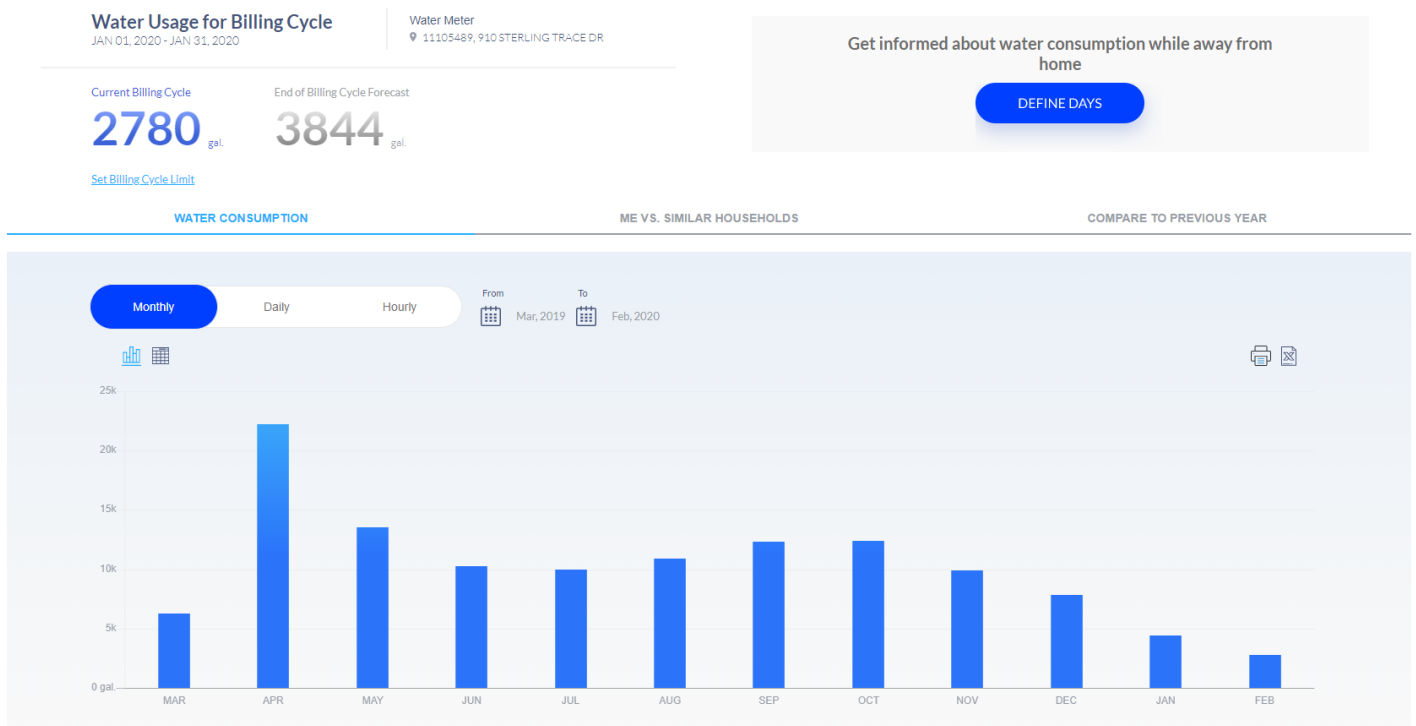
**Fig 2:** My Water Advisor 2.0 – Log In Page

Once registered, the user can access their account via either a web-ready device (computer, laptop, tablet) or directly via a dedicated smartphone application. In either case, the email and password used during the registration process should be utilized.

Details on what each option does are outlined in the following pages.

## 2.0 USING THE WEB PORTAL

### 2.1 HOME TAB



**Fig 3:** My Water Advisor 2.0 – web portal main dashboard

Once logged into the account, the user will be able to view the average **Monthly Consumption**, gain insight into the average household usage, be provided with an **End of Month Forecast**, as well as a comparative **Monthly Average** based on the current consumption behavior.

