



## *Curran-Gardner Townships Public Water District*

3382 Hazlett Road | Springfield, Illinois | 62707  
217-546-3981-Voice | 217-546-0438-Fax  
www.currangardner.com

May 7, 2021

Dear Curran-Gardner Townships Public Water District Customer,

The Curran-Gardner Townships Public Water District has begun a project to replace all water meters throughout the District. This project will take approximate 2 years to complete the installation of 2500 customers. The purpose of replacing your meter is to allow us to detect possible leaks in your plumbing faster and notify you of problems before they become serious and costly. Accuracy, speed and reliability will improve. This technology can provide as many as 24 hourly reads per day for each customer's meter. **Your new meter has been installed.**

There is no expense to the customer. The entire cost of installation is covered by the Curran-Gardner Township Public Water District. You will continue to receive your monthly bills around the 25<sup>th</sup> of each month.

To assist monitoring your water usage, you may setup a user account with an application called "EyeOnWater". This application may be accessed via the web or the application may be installed on your cellular phone. Enclosed please find instructions that will assist you in configuring the EyeOnWater application. This program will also allow you to set alerts to inform you if a leak has been detected or high usage occurs.

If you have any questions, please do not hesitate to contact our office at 217/546-3981.

Sincerely

Cherril Graff  
Business Manager



Curran-Gardner Townships Public Water District is an equal opportunity provider.

# Using EyeOnWater

## Welcome to EyeOnWater

Powered by Badger Meter in association with Curran-Gardner Townships Public Water District, EyeOnWater lets you connect to supported water utility accounts to see how much water you're using and can even alert you to possible leaks on your property.

## What you'll need to use EyeOnWater

Supported browsers

Smartphone apps

Go to [www.eyeonwater.com](http://www.eyeonwater.com)

## Web:

Creating an Account  
Using EyeOnWater  
Setting Leak Alerts

## APP:

Create an Account  
Using EyeOnWater  
Setting Leak Alerts

## Steps to Create an EyeOnWater Account

1. Enter your service billing address ZIP/Postal Code.
2. Enter your account number as it appears on your water bill.

CURRAN-GARDNER TWP PUBLIC  
WATER DIST  
3384 HAZLETT RD  
SPRINGFIELD, IL 62707-2522  
217-546-3981



PLEASE REMIT THIS STUB  
WITH PAYMENT

Remember - You can now view and pay your  
bills online at [www.currangardner.com](http://www.currangardner.com)  
Municipality Code: CurranGardnerFL

JANE DOE  
123 WATER CIRCLE  
SPRINGFIELD, IL 62707-2638

AMOUNT  
DUE  
\$114.07

DUE DATE	ACCT NUMBER
05/15/2021	XXXXXXXXXX
BY DUE DATE	AFTER DUE DATE
\$114.07	\$125.48

SERVICE  
ADDRESS 123 WATER CIRCLE

3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the Terms of Use.
6. Verify your email address in the confirmation email.
7. From the [signup web page](#), enter your service or billing area ZIP or Postal Code.
8. Enter your account number on your water bill in the field labeled ACCT NUMBER in the image above.
9. Click Next.
10. Enter your email address.
11. Create and confirm a password.
12. Passwords must be a minimum of 8 characters and no longer than 16 characters. The best passwords are easy to remember and difficult to guess. We suggest using a simple phrase or life-long goal as the basis of your password. Remove spaces, randomly capitalize letters, and include at least one number.
13. You will get a confirmation email from Badger Meter, Inc. Verify your email address by clicking on the link in the confirmation email. If you use your email to log into EyeOnWater accounts for more than one water utility, you may receive more than one reset password email.

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

1. Log into EyeOnWater.com.
2. Click the text that says Link More Accounts above the Consumption Graph on the right side of the screen.
3. Enter the account number.
4. Enter the service location zip/postal code.
5. Click Next.
6. If the account displayed belongs to you, click Link Account.
7. Repeat steps 2-6 as needed to link additional accounts.

## Sign Up

Tap **Sign Up** to begin creating a new EyeOnWater account.



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 the utilities that deliver water service to the area.

**NOTE:** EyeOnWater does not use your location for any purpose other than to find your utility.

Tap to select your utility from the list. If you don't see your utility, check that you entered the right ZIP or Postal Code. If you still don't see your utility, contact them to verify that they use the system that powers EyeOnWater.

Review and **Confirm** your selection or tap **Go Back** to pick a different utility.

Enter your account number as it appears on your water bill.

If you don't know where to look for your account number, tap **Where can I find my account number?**

**TIP:** Some utilities use a "customer" number in place of an "account" number. Others just use the digits before or after a hyphen. When in doubt, ask your utility which number to use when creating an EyeOnWater account.

