

# TOWN OF BURGAW

## PUBLIC WORKS DEPARTMENT



Did you know you can set up **Eye on Water** to send you notifications when a potential leak happens? Eye on Water is a **free monitoring service** for all water customers in the Town of Burgaw.

## SETTING UP EYE ON WATER

1. Visit <https://eyeonwater.com/signup> on your computer using a supported web browser.

2. Enter your service or billing address ZIP/Postal Code.

3. For the **Account Identification Code** enter your billing account number. This can be found on your water bill.

If you have any questions regarding this number, please call Burgaw Town Hall (910) 259-2151.

### SAMPLE WATER BILL

CUSTOMER NAME	SERVICE LOCATION	ACCOUNT NUMBER
JOHN SMITH	123 MAIN STREET	88888888

DUE DATE	CURRENT CHARGES
01/15/2017	\$45.50

4. Enter your email address and then create and confirm your password.

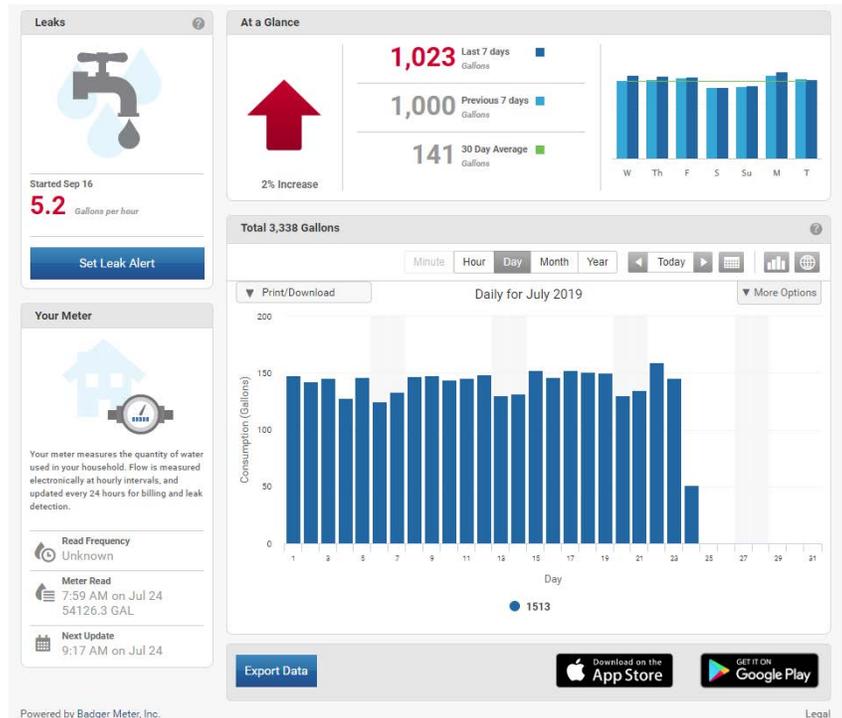
You will get a confirmation email from **EyeOnWater, noreply@eyeonwater.com**. Please verify your email address by clicking the link in the email.

Once you verify your email and log in, your landing page will look similar to the example here.

From here you can:

- Set leak alerts using an email or cell phone number.
- Monitor your usage. You can change the graph by clicking Day/Month/Year or by clicking on the bars inside the graph.
- Export data to a spreadsheet or print a picture of the bar graph.

**We encourage all Burgaw residents to sign up for this free service!**



109 NORTH WALKER STREET, BURGAW NC 28425

(910) 259-2901

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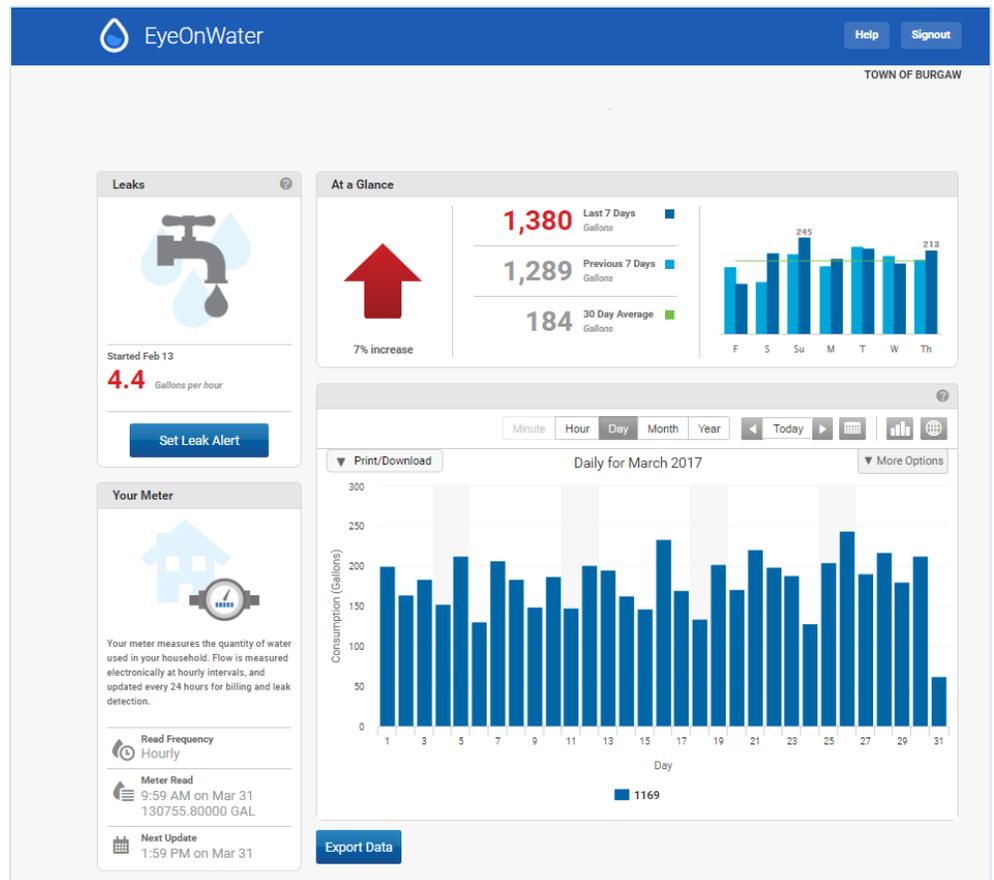
## Your Eye on Water

With the addition of a new water meter system comes a brand new feature that lets customers monitor their water usage better than ever before. This program, called Eye on Water, is available to everyone who has an account with the Town of Burgaw. Here is an overview on the features of this website.

## The Main Screen

Once you set up your Eye on Water account this will be your main screen. You can monitor your water usage by year, month, and day or even by the hour. This screen also shows your overall usage per week and how much more or less you are using.

Most of the Town's meters read on the hour so it is very easy to track and see large amounts of data coming in from your home.



## Detecting Leaks

Eye on Water can be set up to detect leaks through a number of different ways. Here you can see it has detected a leak of 4.4 gallons of water per hour. This is most likely a leaky toilet.

If we look closer at the bar graph per hour we can see a consistent flow during normal hours where there should not be any water usage. This is one very obvious sign a leak is going on and needs to be fixed. Many leaks are easily fixed so setting up a **Leak Alert** can end up saving you money if detected early.

The alert can be set up to either e-mail or phone call if the leak parameters have been met. A leak is defined as **at least one gallon of water** flowing through the meter for a consecutive 24 hours.

Eye on Water is a wonderful system to use to monitor your water usage or to detect minor leaks however, if you believe you have a leak in your home it is always advised to call a plumber.