The **HOME TAB** contains most the available features; consequently, the Main Dashboard, is divided into two sections:

**A. CONSUMPTION & ACCOUNT OVERVIEW**

- **Water Usage for Billing cycle**

- Shows the dates of the billing cycle
- Consumption used to date

- **Water meter**

- The physical street address where the water meter is located
- Corresponding meter identifier: meter serial number

- **Consumption widget**

- Current Billing Cycle: the number in **BLUE FONT** shows how many gallons of water have been used since the beginning of the current billing cycle
- End of Billing Cycle Forecast: the number in **GRAY FONT** displays the forecasted consumption at the end of the current billing cycle. This calculation is using criteria given past consumption patterns as well as current usage

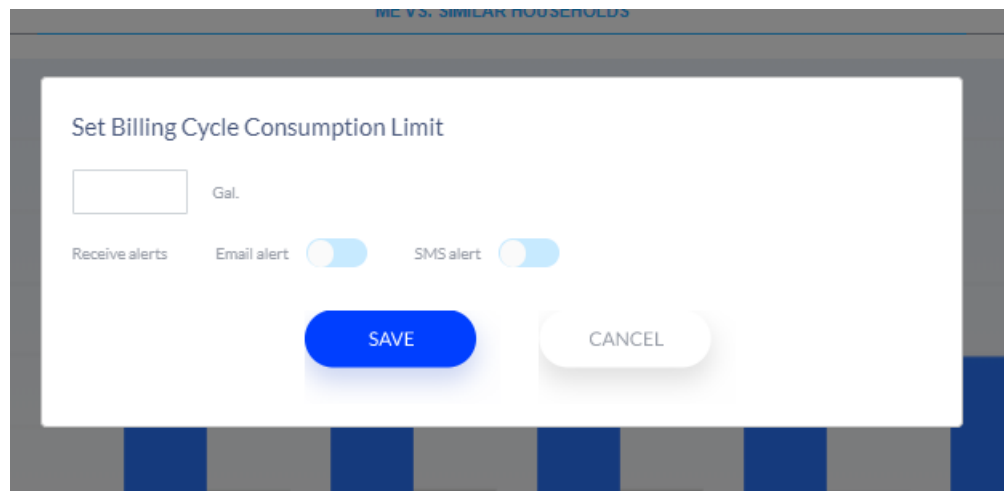


**Fig 4:** My Water Advisor 2.0 – web portal main dashboard (TOP HALF)

**NOTE:** water consumption and monthly budget can be set by selecting “[Set Billing Cycle](#)” hyperlink underneath the **Current Billing Cycle** widget.

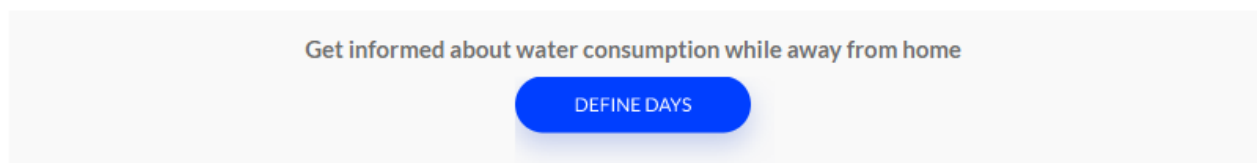
1. Enter the maximum water consumption
2. Once the consumption has reached the number entered in step 1 above, the user can elect