When you are done, tap **Close**, finish entering your account number and then tap **Continue**.

Review and verify your account number by tapping **Yes, That's Me** or tap **Go Back** to enter a different account number.

Finish creating your account by entering a username, email address and a password that is at least 8 characters long.

Read and check the box to accept the Terms of Use and tap **Next**. Follow the on-screen instructions to send a verification email. After opening the verify link in the email, return to the EyeOnWater app and tap **I've Verified My Email**, or login from the **Welcome** screen and return to the **Verify Your Email** screen. Tap **I've Verified My Email**.

### Log In

Use this button if you already have an EyeOnWater account. Enter your Username and Password, then tap **Log In**.

**TIP:** Tap the icon in the Password field to toggle the visibility of your password.

If you forget your password, from the **Log In** page, tap **Forgot Password** and follow the prompts to reset your password.

### Link More Accounts – iOS

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

1. Tap the top of the screen, then tap the gear-shaped **Settings icon**.
2. Tap **Link more accounts**.
3. Enter your account number and Service Location Postal Code.
4. Tap **Continue**.
5. Confirm that the system located your account by tapping **Link Account**.
6. Tap **Continue** to complete the process.

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.

### Link More Accounts – Android

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

1. Use a web browser to log into <https://eyeonwater.com>.
2. Click **Link more accounts**.
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.

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.

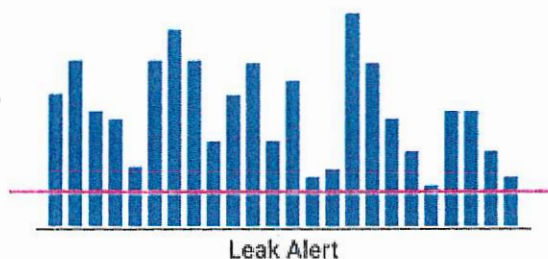
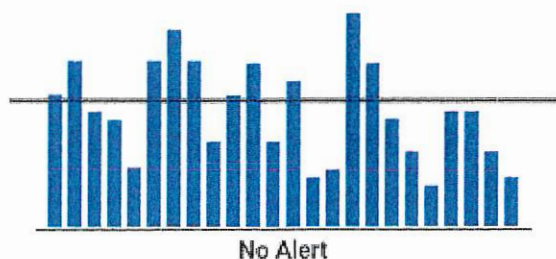
## Set Leak Alerts

### About Leak Alerts

While EyeOnWater is constantly on the lookout 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, we recommend 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.

### Setting a Leak Alert IOS

After signing into EyeOnWater for the first time, tap **Start Detecting Leaks**.

1. Tap **Allow** and, if desired, follow the prompts to customize your leak alert via the Account>Location>Meter>Alerts page (see the table and step 7 below). When a leak is detected, EyeOnWater sends a notification directly to your smartphone.

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

1. Tap the **Account** icon.
2. Tap the meter you would like to configure under the list of locations..
3. Tap **Alerts** at the top of the screen.
4. If Alerts are disabled, toggle them on with the **Enable Leak Notifications** switch.
5. The Alert defaults to Normal. The value depends on the meter resolution (see below).
6. Tap **Configure** to customize the alert.
7. Select one of the following alert options:

Basic	
<b>Sensitive</b>	Available for meters with less than 1.0 gallon resolution. Detects leaks greater than 0.010 gallons per hour or greater than the meter resolution, whichever is higher.
<b>Normal (Recommended)</b>	Detects leaks greater than 1.0 gallon per hour or greater than the resolution of the meter, whichever is higher.
<b>Large</b>	Detects leaks 10x greater than the value for Normal.
Advanced	
<b>Enter a value greater than 0.</b>	Ignores leaks of less than the amount per hour specified.

### Setting a Leak Alert Using Android

To configure or change a leak alert, do the following: Tap the **Account** icon.

1. Tap the meter you would like to configure under the list of locations.
2. Tap **Alerts** at the top of the screen.
3. The Alert defaults to Normal. The value depends on the meter resolution (see below).
4. Tap **Configure** to customize the alert.
5. Select one of the following alert options:

Basic	
<b>Sensitive</b>	Available for meters with less than 1.0 gallon resolution. Detects leaks greater than 0.010 gallons per hour or greater than the meter resolution, whichever is higher.
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<b>Large</b>	Detects leaks 10x greater than the value for Normal.
Advanced	
<b>Enter a value greater than 0.</b>	Ignores leaks of less than the amount per hour specified.

When a leak is detected, EyeOnWater will email a notification to you.