



To: All Town of Burgaw Water Customers

From: Chad McEwen, Town Manager

Re: New Water Consumption Monitoring Service Available for Customers

Date: August 18, 2016

Dear Town of Burgaw Water Customer,

Welcome to EyeOnWater!

With the Town's recent installation of the new Advanced Metering Infrastructure (AMI) meters we now have the ability to allow customers to view and monitor their water consumption based hourly, daily, monthly, and annual intervals. This service is provided free through the EyeOnWater software and mobile app. In addition, the new AMI technology includes a leak detection tool that allows each customer to create parameters based on continuous or excessive usage. In the event these parameters are exceeded you will receive a notification from EyeOnWater. If utilized by the customer, this leak detection tool could help prevent excessive water bills due to water leaks. We strongly encourage each customer with access to a computer, smart phone, or tablet to utilize this free service in order to help monitor their own water consumption as well as helping prevent excessive water bills due to water leaks.

In order to install the software on your home computer please follow the steps below:

1. Visit <https://eyeonwater.com> on your computer using a supported web browser.
2. Click on the "Create Account" link.
3. Enter your service area zip code: **28425**
4. Enter your billing account number in the field for "Service Account ID". Please reference your most recent water bill or call Town Hall at (910) 663-3445 if you do not have your billing account number
5. Enter your email address in the field for "Username".
6. Create and confirm a password.

7. Shortly after completing the steps above you will receive a confirmation email from BEACON. You must verify your email address by clicking on the link in this email. Once you do, you can sign in using your email address/username and password.

Once you have completed these steps you can view your water consumption in hourly, daily, monthly, and annual intervals as well as set up your leak indication parameters.

In addition, this same service is available as a mobile app for your smart phone. Please follow the instructions below in order to install the EyeOnWater mobile app on your smart phone or other handheld device.

Smart Phone or Mobile Device App Instructions:

1. 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 the Register button.
5. Tap on "Enter your account information manually".
6. Enter your Zip Code: 28425
7. Select your water provider: Town of Burgaw
8. Enter your Account ID which is your water account number. Please reference your most recent water bill or call Town Hall at (910) 663-3445 if you do not have your billing account number
9. Tap on the Next button.
10. Enter a valid e-mail address.
11. Create and confirm a password.
12. Verify that you have read the Terms of Service.
13. Tap on the Next button.
14. An email will be sent to the address you provided.
15. Click or tap on the link in the email to verify it is valid.
16. You can now sign in to your account.

Once you have completed these steps you can view your water consumption in hourly, daily, monthly, and annual intervals as well as set up your leak indication parameters via your smart phone or mobile device.

If you have any questions or issues with installing the EyeOnWater software on your home computer, smart phone, or mobile device please feel free to call Town Hall at (910) 259-2151 or stop by and we will be glad to assist you with setting up your account.

Respectfully Yours,



Chad McEwen
Town Manager