to receive either SMS Text Messages and/or email alerts

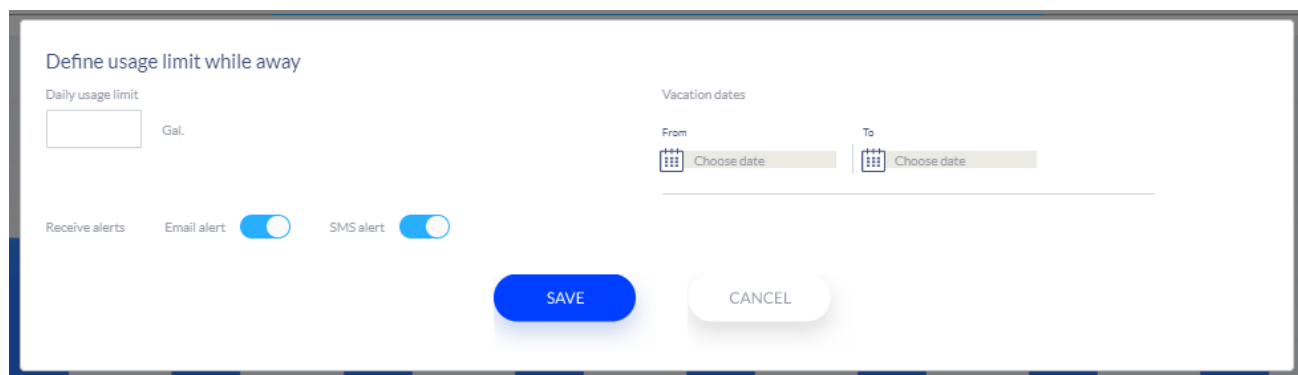


**Fig 5:** Setting consumption limits & alerts

Another feature of My Water Advisor 2.0 is the ability for the user to be notified of unauthorized water usage at their property while away. A few screenshots of this feature are shown below:



**Fig 6:** Setting consumption alerts while away



**Fig 7:** Options for consumption alerts while away

The user can define:

- the consumption threshold
- type of alerts (SMS text and/or email)
- vacation dates

**NOTE:** this alert notification feature will automatically disable upon expiration of the set vacation dates.

## B. CONSUMPTION CHARTS AND TABLES

On the web portal, there are three main consumption charts/tables that the user can select.

- Water Consumption
- Me vs. Similar Households
- Compare to Previous Year



**Fig. 8:** Consumption Charts Over Different Timeframes

**i. WATER CONSUMPTION**

In this feature, the user can select and view their water usage either at a **Monthly, Daily** or **Hourly** interval.

The default view for the **Monthly Consumption** shows water usage for the last 12 months.

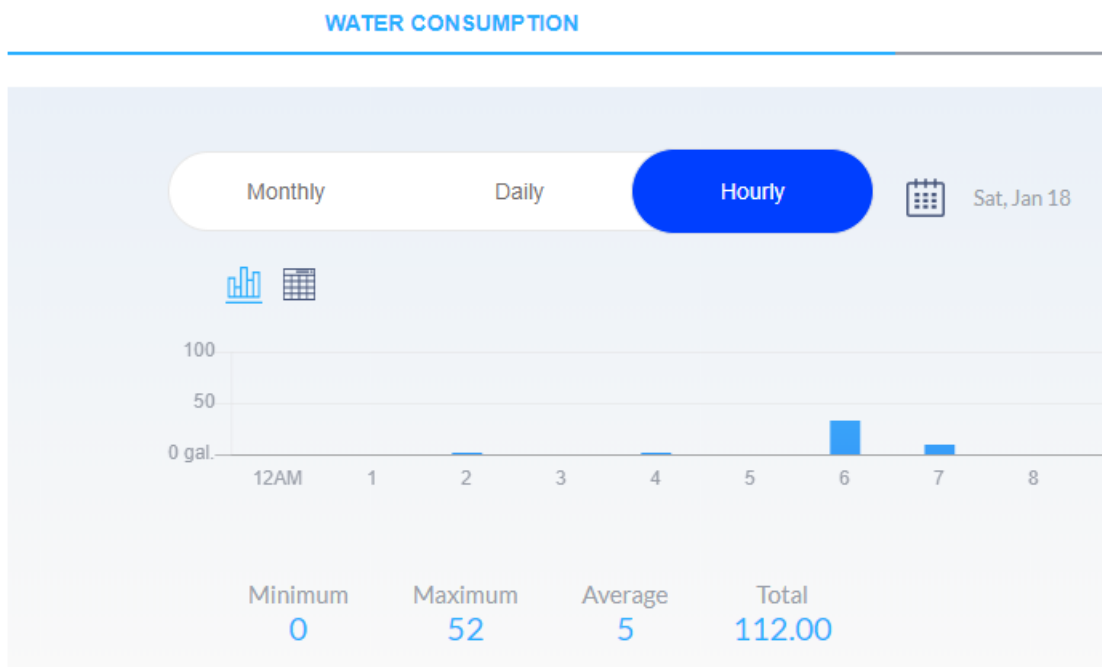
Additionally, by selecting “**FROM**” and “**TO**” buttons, adjustments can be made to show consumption for any given number of month ranges.

