

Elsinore Valley Municipal Water District

# TAKE CONTROL OF YOUR WATER USE:



Elsinore Valley Municipal Water District's (EVMWD) advanced meter technology empowers customers to take control of their water use. It's easy as 1-2-3 when you sign up for EVMWD's AquaHawk to take full advantage of your advanced meter.



## LEAK ALERTS

Receive timely leak alerts through email, text or phone. These alerts help prevent costly leaks and property damage and give you peace of mind when you are away from home.



## WATER USE ALERTS

Tailor your monthly water use to stay within a budget that works for you. If you are close to going over, or exceeding your budget, we'll notify you.



## WATER AND MONEY SAVINGS

Easily see when you are using water and how your water use compares to temperature and rainfall data to help you adjust your usage.



## REGISTER YOUR WATER ACCOUNT

Visit EVMWD's bill pay website at [www.onlinebiller.com/evmwd/](http://www.onlinebiller.com/evmwd/) to register your account. For help with registering your account, visit the "Customers" tab on EVMWD's website for a tutorial video.



## SIGN UP FOR ALERTS

Once you are registered, sign up for alerts in less than five minutes.

Maximize your water and, often, cost savings by personalizing your AquaHawk account with water use alerts. These "Threshold" alerts make water savings easy and allow you to tailor the amount of water (gallons) or a maximum amount (dollars) to stay within budget each month. You will receive a notification if your water use or bill is approaching or has exceeded, your customized monthly water use threshold.

WATER SAVER  
INSIDER TIP

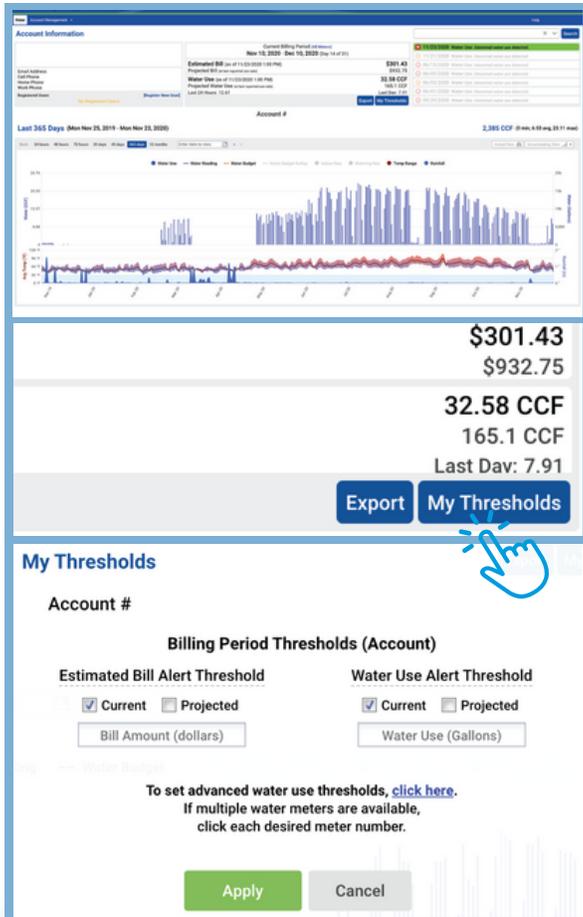
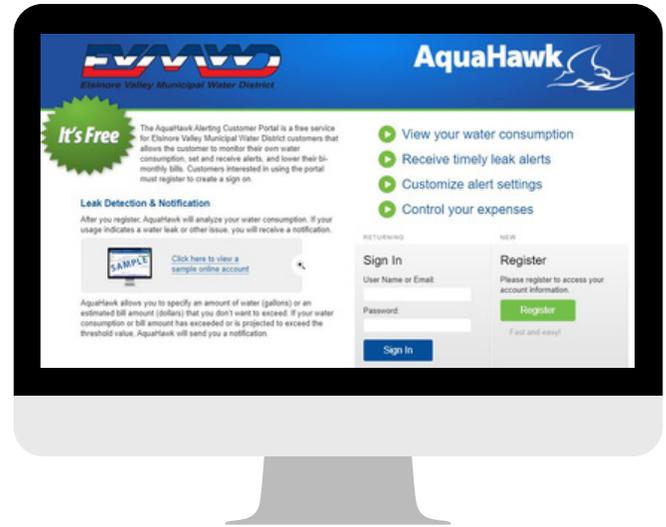


# SIGN UP FOR ALERTS

**STEP 1:** Login to your online bill page at [www.onlinebiller.com/evmwd/](http://www.onlinebiller.com/evmwd/).

**STEP 2:** On the "Account Number" home screen, click on "View Bill and Usage". A window will pop up with a view of the bill; from the top right hand side of the browser, click on "View Water Usage" to enter the AquaHawk portal where and view your billing and water usage.

**STEP 3:** Click on "My Thresholds", located in the middle of the screen, to set your alert threshold in dollars or water gallons (1 unit = 748 gallons). A "My Thresholds" screen will pop up on your screen and you will be able to personalize your billing and water use.



## Setting Your Threshold for **YOUR BILL AMOUNT PROJECTED BILL ALERT**

To set an alert for when your water use is trending to go over your anticipated water bill amount, click "Projected."

## **CURRENT BILL ALERT**

To set an alert for when your water surpasses your threshold for your bill amount, click "Current."