**NOTE:** for any selected timeframe and chart time, the system automatically calculates the Min, Max, Avg and Total consumption.

Similarly, the **Daily Consumption** option shows the user their daily water usage, with the default view displaying the previous billing cycle. The user can elect to display daily consumption for any other daily range.

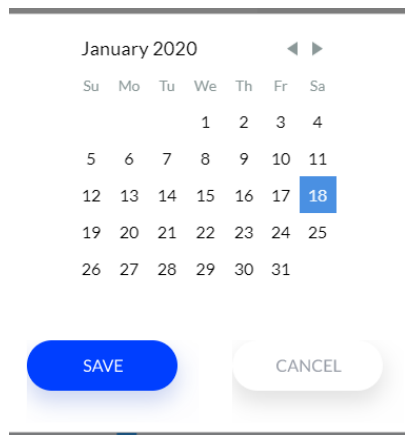
The **Hourly Consumption** only focuses on showing hourly consumption for up to 24 hrs., starting at 12 AM for the selected day.

**NOTE:** for the calculations to take into effect, the user **MUST** first select a day before hourly consumption is displayed.





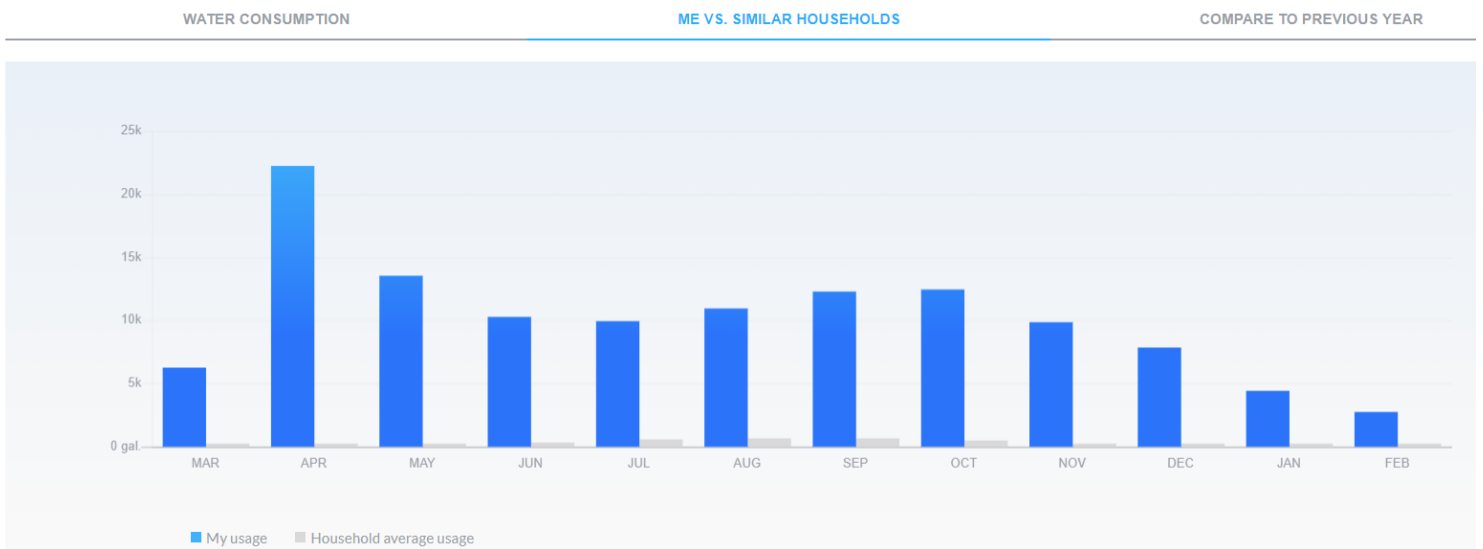
**Fig. 9:** Hourly Consumption Date Picker