## Setting Your Threshold for **YOUR WATER AMOUNT PROJECTED WATER AMOUNT ALERT**

To set an alert for when your water use is trending to go over your anticipated water use (gallons) amount, click "Projected."

## **CURRENT WATER AMOUNT ALERT**

To set an alert for when your water surpasses your threshold for your water use (gallons) amount, click "Current."

**ADVANCED ALERTS:** Advanced alerts can be set based on hourly, daily, weekly or monthly usage.

**STEP 4:** Click "Apply" to save your alert settings and you are done!

# UPDATE SETTINGS

## HOW TO UPDATE YOUR NOTIFICATION SETTINGS

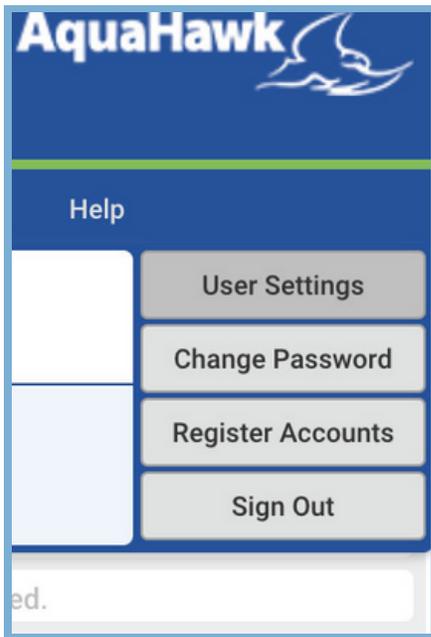
Notifications in AquaHawk are automatically set to send you notifications via email, but you can easily switch to phone or text notifications, too.

**STEP 1:** Login to your account at [www.onlinebiller.com/evmwd](http://www.onlinebiller.com/evmwd).

**STEP 2:** Click on your username in the top right corner. A dropdown menu will appear. Click on the “User Setting” option in the dropdown menu.

**STEP 3:** On the “Settings” page you will be able to select how you would like to be contacted: On the “Settings” page you will be able to select how you would like to be contacted (email, phone, text message) under “Contact Preference.” You can also select if you would like to be contacted at home, work and/or for urgent issues only.

**STEP 4:** After updating your contact preference, click “Save” at the bottom of the screen. After updating your contact preference, click “Save” at the bottom of the screen. That’s it; your contact settings have been updated!

A screenshot of the AquaHawk 'Settings' page. The page contains several input fields and radio button options. Fields include: Email Address (YOU@GMAIL.COM), First Name (FIRST), Last Name (LAST), Alias, Mailing Address (Street address, City, State, Zip Code), and Phone (Cell, Home, Ext., Work). There are also radio button options for Contact Preference (Email, Text Msg, Cell Phone, Home Phone, Work Phone, Urgent issues only), Login View Preference (Water, Account Management), and Alert View Preference (Standard Alerts, Advanced Alerts). 'Save' and 'Cancel' buttons are at the bottom.

Not sure how much water you regularly use?  
Check your current bill for your water budget  
allowance or call us for assistance at 951-674-3146.

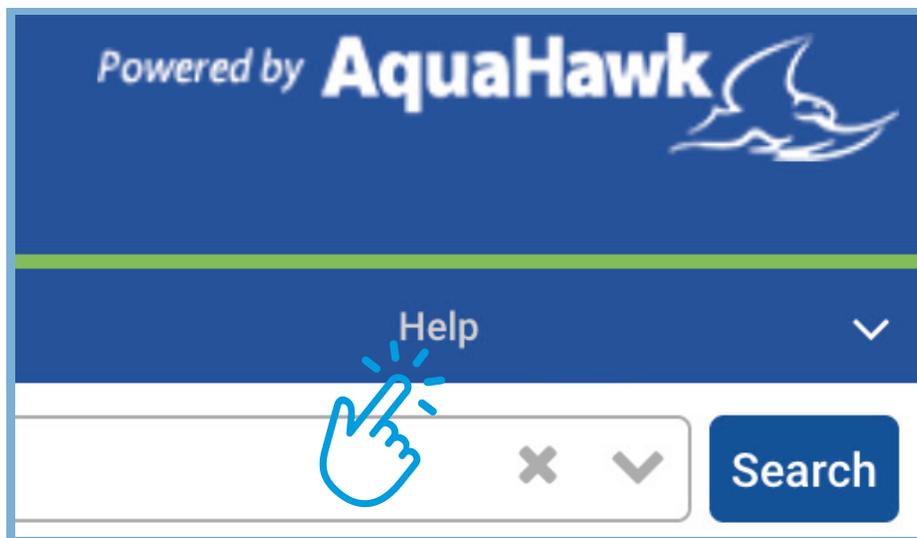
WATER SAVER  
INSIDER TIP



# HOW CAN WE HELP?

**QUESTIONS?** Once, you are logged in to AquaHawk, you can access a wide range of helpful information on how to make the most of using your AquaHawk account, including detailed account information, water & bill use, leak alerts, alert settings and more.

**This information is available by clicking on the “Help” button in the top right corner of your account after you login.**



## **Need more information or have additional questions?**

We have you covered! Contact our knowledgeable team at EVMWD by calling 951-674-3146 or email [ihaveavoice@evmwd.net](mailto:ihaveavoice@evmwd.net).

[www.evmwd.com](http://www.evmwd.com)

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