**Fig. 10:** Consumption Date Picker (cont'd)

**ii. ME vs. SIMILAR HOUSEHOLDS**

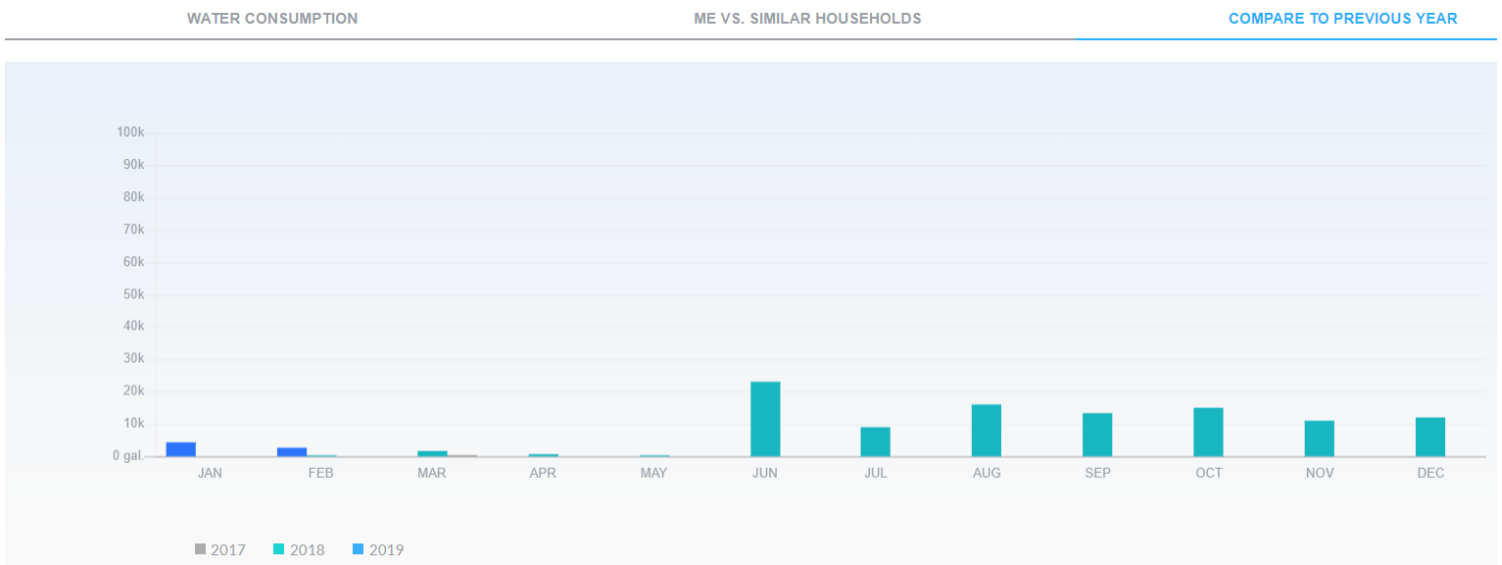
Given similar households, this tab provides a water usage comparison chart on a monthly basis, looking back at the past 12 months.



**Fig. 11:** Monthly Water Usage Comparison Chart

**iii. COMPARE TO PREVIOUS YEAR**

This option shows a year by year water consumption looking back at the last 2 years.



**Fig. 12:** Consumption Chart Year by Year (max 2 years)

**NOTE:**

1. The user can select to either view a chart or a table by selecting either the **GRID** or the **BAR** icons.
2. Additionally, at any point the current screen can either be printed or saved as an Excel Spreadsheet by selecting the **PRINT** or **EXCEL** icons



**Fig 13:** Viewing Table vs. Chart and Saving Options

## 2.2 SETTINGS TAB

In the SETTINGS TAB, the user can enable real-time **Alert Settings** via either **E-Mail** or **SMS** by simply selecting the preferred notification method(s) and entering the cellular phone number.

Alerts	Email alert	SMS alert
Suspected Leak	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Billing Cycle Consumption Limit	<input type="checkbox"/>	<input type="checkbox"/>
Daily Usage Vacation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[My Water Meters](#)

11105489 910 STERLING TRACE DR

Name: CHRIS HARRIS,  
Account Number: 0070000258002  
Phone Number: [Edit](#)

[CHANGE PASSWORD](#)

**Fig. 14:** Setting Notification Rules for Real-time alerts

Once the Alert Settings are personalized, My Water Advisor 2.0 will begin sending direct alerts to aid the user conserve water and save money. These personal alerts include:

1. **Suspected Leak** – An alert sent directly by the water meter when continuous 24-hour consumption is detected.
2. **Billing Cycle Consumption Limit** – Activated when water usage is above the consumer-defined limit.
3. **Daily Usage Vacation** – Receive a water usage alert during a specific time frame by defining an absence or holiday time period.

**NOTE:** the billing cycle consumption limit is set under the **HOME TAB**.

Moreover, in this tab, the user can also change his/her password and edit the cellular phone number SMS texts should be sent to.

## 2.3 ALERTS TAB

The **Alerts Tab** will outline if there are any active alerts on the corresponding account.



**Fig. 15:** Real-time Alerts Page

If there are any active alerts, the user should contact their water utility for assistance in resolving the issue(s).

## 3.0 MY WATER ADVISOR 2.0 APP

### Available Now For Download

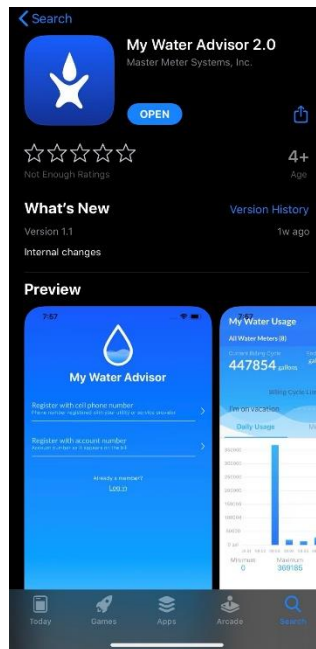
My Water Advisor 2.0 feature set is also available as mobile apps for both iOS and Android mobile platforms; the key features include **Consumption details, leak and budget alerts**, as well as **SMS text + Email notifications**. To download this app simply enter **My Water Advisor 2.0** into the search engine for either **Google Play Store** (Android devices) or **App Store** (Apple/iOS devices).

**FUNCTIONALITY NOTE:** A note about functionality differences between the mobile apps vs. the web portal. Given the limited screen size, the mobile apps do not permit the user to:

- My Water Advisor 2.0 registration procedure
- View/Download/Print Hourly and Daily consumptions charts or tables

- Compare to Previous Year consumption

**DOWNLOAD NOTE:** If two different My Water Advisor versions are available on the App Store/Google Play Store, the user is encouraged to select My Water Advisor 2.0 as the previous version will be retired at the end of Q2 2020.



For questions or service, please contact your local utility company or water supplier.

Enjoy Saving Water!